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**healthplanfinder**

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# Healthplanfinder Release 2.2 Overview Medicaid Plan Selection

# Topics

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## Release 2.2 Overview - Medicaid Plan Selection

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- **Overview**
  - **Determining Eligibility for Apple Health Coverage**
  - **Completing Enrollment in an Apple Health Managed Care Plan**
  - **Selecting a Managed Care Plan**
  - **Change Reporting and Renewals**
-

# Healthplanfinder Release 2.2

## Medicaid Plan Selection Overview

# Learning Objectives



## Upon completing this webinar you will be able to:

- Define Medicaid Plan Selection functionality through Healthplanfinder
- Identify the steps and outcomes for enrollment
- Describe features on the individual dashboard
- Explain how to change a Managed Care Plan

# What is the purpose of Medicaid Plan Selection?

## Before Medicaid Plan Selection

- Individuals are auto-enrolled through ProviderOne into a Managed Care Plan
- No individual choice or plan selection experience within Healthplanfinder

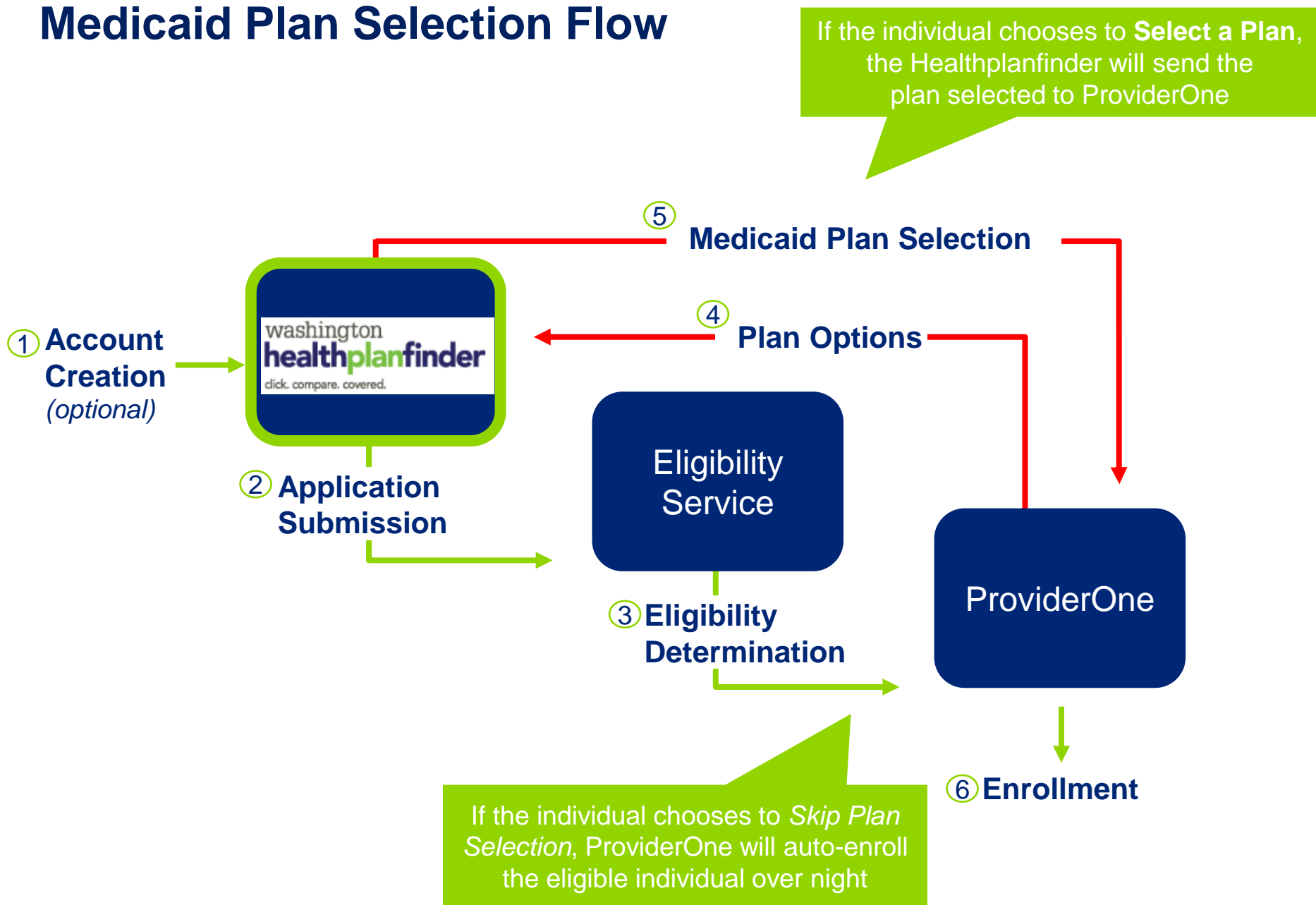


## Medicaid Plan Selection

- Self-driven plan selection experience in Healthplanfinder
- Ability to search for and select plans based on provider preferences



# Medicaid Plan Selection Flow



# What are the features of Medicaid Plan Selection?

Apple Health eligible individuals can select and enroll in a plan through Healthplanfinder

ProviderOne will determine plan options for individuals eligible for Apple Health

If individuals eligible for Apple Health don't select a plan, they will be auto-enrolled by ProviderOne

Apple Health individuals can search for multiple providers and compare plans within Healthplanfinder

# Apple Health Eligibility and Managed Care Enrollment

There is a two-part process for Apple Health:



## Part 1: Determining Eligibility for Apple Health Coverage

- Determines whether the individual is eligible for Apple Health coverage
- Includes the application data collection / submission and eligibility determination process



## Part 2: Completing Enrollment in a Managed Care Plan

- Determines whether an individual approved for Apple Health coverage can enroll in a Managed Care Plan
- Includes the Medicaid Plan Selection and Enrollment Process



# Determining Eligibility for Apple Health Coverage

# Eligibility Status – Apple Health



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1 Browse 2 Apply 3 Select 4 Finalize

## Eligibility Status

You applied for free or low cost health insurance coverage. Thank you for providing your household information. You'll find eligibility status details per household member by clicking each name below. A summary of any tax credit your household is eligible for is available at the bottom of this screen. Clicking Next will give you a summary your household's next steps to secure coverage.

**1** You have 1 household member with additional action required. Please review for more information.

Jonathan Smith	Jonathan Smith						
<p>✓ APPROVED Household: Primary Applicant Program: Washington Apple Start Date: 03/01/2014 End Date: 02/28/2015</p>	<p>✓ APPROVED</p> <p>Washington Apple Health Jonathan is covered for Washington Apple Health today. <a href="#">Why this result?</a></p> <table border="1"><thead><tr><th>Coverage Start Date</th><th>Coverage End Date</th><th>Renewal Date</th></tr></thead><tbody><tr><td>03/01/2014</td><td>02/28/2015</td><td>This coverage will renew on 03/01/2015. We'll contact you before the coverage end date.</td></tr></tbody></table> <p><b>Next Steps for Jonathan</b> No further actions are required at this time. Soon, you'll receive information in the mail about Jonathan's managed health care plan. Washington Apple Health will send a letter telling you which health plan has been chosen for you and a booklet called Your Medical Benefits Book.</p>	Coverage Start Date	Coverage End Date	Renewal Date	03/01/2014	02/28/2015	This coverage will renew on 03/01/2015. We'll contact you before the coverage end date.
Coverage Start Date	Coverage End Date	Renewal Date					
03/01/2014	02/28/2015	This coverage will renew on 03/01/2015. We'll contact you before the coverage end date.					
<p>✓ APPROVED Household: Spouse Program: Washington Apple Start Date: 03/01/2014 End Date: 02/28/2015 <a href="#">View Details</a></p>							
<p>SEPARATE APPLICATION Household: Child Program: None Start Date: Not Available End Date: Not Available <a href="#">View Details</a></p>							
<p>✓ APPROVED Household: Child Program: Washington Apple Start Date: 03/01/2014 End Date: 02/28/2015 <a href="#">View Details</a></p>							

Next

The alert bar indicates how many household members require further action

The individual tabs provide a quick summary of eligibility status for the entire household

A dynamic status display provides details of each eligibility status and next steps

# Household Summary Modal Overview



On the Eligibility Status screen, the individual will click “next” and their Household Summary modal will open.

*The Household Summary modal displays the individual's current Apple Health coverage and current Managed Care Plan*

*The individual is prompted to click “Continue” to view their Apple Health Managed Care Plan Options*

The screenshot shows the Washington Healthplanfinder website interface. At the top, there is a navigation bar with 'HOME | EN ESPAÑOL', 'WELCOME JANE SMITH | SIGN OUT', and 'CUSTOMER SUPPORT ?'. Below this is a progress indicator with four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize. The main content area is titled 'Eligibility Status'. A modal window titled 'Household Summary' is open, displaying the following information for Alex Smith: 'Current Coverage: Washington Apple Health', 'Current Managed Care Plan: Coverage without a Managed Care Plan', and 'Next Steps: On the next page, please review Washington Apple Health Managed Care Plan options.' A green 'Continue' button is located at the bottom right of the modal. Below the modal, there is a section titled 'Next Steps for John Smith' with a right-pointing arrow icon, stating: 'Starting 01/01/2015, Washington Apple Health Adult coverage will cover John Smith. Click 'Next' to see Washington Apple Health Managed Care Plan options.' A green 'Next' button is located at the bottom right of the page.

# Apple Health Eligibility and Enrollment Process

Washington Apple Health is a two-part process:



## Part 1: Determining Eligibility for Apple Health Coverage

- Determines whether the individual is eligible for Apple Health coverage
- Includes the application data collection / submission and eligibility determination process



## Part 2: Completing Enrollment in a Managed Care Plan

- Determines whether an individual approved for Apple Health coverage can enroll in a Managed Care Plan
- Includes the Medicaid Plan Selection and Enrollment Process

# Completing Enrollment in an Apple Health Managed Care Plan

# Household Summary 1



Healthplanfinder  
click. compare. covered.

Browse Apply Select Finalize

## Eligibility Status

### Household Summary PRINT

Please review the next steps for each member of your household. Each member may have a different action to take based on his or her eligibility. Make sure to print this page for your records.

**Alex Smith**  
Current Coverage: Washington Apple Health  
**Current Managed Care Plan: Coverage without a Managed Care Plan**  
Next Steps: On the next page, please review Washington Apple Health Managed Care Plan options.

[Continue](#)

**Next Steps for John Smith**  
Starting 01/01/2015, Washington Apple Health Adult coverage will cover John Smith.  
Click 'Next' to see Washington Apple Health Managed Care Plan options.

# Household Summary 2



healthplanfinder  
click. compare. covered.

Browse Apply Select Finalize

## Eligibility Status

### Household Summary PRINT

Please review the next steps for each member of your household. Each member may have a different action to take based on his or her eligibility. Make sure to print this page for your records.

**Alex Smith**  
Current Coverage: Washington Apple Health  
Current Managed Care Plan: Molina  
Next Steps: On the next page, please review Washington Apple Health Managed Care Plan options.

[Continue](#)

**Next Steps for John Smith**  
Starting 01/01/2015, Washington Apple Health Adult coverage will cover John Smith. Click 'Next' to see Washington Apple Health Managed Care Plan options.

# Household Summary 3



End Date: 01/31/2016	Coverage Start Date	Coverage End Date	Renewal Information
Johnathan Jackson	02/01/2015	01/31/2016	James Jackson will need to renew

## Household Summary PRINT

Please review the next steps for each member of your household. Each member may have a different action to take based on his or her eligibility. Make sure to print this page for your records.

**James Jackson**

**Current Coverage:** Washington Apple Health

**Current Managed Care Plan:** Coverage without a Managed Care Plan

**Next Steps:** No further action is required at this time.

---

**Johnathan Jackson**

**Current Coverage:** Washington Apple Health

**Current Managed Care Plan:** Coverage without a Managed Care Plan

**Next Steps:** On the next page, please review Washington Apple Health Managed Care Plan options.

[Continue](#)

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There are also eligibility reasons why Apple Health eligible individuals cannot select a Managed Care Plan; in this screenshot, the individual cannot select an Managed Care Plan because they are enrolled in Tricare



# Eligibility/Household Summary Modal Scenarios

# Eligibility / Household Summary Modal Scenarios

In this section, we will walk through the Apple Health Eligibility / Household Summary Screen for new applicants with the following scenarios:





## 1. Apple Health Only Household

# Eligibility Status Scenario – Apple Health Household



## Eligibility Status

You applied for free or low-cost health insurance coverage. Thank you for providing your household information. To see Eligibility Status details per household member click each name below. Clicking "Next" will give you a summary of your household's next steps to finalize your coverage.

Lena Morris <span>✓ APPROVED</span>			
<b>Lena Morris</b> ✓ APPROVED Household: Primary Applicant Coverage: WAH - Family Start Date: 01/01/2015 End Date: 12/31/2015	 <b>Washington Apple Health Family Coverage</b> Lena Morris has been enrolled in Washington Apple Health Family Coverage. <a href="#">Why this result?</a>		
	<b>Coverage Start Date</b>	<b>Coverage End Date</b>	<b>Renewal Information</b>
	01/01/2015	12/31/2015	Lena Morris will need to renew coverage by 12/31/2015. We will contact you with more information when it's time to renew.
<b>Charles Morris</b> ✓ APPROVED Household: Spouse (including same sex marriage) Coverage: WAH - Adult Start Date: 01/01/2015 End Date: 12/31/2015 <a href="#">View Details</a>			
<b>Francis Morris</b> ✓ APPROVED Household: Child Coverage: WAH - Kids Start Date: 01/01/2015 End Date: 12/31/2015 <a href="#">View Details</a>	 <b>Next Steps for Lena Morris</b> Starting 01/01/2015 Washington Apple Health Family Coverage will cover Lena Morris. Click Next to see Washington Apple Health Managed Care Plan options.		

# Eligibility Status Scenario – Apple Health Household



## Household Summary PRINT ×

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**Lena Morris**

Current Coverage: Washington Apple Health  
Current Managed Care Plan: Coverage without a Managed Care Plan  
Next Steps: On the next page, please review Washington Apple Health Managed Care Plan options.

---

**Charles Morris**

Current Coverage: Washington Apple Health  
Current Managed Care Plan: Coverage without a Managed Care Plan  
Next Steps: On the next page, please review Washington Apple Health Managed Care Plan options.

---

**Francis Morris**

Current Coverage: Washington Apple Health  
Current Managed Care Plan: Coverage without a Managed Care Plan  
Next Steps: On the next page, please review Washington Apple Health Managed Care Plan options.

---

[Continue](#)

# Eligibility / Household Summary Modal Scenarios

In this section, we will walk through the Apple Health Eligibility / Household Summary Screen for new applicants with the following scenarios:





## 2. Mixed Apple Health/QHP with Tax Credits Household

# Eligibility Status Scenario— Mixed Eligibility Household



## Eligibility Status

You applied for free or low-cost health insurance coverage. Thank you for providing your household information. To see Eligibility Status details per household member click each name below. A summary of any tax credit your household is eligible for is available at the bottom of this screen. Clicking "Next" will give you a summary of your household's next steps to finalize your coverage.

Taylor Dennis		Taylor Dennis <span>✓ APPROVED</span>	
<span>✓ APPROVED</span> Household: Primary Applicant Coverage: WAH - Pregnancy Start Date: 01/01/2015 End Date: 05/31/2015	 <b>Washington Apple Health Pregnancy</b> Taylor Dennis has been enrolled in Washington Apple Health Pregnancy Coverage. <a href="#">Why this result?</a>		
	<b>Coverage Start Date</b>	<b>Coverage End Date</b>	<b>Renewal Information</b>
	01/01/2015	05/31/2015	Taylor Dennis will need to renew coverage by 05/31/2015. We will contact you with more information when it's time to renew.
<b>Justin Dennis</b> <span>✓ APPROVED</span> Household: Spouse (including same sex marriage) Coverage: QHP w/ Tax Credits Start Date: 02/01/2015 End Date: 12/31/2015 <a href="#">View Details</a>			
<b>Dillan Dennis</b> <span>✓ APPROVED</span> Household: Child Coverage: WAH - Kids Start Date: 01/01/2015 End Date: 12/31/2015 <a href="#">View Details</a>	 <b>Next Steps for Taylor Dennis</b> Starting 01/01/2015 Washington Apple Health Pregnancy Coverage will cover Taylor Dennis. Click Next to see Washington Apple Health Managed Care Plan options.		

## Household Summary PRINT

**Taylor Dennis**

- Current Coverage: Washington Apple Health
- Current Managed Care Plan: Coverage without a Managed Care Plan
- Next Steps: On the next page, please review Washington Apple Health Managed Care Plan options.

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**Justin Dennis**

Next Steps: On the next few pages, please review your tax credit options and purchase a Qualified Health Plan. The monthly health plan premium amount displayed will include your tax credit.

If you purchase a Silver Level health Plan, you'll receive cost-sharing reductions which lower the amount of health care costs you pay at the time of medical care, such as when you visit the doctor's office.

---

**Dillan Dennis**

- Current Coverage: Washington Apple Health
- Current Managed Care Plan: Coverage without a Managed Care Plan
- Next Steps: On the next page, please review Washington Apple Health Managed Care Plan options.

---

[Continue](#)

# Selecting a Medicaid Plan



# Medicaid Plan Selection Process Flows

Once an individual creates a new application in Healthplanfinder and is found eligible for Apple Health coverage, they are presented with two options for enrollment:

**Option #1: Select a Managed Care Plan**

**Option #2: Skip Plan Selection**

# Medicaid Plan Selection Process Flows

**Option #1: Select a Managed Care Plan**

# Household Summary Modal to Plan Selection

The individual will be prompted to click “Continue” to view their Apple Health Managed Care Plan Options – now it is time for plan selection!

The screenshot displays the Washington Healthplanfinder website interface. At the top, there is a navigation bar with 'HOME | EN ESPAÑOL' on the left, 'WELCOME JANE SMITH (SIGN OUT) | CUSTOMER SUPPORT ?' on the right, and a progress indicator with four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize. The main content area is titled 'Eligibility Status'. A modal window titled 'Household Summary' is open, featuring a 'PRINT' icon. The modal text reads: 'Please review the next steps for each member of your household. Each member may have a different action to take based on his or her eligibility. Make sure to print this page for your records.' Below this, the member 'Alex Smith' is listed with details: 'Current Coverage: Washington Apple Health', 'Current Managed Care Plan: Coverage without a Managed Care Plan', and 'Next Steps: On the next page, please review Washington Apple Health Managed Care Plan options.' A green 'Continue' button is located at the bottom right of the modal. A red arrow points from the text box on the left to this button. Below the modal, a section titled 'Next Steps for John Smith' provides further instructions: 'Starting 01/01/2015, Washington Apple Health Adult coverage will cover John Smith. Click 'Next' to see Washington Apple Health Managed Care Plan options.' A 'Next' button is visible at the bottom right of the page.

# Explore Your Options

The Explore Your Options page will display all available Managed Care Plans to the individual.

To help with the selection process, individuals can customize their search for Managed Care Plans based on Insurance Company

After browsing, the individual will click "Select" on the Managed Care Plan of their choice

The screenshot displays a web interface for exploring managed care plans. On the left, a 'My Search' sidebar shows the user 'JOHN WELLS, 39' and search criteria for 'Health Care Provider' and 'Clinic/Hospital'. Below this is a 'Customize My Search' section with radio buttons for 'Insurance Company' (Amerigroup, Light House, UHC) and 'Reset'/'Update' buttons. The main area shows '3 Plans Found' with navigation controls (Previous, Show: 10 Per Page, Next, Sort by: Plan Name). Three plan cards are listed:

- Amerigroup Care Plans V2**: Includes logos for Washington Apple Health and Amerigroup RealSolutions. Features a 'Select' button.
- Light house care plans**: Includes logos for Washington Apple Health and Lighthouse Insurance. Features a 'Select' button.
- United Healthcare Plan**: Includes logos for Washington Apple Health and UnitedHealthcare. Features a 'Select' button.

Each plan card also displays 'Consumer Rating', 'Star Rating', and a phone number for more information. At the bottom right, there is a 'Skip Plan Selection' link.

# Household Summary Page

After selecting a Managed Care Plan, the individual will be navigated to the Household Summary page, where their enrollment approval and coverage dates will be displayed, as returned by ProviderOne.

Enrollment is  
**“Approved”** by HCA

**Household Summary**  
Below is the summary of plan(s) selected for your household.

Approved Enrollment(s)

Coverage	Name(s)	Coverage Start Date	Coverage End Date	Your Monthly Cost
Coordinated Care	Alex Smith	06/01/15	Ongoing	\$0.00
	Jane Smith	06/01/15	Ongoing	

Next

Click “Next” to be navigated to the  
Individual Dashboard

# Individual Dashboard and Coverage Start Dates

The Individual Dashboard will display the selected Managed Care Plans and coverage start dates.

For a new Apple Health individual, coverage will begin the **first of the month of application**

The newly selected **Managed Care Plan** will start the first of the month following plan selection, if selected by the 2<sup>nd</sup> to last business day of the month

The screenshot displays the Washington Healthplanfinder interface. At the top, the logo reads "washington healthplanfinder" with the tagline "click. compare. covered." Below the logo are navigation tabs: "Account Home", "Billing & Payments", "My Household", and "Action Center". The "Message Center" section shows a notice titled "Eligibility Decision" received on 12/04/2014 at 01:00 AM, with an "English" button and a "View More" link. A "Quick Links" sidebar on the right includes options like "Create Another Application", "View Current Eligibility Results", "Find a Broker", "Find a Navigator", "Report a Change in Income or Household", "Change Account Settings", "Submit A Document", and "Update Email Address". The "My Household Coverage" section is titled "Current Year-2015" and contains a table with the following data:

Individual Covered	Plan Name	Start Date	End Date	Renewal Date	Enrolled Status
Zach Wechsler	Washington Apple Health	12/01/2014	11/30/2015	11/30/2015	Enrolled

A red arrow points from the text in the second callout box to the "Start Date" column of the table above.

# Medicaid Plan Selection Process Flows

**Option #2: Skip Plan Selection**

# Individual Chooses to Skip Plan Selection

From the Household Summary modal, the individual will be navigated to their Explore Your Options page, but will select “Skip Plan Selection”:

**My Search**

Looking for Plan to Cover:

JOHN WELLS , 39

Search By Health Care Provider:  
Add

Search By Clinic/Hospital:  
Add

**Customize My Search**

Insurance Company

- Amerigroup
- Light House
- UHC

Reset Update

3 Plans Found

Previous Show: 10 Per Page Next Sort by: Plan Name

**Washington Apple Health** **Amerigroup RealSolutions** in healthcare PLAN: Amerigroup Care Plans V2  
More information on this plan >

Consumer Rating Ⓢ Star Rating Ⓢ

For more information: (324) 324-9924

Select

**Washington Apple Health** **Lighthouse INSURANCE.COM** PLAN: Light house care plans  
More information on this plan >

Consumer Rating Ⓢ Star Rating Ⓢ

For more information: (901) 839-1273

Select

**Washington Apple Health** **UnitedHealthcare** COMMUNITY & STATE PLAN: United Healthcare Plan  
More information on this plan >

Consumer Rating Ⓢ Star Rating Ⓢ

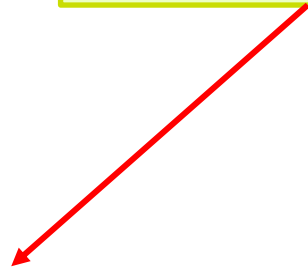
For more information: (981) 490-3889

Select

3 Plans Found

Previous Show: 10 Per Page Next Sort by: Plan Name Skip Plan Selection

Once the individual clicks “Skip Plan Selection” on the Explore Your Options page, they will be directed back to their Dashboard where they can view their Apple Health coverage





# Individual Dashboard After Plan Selection

After opting out of Plan Selection, the individual will be navigated directly to their Individual Dashboard where they will view their enrollment and coverage.

The individual will see that they are enrolled and covered by Apple Health

The screenshot displays the Washington Healthplanfinder dashboard. At the top, the logo reads "washington healthplanfinder" with the tagline "click. compare. covered." Below the logo are navigation tabs: "Account Home", "Billing & Payments", "My Household", and "Action Center". The "Message Center" section features a table with one notice: "Eligibility Decision" received on 12/04/2014 at 01:00 AM, with an "English" language indicator and a "View More" link. To the right is a "Quick Links" sidebar with options like "Create Another Application" and "View Current Eligibility Results". The "My Household Coverage" section for the "Current Year-2015" contains a table with the following data:

Individual Covered	Plan Name	Start Date	End Date	Renewal Date	Enrolled Status
Zach Wechsler	Washington Apple Health	12/01/2014	11/30/2015	11/30/2015	Enrolled

A red arrow points from the text box on the left to the "Washington Apple Health" plan name in the table.

# Medicaid Plan Selection Scenarios

# Medicaid Plan Selection Scenarios

In this section, we will walk through the Medicaid Plan Selection experiences for new applicants with the following scenarios:



**1. Apple Health only household  
(Non-AI/AN)**



**2. Mixed Apple Health/QHP household  
(Non-AI/AN)**



**3. AI/AN Apple Health  
individual and household**

# Medicaid Plan Selection Scenarios



## 1. Apple Health only household (Non AI/AN)



# Scenario #1: Apple Health Household

The Primary Applicant will navigate to the Household Summary modal from their Eligibility Status page. In this case, the household includes the Primary Applicant and his/her child who are both Apple Health eligible.

The Primary Applicant will click continue to move forward to the Explore Your Options page

The screenshot displays the Washington Healthplanfinder website interface. At the top, there is a navigation bar with 'HOME | EN ESPAÑOL' on the left, 'WELCOME, JANE SMITH | SIGN OUT' in the center, and 'CUSTOMER SUPPORT ?' on the right. Below the navigation bar is the Washington Healthplanfinder logo and a progress indicator with four steps: 1. Browse, 2. Apply (highlighted), 3. Select, and 4. Finalize. The main content area is titled 'Eligibility Status' and features a 'Household Summary' modal window. The modal window contains the following information:

- Household Summary** (with a 'PRINT' icon)
- Please review the next steps for each member of your household. Each member may have a different action to take based on his or her eligibility. Make sure to print this page for your records.
- Alex Smith**  
Current Coverage: Washington Apple Health  
Current Managed Care Plan: Molina  
Next Steps: On the next page, please review Washington Apple Health Managed Care Plan options.
- Sam Smith**  
Current Coverage: Washington Apple Health  
Current Managed Care Plan: Molina  
Next Steps: On the next page, please review Washington Apple Health Managed Care Plan options.

At the bottom right of the modal window is a green 'Continue' button. Below the modal window, there is a section titled 'Next Steps for John Smith' with a right-pointing arrow icon. The text below this section reads: 'Starting 01/01/2015, Washington Apple Health Adult coverage will cover John Smith. Click 'Next' to see Washington Apple Health Managed Care Plan options.' A green 'Next' button is located at the bottom right of this section. A red arrow points from the 'Continue' button in the modal window to the 'Next' button below it.

# Apple Health only Household: Explore Your Options



All members of the household will be shown in the left corner section "Looking for Plan to Cover"

The Primary Applicant can search for Managed Care Plans based on Insurance Company

### My Search

Looking for Plan to Cover:

JOHN WELLS, 39

Search By Health Care Provider: Add

Search By Clinic/Hospital: Add

JULIE WELLS, 38

Search By Health Care Provider: Add

Search By Clinic/Hospital: Add

### Customize My Search

Insurance Company

Amerigroup

Light House

UHC

Reset Update

### 3 Plans Found

Previous Show: 10 Per Page Next Sort by: Plan Name

PLAN: Amerigroup Care Plans V2  
[More Information on this plan](#)

Consumer Rating Star Rating

For more information: (324) 324-9924

Select

PLAN: Light house care plans  
[More Information on this plan](#)

Consumer Rating Star Rating

For more information: (901) 839-1273

Select

PLAN: United Healthcare Plan  
[More Information on this plan](#)

Consumer Rating Star Rating

For more information: (981) 490-3889

Select

3 Plans Found

Previous Show: 10 Per Page Next Sort by: Plan Name Skip Plan Selection

# Apple Health Household: Explore Your Options



**My Search**

Looking for Plan to Cover:

JOHN WELLS , 39

Search By Health Care Provider:  
Add

Search By Clinic/Hospital:  
Add

JULIE WELLS , 38

Search By Health Care Provider:  
Add

Search By Clinic/Hospital:  
Add

**Customize My Search**

Insurance Company

- Amerigroup
- Light House
- UHC

Reset Update

**3 Plans Found**

◀ Previous Show: 10 Per Page Next ▶ Sort by: Plan Name ▼

**Washington Apple Health** **Amerigroup RealSolutions** in healthcare PLAN: Amerigroup Care Plans V2  
[More Information on this plan ▶](#)

Consumer Rating ⓘ Star Rating ⓘ  
For more information: (324) 324-9924

Select

**Washington Apple Health** **Lighthouse INSURANCE.COM** PLAN: Light house care plans  
[More Information on this plan ▶](#)

Consumer Rating ⓘ Star Rating ⓘ  
For more information: (901) 839-1273

Select

**Washington Apple Health** **UnitedHealthcare** COMMUNITY & STATE PLAN: United Healthcare Plan  
[More Information on this plan ▶](#)

Consumer Rating ⓘ Star Rating ⓘ  
For more information: (981) 490-3889

Select

**3 Plans Found**

◀ Previous Show: 10 Per Page Next ▶ Sort by: Plan Name ▼ [Skip Plan Selection](#)

The Primary Applicant may only choose one Managed Care Plan which will cover the entire Apple Health household

# Plan Selection by Provider


Each Apple Health eligible household member can select up to **one preferred health care provider and one preferred clinic/hospital**. Healthplanfinder can then be filtered to display Managed Care Plans which accept those providers.

The screenshot displays the Washington Apple Health Healthplanfinder interface. On the left, a sidebar titled "My Search" shows search criteria for "JOHN WELLS, 39" and "JULIE WELLS, 38". The "Add" button under "Search By Health Care Provider:" is highlighted with a red box, and a red arrow points from it to a magnified view of the "Health Care Provider Search" form on the right. The main content area shows "3 Plans Found" with navigation controls (Previous, Show: 10 Per Page, Next, Sort by: Plan Name). The first plan listed is "Amerigroup Care Plans V2" by Amerigroup RealSolutions, with a consumer rating and star rating. The second plan is partially visible, showing "Lighthouse Insurance".



# Health Care Provider Search

HOME | EN ESPAÑOL WELCOME, SUSAN SMITH (SIGN OUT) | CUSTOMER SUPPORT ?

 **washington healthplanfinder**  
click. compare. covered.

## Health Care Provider Search

ZIP:  DISTANCE IN MILES:




FIRST NAME:  LAST NAME:


SystemTime: 10/25/2014  
Elig Service: N

INT2-Z.O.O.613 [10/09/2014 7:24:34 PST]  
[INT2\_ManagedServer1]

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Powered by the Washington Health Benefit Exchange. Washington Healthplanfinder™ is the official ACA-compliant health benefit exchange for the State of Washington.

FIND US ON:   




*Apple Health individuals can search for health care providers using these search criteria*

*The individual must select at least 1 criteria to search with other than "Distance in Miles"*

*In this example the individual is choosing to search by Zip code and Distance*

# Health Care Provider Search Results

HOME | EN ESPAÑOL WELCOME, SUSAN SPENCER (SIGN OUT) | CUSTOMER SUPPORT ?

 **washington healthplanfinder**  
click. compare. covered.

## Health Care Provider Search

ZIP:  DISTANCE IN MILES:

FIRST NAME:  LAST NAME:

### Your Health Care Provider Search Results


Name	Address	Phone	Actions
<b>Abdel-Kader, Abir</b>	413 Lilly Rd NE Olympia WA, 98506	(360)491-9480	<b>Get More Information</b> Select This Provider
Adam, Aaron	406 S 30th Ave Yakima WA, 98902	(509)574-3383	Get More Information Select This Provider
Adams, Adams	1100 S 2nd St Mount Vernon WA, 98273	(360)419-3500	Get More Information Select This Provider
Adams, Adams	4807 196th St SW Lynnwood WA, 98036	(888)693-7200 (425)835-5850	Get More Information Select This Provider

Based on the search criteria provided, Healthplanfinder will return the results that meet that criteria

The individual can find more information on each provider by clicking on the provider's **Name** or by clicking **Get More Information**

# Health Care Provider Information

HOME | EN ESPAÑOL Sign In | CUSTOMER SUPPORT ?



## Provider Information

Provider: A Paul Chous  
6720 Regents Blvd Tacoma  
WA 98466  
(253)565-9403  
(253)656-9403

Specialty: Optometry  
Gender: MALE

Education: UNIVERSITY OF CALIFORNIA AT BERKELEY

Hospital Affiliation(s): N/A

Other Affiliation(s): CHOUS EYECARE ASSOCIATES  
EYECARE ASSOCIATES-TACOMA

This health care provider accepts the following health insurance plans at this location:

Network Name	Accepting New Patients	Disclaimer
Healthy Options-foster Care	YES	N/A
BridgeSpan MultiCare Health System	YES	N/A
Community HealthEssentials	YES	N/A
LifeWise Health Plan of Washington LifeWise Connect	YES	N/A
Premera Blue Cross Heritage Signature	YES	N/A
First Choice	YES	N/A

*Individuals can view more information about each health care provider before making a formal selection.*

# Select Health Care Provider

HOME | EN ESPAÑOL WELCOME, SUSAN SPENCER (SIGN OUT) | CUSTOMER SUPPORT ?

washington healthplanfinder  
click. compare. covered.

## Health Care Provider Search

ZIP: 98501 DISTANCE IN MILES: 5

FIRST NAME: Eg: First Name LAST NAME: Eg: Last Name

Search

### Your Health Care Provider Search Results

Name	Address	Phone	Actions
Abdel-Kader, Abir	413 Lilly Rd NE Olympia WA 98506	(360)491-9480	Get More Information Select This Provider
Adam, Aaron	406 S 30th Ave Yakima WA 98902	(509)574-3383	Get More Information Select This Provider
Adams, Adams	1100 S 2nd St Mount Vernon WA 98273	(360)419-3500	Get More Information Select This Provider
Adams, Adams	4807 196th St SW Lynnwood WA 98036	(888)693-7200 (425)835-5850	Get More Information Select This Provider
Adams, Adams	221 Avenue E Snohomish	(425)349-7244	Get More Information

Once an individual reviews their provider search results, they can select a specific health care provider for each family member

### Select Provider

Select all household members who will see this provider.

- Monika Smith
- Ryan Smith
- Johnny Smith

Cancel Select

# Adding Health Care Clinic/Hospital

**My Search**

Looking for Plan to Cover:

JOHN WELLS , 39

Search By Health Care Provider:  
[Add](#)

Search By Clinic/Hospital:  
[Add](#)

JULIE WELLS , 38

Search By Health Care Provider:  
[Add](#)

Search By Clinic/Hospital:  
[Add](#)

Does Not Cover:  
Candy Wells , 1

**Customize My Search**

Insurance Company

3 Plans Found

[Previous](#) [Next](#) Show: 10 Per Page Sort by: Plan Name

**Washington Apple Health** **Amerigroup RealSolutions** in healthcare **PLAN: Amerigroup Care Plans V2**  
[More information on this plan >](#)

Consumer Rating <sup>?</sup> Star Rating <sup>?</sup>

For more information: (324) 324-9924

[Select](#)

**Washington Apple Health** **washington healthplanfinder** click. compare. covered.

Health Care Clinic/Hospital Search

ZIP: 98501 DISTANCE IN MILES: 5

CLINIC/HOSPITAL NAME:  
Eg: Red Cross Hospital

[Search](#)

# Health Care Clinic/Hospital Search



## Health Care Clinic/Hospital Search

ZIP

98501

DISTANCE IN MILES

5

CLINIC/HOSPITAL NAME

Eg: Red Cross Hospital

Search


*Apple Health individuals can search for health care clinics/hospitals using these search criteria*

*The individual must select at least 1 criteria to search with other than "Distance in Miles"*

*In this example the individual is choosing to search by Zip code and Distance*

# Health Care Clinic/Hospital Search Results

HOME | EN ESPAÑOL WELCOME, SUSAN SMITH (SIGN OUT) | CUSTOMER SUPPORT ?



washington  
healthfinder  
click. compare. covered.

## Health Care Clinic/Hospital Search

ZIP: 98501 DISTANCE IN MILES: 5

CLINIC/HOSPITAL NAME: Capital

Search

### Your Health Care Clinic/Hospital Search Results

Name	Address	Phone	Actions
Capital Medical Center	3900 Capitol Mall Dr SW Olympia WA 98502	(360)956-2574 (360)754-5858	Get More Information Select This Facility

One item found. 10

System Time: 12/25/2014 [INT2\_2.0.0.613 (10/09/2014 7:24:34 PST)]  
Ely Service: N [INT2\_ManagedServer1]

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Once an individual reviews their clinic/hospital search results, they can select a specific clinic/hospital for each family member

Based on the search criteria provided, Healthplanfinder will return the results that meet that criteria

The individual can find more information on each clinic/hospital by clicking "Get More Information" or by clicking on the clinic/hospital's "Name"

# Plan Results Displayed by “Best Match”

The screenshot shows a search interface for health plans. On the left, under "My Search", there are search criteria for Susan Smith, 24, and Baby Smith, 4. Search filters for providers and clinics/hospitals are shown, with "Johnson, Cindy" (A), "City of Hope" (B), and "Rady Children's Hospital" (C) selected. The main area shows "3 Plans Found" with a "Sort by: Best Match" dropdown. The first plan is "Molina" with a table of providers and their availability. The table is as follows:

Provider Name	Available	Clinic/Hospital Name	Available
Johnson, Cindy	Yes	City of Hope	Yes
		Rady Children's Hospital	Yes

Below the table, there are sections for "Consumer Rating" and "Star Rating", and a link for "For more information: <MCO Phone Number>". A "Select" button is visible at the bottom right of the first plan's details.

Once health care providers and hospital/clinic selections have been made for each family member, the Primary Applicant can filter Plans by “Best Match”

A, B, C show how the plan “matches” with the individual’s selected providers for each household member

A table will appear on each plan summary, indicating if the providers the individual selected are available (In Network) for that plan. Plans with the “Best Match” will be displayed first



# Tips for Data Validation Related to Provider Search

Data Validation Message	Tips
<b>Please provide clinic/hospital name for search radius greater than 50 miles. You can also reduce the search radius.</b>	<p>This prompt is to prevent the server from crashing from too many search results</p> <p>Individual must select at least 2 search criteria other than distance (zip and name for example) which will reduce the number of options displayed and reduce the likelihood of a server crash</p>
<b>Please provide clinic/hospital name to narrow search results. You can also reduce the search distance.</b>	<p>This prompt is to prevent the server from crashing from too many search results</p> <p>If, for instance, eHealth gives 1000 results, individuals must narrow to avoid a server crash</p>
<b>Zero clinics/hospitals meet your search criteria</b>	<p>If no hospitals/clinics are nearby, individual will not have any results returned. Prompt could also be received if eHealth is down and not returning any results during that timeframe</p> <p>By testing a few zip codes, Account Workers / individuals must be able to quickly identify if the prompt is due to location or if eHealth is down (if eHealth is down there will be 0 clinics/hospitals appearing regardless of zip code)</p>

# Medicaid Plan Selection Scenarios



## 2. Mixed Apple Health/QHP household (non-AI/AN)

# Scenario #2: Mixed Apple Health/QHP Household



The Primary Applicant will navigate to the Household Summary modal from their Eligibility Status page.

Their Household Summary modal will display which members are QHP/HIPTC eligible and which are Apple Health eligible

The Primary Applicant will click continue to move forward to the Explore Your Options page

Health Insurance Premium Tax Credits | How Is This Calculated?

## Household Summary PRINT

Please review the next steps for each member of your household. Each member may have a different action to take based on his or her eligibility. Make sure to print this page for your records.

**Charde Blankenship**  
**Next Steps:** On the next few pages, please review your tax credit options and purchase a Qualified Health Plan. The monthly health plan premium amount displayed will include your tax credit.

**Kid Blankenship**  
**Current Coverage:** Washington Apple Health  
**Current Managed Care Plan:** Coverage without a Managed Care Plan  
**Next Steps:** On the next page, please review Washington Apple Health Managed Care Plan options.

[Continue](#)

for the State of Washington.  
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# Mixed Apple Health/QHP Household: Explore Your Options



After clicking “Continue” from their Household Summary modal, the Primary Applicant will first be directed to the EYO page for their Apple Health eligible household member(s).

All **Apple Health eligible** household members will be listed under “Looking for a Plan to Cover”

Any members of the household who are **not covered by Apple Health** will be indicated by the “Does Not Cover” section

The screenshot displays the 'My Search' interface. On the left, the 'Looking for Plan to Cover:' section lists household members: JOHN WELLS, 39 and JULIE WELLS, 38, both with 'Add' links under 'Search By Health Care Provider:' and 'Search By Clinic/Hospital:'. Below this is a 'Does Not Cover:' section listing Candy Wells, 1. The 'Customize My Search' section includes checkboxes for 'Insurance Company' (Amerigroup, Light House, UHC) and 'Reset' and 'Update' buttons. On the right, '3 Plans Found' are listed:

- Amerigroup Care Plans V2**: Includes logos for Washington Apple Health and Amerigroup RealSolutions. Features a 'Select' button.
- Light house care plans**: Includes logos for Washington Apple Health and Lighthouse Insurance. Features a 'Select' button.
- United Healthcare Plan**: Includes logos for Washington Apple Health and UnitedHealthcare Community & State. Features a 'Select' button.

Each plan card also displays 'Consumer Rating', 'Star Rating', and contact information. Navigation controls like 'Previous', 'Next', and 'Sort by: Plan Name' are visible at the top and bottom of the plan list.

# Mixed Apple Health/QHP Household: Explore Your Options



If within a Special or Open Enrollment period, the Primary Applicant will be navigated to the EYO page for the QHP/HIPTC eligible members of their household.

The Primary Applicant will go through the typical QHP shopping experience for those eligible members of their household

After clicking “Buy,” the Primary Applicant will navigate to finalize all selections for their entire household

HOME | EN ESPAÑOL WELCOME, JACK BAUER (SIGN OUT) | CUSTOMER SUPPORT

washington healthplanfinder  
click. compare. covered.

1 Browse 2 Apply 3 Select 4 Finalize

My Search  
Coverage Year: 2014  
Health Care Provider: Add  
Looking for a plan to cover: Jack Bauer, 29  
Need help finding a plan? Answer a few more questions to narrow your search. Get help

Customize My Search  
Premium  
 \$ 5 - \$ 74  
 \$ 74 - \$ 143  
 \$ 143 - \$ 212  
 \$ 212 - \$ 281  
 \$ 281 - \$ 350  
Deductible  
 \$ 0 - \$ 1270

29 Plans Found  
View Comparison (0) Previous Show: 5 Per Page Next Sort by: Premium

DEDUCTIBLE	HEALTHCARE PROVIDER	OUT-OF-POCKET MAXIMUM	EMERGENCY ROOM	PRIMARY CARE CO-PAY
INDIVIDUAL: NOT APPLICABLE / FAMILY: NOT APPLICABLE	Add	INDIVIDUAL: \$5,000 / FAMILY: \$10,000	\$200 COPAY; NO CHARGE COINSURANCE	\$30 COPAY; NO CHARGE COINSURANCE

PLAN: GOLD APTC Test Plan PREMIUM \$ 5.11  
More Information on this plan >

Consumer Rating Quality Rating

Add to Comparison Buy

DEDUCTIBLE	HEALTHCARE PROVIDER	OUT-OF-POCKET MAXIMUM	EMERGENCY ROOM	PRIMARY CARE CO-PAY
INDIVIDUAL: NOT APPLICABLE / FAMILY: NOT APPLICABLE	Add	INDIVIDUAL: \$5,000 / FAMILY: \$10,000	\$200 COPAY; NO CHARGE COINSURANCE	\$30 COPAY; NO CHARGE COINSURANCE

PLAN: GOLD Low APTC Plan PREMIUM \$ 6.91  
More Information on this plan >

# Mixed Apple Health/QHP Household: Final Confirmation

The Final Confirmation page will display the plan information for **only the QHP** members of the household.

Selected Plan(s) for  
QHP individual(s)

HOME | EN ESPAÑOL WELCOME, JANE SMITH (SIGN OUT) | CUSTOMER SUPPORT (?)

washington healthplanfinder  
click. compare. covered.

1 Browse 2 Apply 3 Select 4 Finalize

## Final Confirmation

**Success**  
Your enrollment has been successfully completed

**Online Receipt**

Primary Applicant Name Jane Smith  
Date Submitted 04/15/2015  
Payment Status Scheduled  
Payment Amount \$387.77

**Selected Plan(s)**

Plan Provider	
Plan Metal Level	BRONZE
Plan Premium	\$ 364.03 After \$ 55 Tax Credit
Coverage Start Date	05/01/2015
Coverage End Date	04/30/2015
Enrolled Members	Alex Smith

The invoice that you will receive on 05/01/2015 will provide information about your next payment due date as well as the payment amount.

**Voter Registration?**  
Are you registered to vote? You can update your voter registration here.

Next

SystemTime: 11/30/2014  
Elig Service: N

INT2-2.0.0.619 [10/09/2014 2:24:34 EST]  
[INT2\_ManagedServer1]

# Medicaid Plan Selection Scenarios



## 3. AI/AN Apple Health individual and household

# AI/AN Apple Health Individual and Household



The AI/AN Apple Health individual and household plan selection experience differs slightly from non AI/AN Apple Health individuals. From their Household Summary modal, the individual/household will see his/her enrollment:

The Household Summary modal will indicate their enrollment in Apple Health

Clicking "Continue" will navigate the Primary Applicant to their EYO page

The screenshot displays the Washington Healthplanfinder website interface. At the top, there is a navigation bar with 'HOME | EN ESPAÑOL' on the left, 'WELCOME, JANE SMITH | SIGN OUT' in the center, and 'CUSTOMER SUPPORT ?' on the right. Below the navigation bar is the Washington Healthplanfinder logo with the tagline 'click. compare. covered.' and a progress indicator showing four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize. The main content area is titled 'Eligibility Status' and features a 'Household Summary' modal window. The modal contains the following text: 'Please review the next steps for each member of your household. Each member may have a different action to take based on his or her eligibility. Make sure to print this page for your records.' Below this, two members are listed: Alex Smith and Sam Smith. For each member, the current coverage is 'Washington Apple Health' and the current managed care plan is 'Molina'. The next steps for both are to review Washington Apple Health Managed Care Plan options. A green 'Continue' button is located at the bottom right of the modal. Below the modal, there is a section for 'Next Steps for John Smith' with a 'Next' button. A red arrow points from the 'Continue' button in the modal to the 'Next' button below it.



# AI/AN Apple Health: Explore Your Options



ProviderOne will return information to Healthplanfinder to display the appropriate Managed Care Plans for that individual or household members.

The screenshot displays the Washington Healthplanfinder website interface. At the top, there is a navigation bar with "HOME | EN ESPAÑOL" on the left, "WELCOME, ARMAN ARCHIE (SIGN OUT) | CUSTOMER SUPPORT" on the right, and a progress indicator with four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize. The main content area is divided into a left sidebar and a main results area. The sidebar contains sections for "My Search" (with filters for "Looking for Plan to Cover", "Search By Health Care Provider", "Search By Clinic/Hospital", and "Does Not Cover"), and "Customize My Search" (with filters for "Insurance Company" and "Plan Type"). The main results area shows a message: "Your household is currently enrolled in this plan. Click 'Keep this Plan' or select a new plan." Below this, two plan options are listed. The first plan is "Washington Apple Health" with the description "Coverage without a Managed Care Plan" and a "Keep this Plan" button. The second plan is "Amerigroup RealSolutions in healthcare" with the description "Amerigroup Washington" and a "Select" button. Both plans include "Consumer Rating" and "Star Rating" indicators and contact information.

# AI/AN Apple Health: Selecting Coverage without a Managed Care Plan



For only AI/AN Apple Health eligible individuals, ProviderOne may return Coverage without a Managed Care Plan as an option to select.

An AI/AN Apple Health individual may choose “Coverage without a Managed Care Plan” as their selection

The screenshot displays the Washington Healthplanfinder website interface. At the top, there are navigation links for 'HOME | EN ESPAÑOL', 'WELCOME, ARMAN ARCHIE (SIGN OUT)', and 'CUSTOMER SUPPORT'. The main header features the 'washington healthplanfinder' logo with the tagline 'click. compare. covered.' and a progress indicator with four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize.

The 'My Search' section on the left shows search criteria: 'Looking for Plan to Cover: VLAD ARCHIE, 2', 'Search By Health Care Provider: Add', 'Search By Clinic/Hospital: Add', and 'Does Not Cover: Max Archie, 4; Julie Archie, 27; Arman Archie, 32'. Below this is the 'Customize My Search' section with filters for 'Insurance Company' (Amerigroup Washington) and 'Plan Type' (Apple Health Coverage - Managed Care Plan and Apple Health Coverage - No Managed Care Plan).

The main content area shows a message: 'Your household is currently enrolled in this plan. Click 'Keep this Plan' or select a new plan.' Below this, two plan options are listed:

- PLAN: Coverage without a Managed Care Plan** (Washington Apple Health logo). Includes 'Consumer Rating' and 'Star Rating' fields, and a 'Keep this Plan' button.
- PLAN: Amerigroup Washington** (Amerigroup RealSolutions logo). Includes 'Consumer Rating' and 'Star Rating' fields, and a 'Select' button.

A red arrow points from the text box on the left to the 'Coverage without a Managed Care Plan' option.

# AI/AN Apple Health: Explore Your Options



The AI/AN individual may search by Insurance Company and Plan Type

The screenshot displays the Washington Healthfinder website interface. At the top, there are navigation links for HOME, EN ESPAÑOL, and WELCOME, ARMAN ARCHIE (SIGN OUT) | CUSTOMER SUPPORT. The main header features the Washington Healthfinder logo and a progress bar with four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize. The left sidebar contains search filters under 'My Search' and 'Customize My Search'. The 'My Search' section includes filters for 'Looking for Plan to Cover' (VLAD ARCHIE, 2), 'Search By Health Care Provider' (Add), 'Search By Clinic/Hospital' (Add), and 'Does Not Cover' (Max Archie, 4; Julie Archie, 27; Arman Archie, 32). The 'Customize My Search' section has filters for 'Insurance Company' (Amerigroup Washington) and 'Plan Type' (Apple Health Coverage - Managed Care Plan, Apple Health Coverage - No Managed Care Plan). The main content area shows a message: 'Your household is currently enrolled in this plan. Click 'Keep this Plan' or select a new plan.' Below this, two plan options are listed. The first plan is 'Washington Apple Health' with the description 'Coverage without a Managed Care Plan' and a 'Keep this Plan' button. The second plan is 'Amerigroup Washington RealSolutions' with the description 'Amerigroup Washington' and a 'Select' button. Both plans include 'Consumer Rating' and 'Star Rating' indicators and contact information for more details.

# AI/AN Apple Health Household: Explore Your Options



The Primary Applicant must choose one common option for their AI/AN Apple Health eligible members.

The Primary Applicant will be directed to select either **one Managed Care Plan** for all the Apple Health AI/AN members of the household or choose **Coverage without a Managed Care Plan** for those AI/AN individuals who do not want managed care

The screenshot displays the Washington Healthfinder website interface. At the top, it shows navigation links for 'HOME' and 'EN ESPAÑOL', along with a user greeting 'WELCOME, ARMAN ARCHIE (SIGN OUT)' and a 'CUSTOMER SUPPORT' link. The main header features the 'washington healthfinder' logo with the tagline 'click. compare. covered.' and a progress indicator with four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize.

The 'My Search' section on the left indicates the user is looking for a plan to cover 'VLAD ARCHIE, 2'. It provides options to search by health care provider or clinic/hospital, and lists individuals not covered: Max Archie (4), Julie Archie (27), and Arman Archie (32). The 'Customize My Search' section allows filtering by insurance company (Amerigroup Washington) and plan type (Apple Health Coverage - Managed Care Plan or Apple Health Coverage - No Managed Care Plan).

The main content area shows a message: 'Your household is currently enrolled in this plan. Click 'Keep this Plan' or select a new plan.' Below this, two plan options are listed:

- Plan 1:** Washington Apple Health. PLAN: Coverage without a Managed Care Plan. Includes a 'Keep this Plan' button.
- Plan 2:** Amerigroup Washington RealSolutions in healthcare. PLAN: Amerigroup Washington. Includes a 'Select' button.

Each plan listing includes 'Consumer Rating' and 'Star Rating' icons, and a phone number for more information: (123) 456-7890 for the first plan and (360) 688-7860 for the second.

# Skip Plan Selection

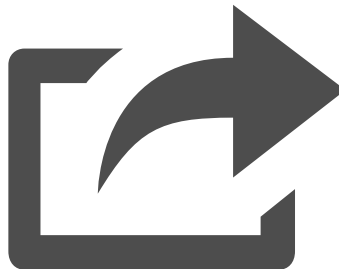


**The Primary Applicant may decide to Skip Plan Selection for the Apple Health individuals in their household on the EYO page.**

The family will be “Covered Without a Managed Care Plan”.

In a mixed household, HCA may elect to enroll the non-AI/AN Apple Health eligible family members in an available Managed Care Plan at any time. This will not occur for the AI/AN Apple Health eligible family members.

At any point the Primary Applicant may log into Healthplanfinder and select a plan for the Apple Health individuals in their household.



# Individual Dashboard Navigation

# Individual Dashboard

The **Individual Dashboard** displays information pertaining to each individual enrolled on the account.

Each individual will be listed with their enrollment and coverage information

washington healthplanfinder  
click. compare. covered.

Account Home Billing & Payments My Household Action Center

### Message Center

Notice	Date/Time Received
<a href="#">Eligibility Decision</a> English	12/04/2014, 01:00 AM

[View More >](#)

### Quick Links

- Create Another Application
- View Current Eligibility Results
- Find a Broker
- Find a Navigator
- Report a Change in Income or Household
- Change Account Settings
- Submit A Document
- Update Email Address

### My Household Coverage

Current Year-2015

Individual Covered	Plan Name	Start Date	End Date	Renewal Date	Enrolled Status
Zach Wechsler	Washington Apple Health	12/01/2014	11/30/2015	11/30/2015	Enrolled

# Enrolled Link

Within My Household Coverage, by clicking on “**Enrolled**” under Enrolled Status, a modal will appear with additional information on that individual’s specific Managed Care Plan

washington healthplanfinder  
click. compare. covered.

Account Home Billing & Payments My Household Action Center

### Message Center

Notice	Date/Time Received
Eligibility Decision English	12/04/2014, 01:00 AM

[View More >](#)

### Quick Links

- Create Another Application
- View Current Eligibility Results
- Find a Broker
- Find a Navigator
- Report a Change in Income or Household
- Change Account Settings
- Submit A Document
- Update Email Address

### My Household Coverage

Current Year-2015

Individual Covered	Plan Name	Start Date	End Date	Renewal Date	Enrolled Status
Zach Wechsler	Washington Apple Health	12/01/2014	11/30/2015	11/30/2015	Enrolled



# Enrolled Modal

By clicking on the “**Enrolled**” link under **Enrolled Status**, this modal will appear with one line with the individual’s Managed Care Plan information:

The screenshot displays the Washington Healthplanfinder website interface. At the top, there are navigation links for HOME | EN ESPAÑOL, WELCOME, ALEX SMITH (SIGN OUT), and CUSTOMER SUPPORT. The main header features the Washington Healthplanfinder logo with the tagline "click. compare. covered." Below the header, there are tabs for Account Home, Billing & Payments, My Household, and Action Center. A "Message" section is visible on the left, containing a "Notice" and an "Eligibility Decision" link. The central focus is a modal window titled "Jane Smith's Washington Apple Health Enrollment Details". This modal contains a table with the following data:

Individual Covered	Plan Name	Plan Start Date	Plan End Date
Jane Smith	Coordinated Care	06/01/2015	Ongoing

At the bottom of the modal, there is a "Back" button and a "Change Plans" button, which is highlighted with a red border. Below the modal, there are links for "Report a Change in Income or Household", "Change Account Settings", and "Submit A Document".

# My Household Coverage

Underneath the **Individual Dashboard**, the individual will see the “**My Household Coverage**” section which will contain additional information on each individual enrolled within the Account.

After clicking on “**Washington Apple Health**” under Plan Name, a modal will appear with more details on enrollments, coverage, and Managed Care Plan for that individual

My Household Coverage					
Current Year-2015					
Individual Covered	Plan Name	Start Date	End Date	Renewal Date	Enrolled Status ⓘ
Zach Wechsler	<a href="#">Washington Apple Health</a>	12/01/2014	11/30/2015	11/30/2015	<b>Enrolled</b>

# Washington Apple Health Details Modal

This modal will appear after clicking “**Washington Apple Health**” under My Household Summary:

The individual will be able to view their **Apple Health eligibility and coverage**

The individual can also see their **Selected Plan Type and Plan Name**

HOME | EN ESPAÑOL WELCOME, ALEX SMITH (SIGN OUT) | CUSTOMER SUPPORT

washington healthplanfinder  
click. compare. covered.

Account Home Billing & Payments My Household Action Center

Message

Notice

Eligibility Decision

View More >

### Washington Apple Health Details

**Eligibility Status**

Individual Covered	Coverage	Coverage Start Date	Coverage End Date	Eligibility Status
Jane Smith	Washington Apple Health Adult Coverage	05/01/2015	04/30/2016	Approved

**Managed Care Enrollment Status**

Individual Covered	Plan Name	Plan Start Date	Plan End Date	Enrollment Status
Jane Smith	Coverage without a Managed Care Plan	05/01/2015	05/31/2015	Enrolled
	Molina	06/01/2015	Ongoing	Enrolled

OK

My Household Summary

Individual Covered	Plan Name	Start Date	End Date	Renewal Date	Enrollment Status
Alex Smith	Washington Apple Health	11/01/2014	10/31/2015	10/31/2015	Enrolled
Jane Smith	Washington Apple Health	11/01/2014	10/31/2015	10/31/2015	Enrolled
Johnny Smith	Washington Apple Health	11/01/2014	10/31/2015	10/31/2015	Enrolled

# Additional Plan Selection System Prompts and Modals

# System Prompts and Modals Before Plan Selection

## *No Plan Selection Available*

Before the individual can navigate to the EYO page, they will be at their Household Summary modal. Their “Next Steps” will indicate that they cannot move forward with plan selection.

The modal will display that **plan selection isn't available** at this time

The individual will click continue and be navigated to the “Apple Health Managed Care Plan Selection Details” modal

The screenshot displays the Washington Health Plan Finder interface. At the top, there is a navigation bar with 'HOME | EN ESPAÑOL', 'WELCOME, JANE SMITH (sign out)', and 'CUSTOMER SUPPORT'. Below this is a progress bar with four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize. The main content area is titled 'Eligibility Status' and features a 'Household Summary' modal. The modal includes a 'PRINT' icon and a message: 'Please review the next steps for each member of your household. Each member may have a different action to take based on his or her eligibility. Make sure to print this page for your records.' The modal lists 'Alex Smith' with 'Current Coverage: Washington Apple Health' and 'Current Managed Care Plan: Coverage without a Managed Care Plan'. The 'Next Steps' section states: 'Washington Apple Health Managed Care Plan information isn't available at this time. Click 'Continue''. A green 'Continue' button is located at the bottom right of the modal. Below the modal, there is a 'Next Steps for John Smith' section with a 'Next' button.

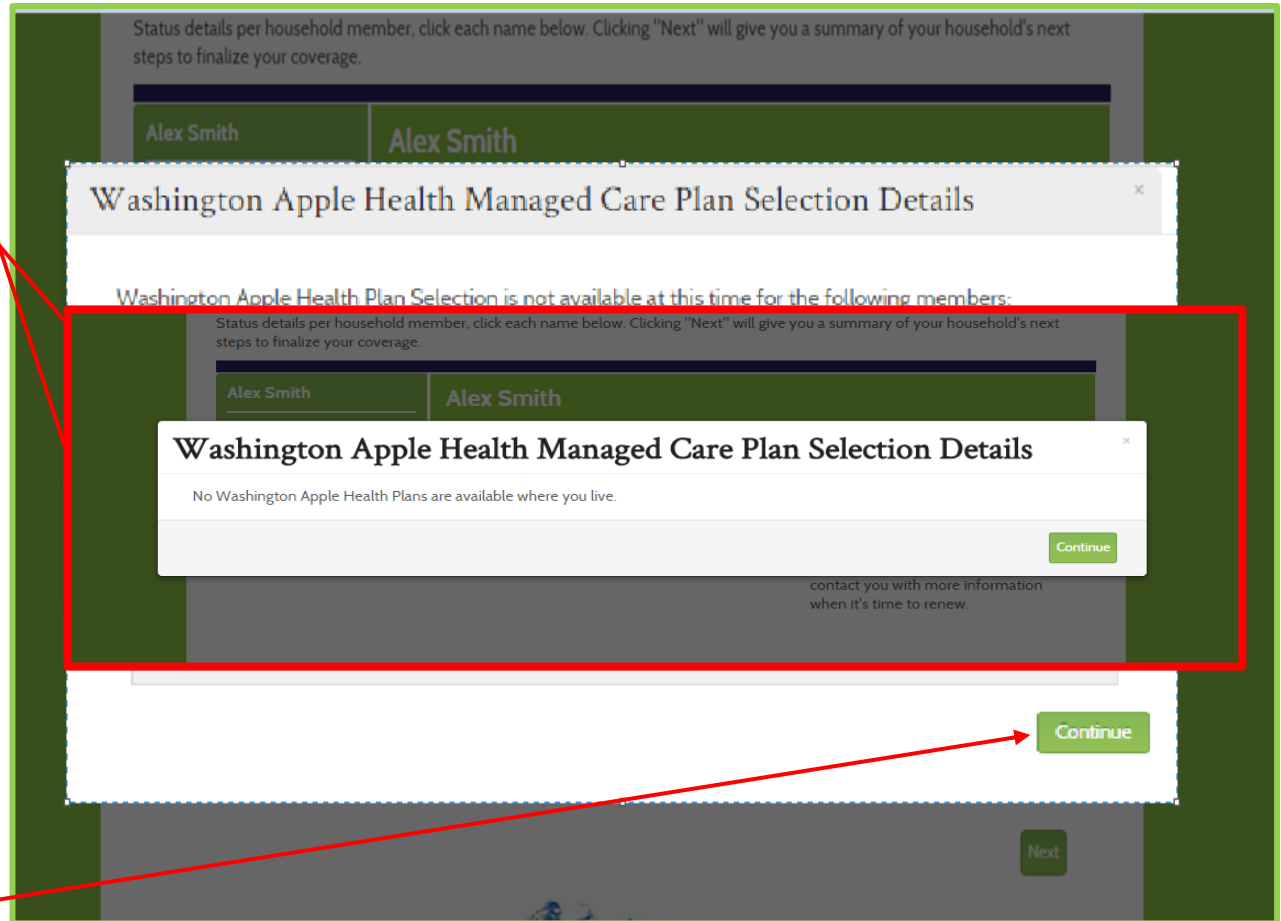
# System Prompts and Modals Before Plan Selection

## *No Plan Selection Available*

After clicking “Continue” from the Household Summary modal, the Apple Health Managed Care Plan Selection Details modal will display further information.

The modal will display the household members who can move forward with plan selection and who cannot

Clicking “Continue” will take the Primary Applicant to select plans for those individuals who can move forward with plan selection



# System Prompts and Modals After Plan Selection

## Enrollment Statuses

Once the individual selects a Managed Care Plan(s) for their household, they will be navigated to their Household Summary page, where they will see the status of their enrollments. ProviderOne will return with **one of the three enrollment statuses**:

**Approved Enrollment**

**Pending Enrollment**

**Rejected Enrollment**

### Household Summary

Below is the summary of plan(s) selected for your household.

**Approved Enrollment(s)**

Coverage	Name(s)	Coverage Start Date	Coverage End Date	Your Monthly Cost
Coordinated Care	Alex Smith	06/01/15	Ongoing	\$0.00
	Jane Smith	06/01/15	Ongoing	

**Pending Enrollment(s)**

Coverage	Name(s)	Coverage Start Date	Coverage End Date	Your Monthly Cost
Coordinated Care	Matthew Smith	06/01/15	Ongoing	\$0.00
	Zachary Smith	06/01/15	Ongoing	

Your Washington Apple Health Managed Care Plan selection is being processed. The Health Care Authority will notify you by mail regarding your plan.

**Rejected Enrollment(s)**

Coverage	Name(s)	Coverage Start Date	Coverage End Date	Your Monthly Cost
Coordinated Care	Shannon Smith	06/01/15	Ongoing	\$0.00
	Joey Smith	06/01/15	Ongoing	

Your Managed Care Plan selection could not be processed.

Next

# System Prompts and Modals After Plan Selection

## Enrollment “Pending”

If the individual’s selected plan is “pending,” it will require manual review by HCA staff. The individual may or may not be enrolled into their selected plan at a later date.

### Pending Enrollment

Household Summary

Below is the summary of plan(s) selected for your household.

Pending Enrollment(s)

Coverage	Name(s)	Coverage Start Date	Coverage End Date	Your Monthly Cost
Coordinated Care	Shannon Smith	06/01/15	Ongoing	\$0.00
	Joey Smith	06/01/15	Ongoing	

Washington Apple Health coverage without a Managed Care Plan. Our records show you currently have private health insurance on file. If this is not the case please call customer service at 1-800-562-3022 ext. 16134.

Next

Healthplanfinder will display ProviderOne messaging to clarify the reason behind “Pending” when the individual clicks “Next.” The individual will then be navigated to their Dashboard



# System Prompts and Modals After Plan Selection

## Enrollment “Rejected”

If the individual’s selected Managed Care Plan is “rejected,” it will require manual review by HCA staff. The individual will not be enrolled in the selected plan.

### Rejected Enrollment

Household Summary

Below is the summary of plan(s) selected for your household.

Rejected Enrollment(s)

Coverage	Name(s)	Coverage Start Date	Coverage End Date	Your Monthly Cost
Coordinated Care	Shannon Smith	06/01/15	Ongoing	\$0.00
	Joey Smith	06/01/15	Ongoing	

Your Washington Apple Health Managed Care Plan selection could not be processed because no plans are available where you live.

Next

Healthplanfinder will display ProviderOne messaging to clarify the reason behind “Rejected” when the individual clicks “Next.” The individual will then be navigated to their Dashboard

# Change Reporting

# Change Reporting Review

## What is change reporting?

- Change reporting is the process by which individuals report changes in Healthplanfinder

## When are changes reported?

- Individuals may report changes in Healthplanfinder at any time

## What are some examples of changes that individuals report?



Add / Remove  
household  
members



Address change



Income change

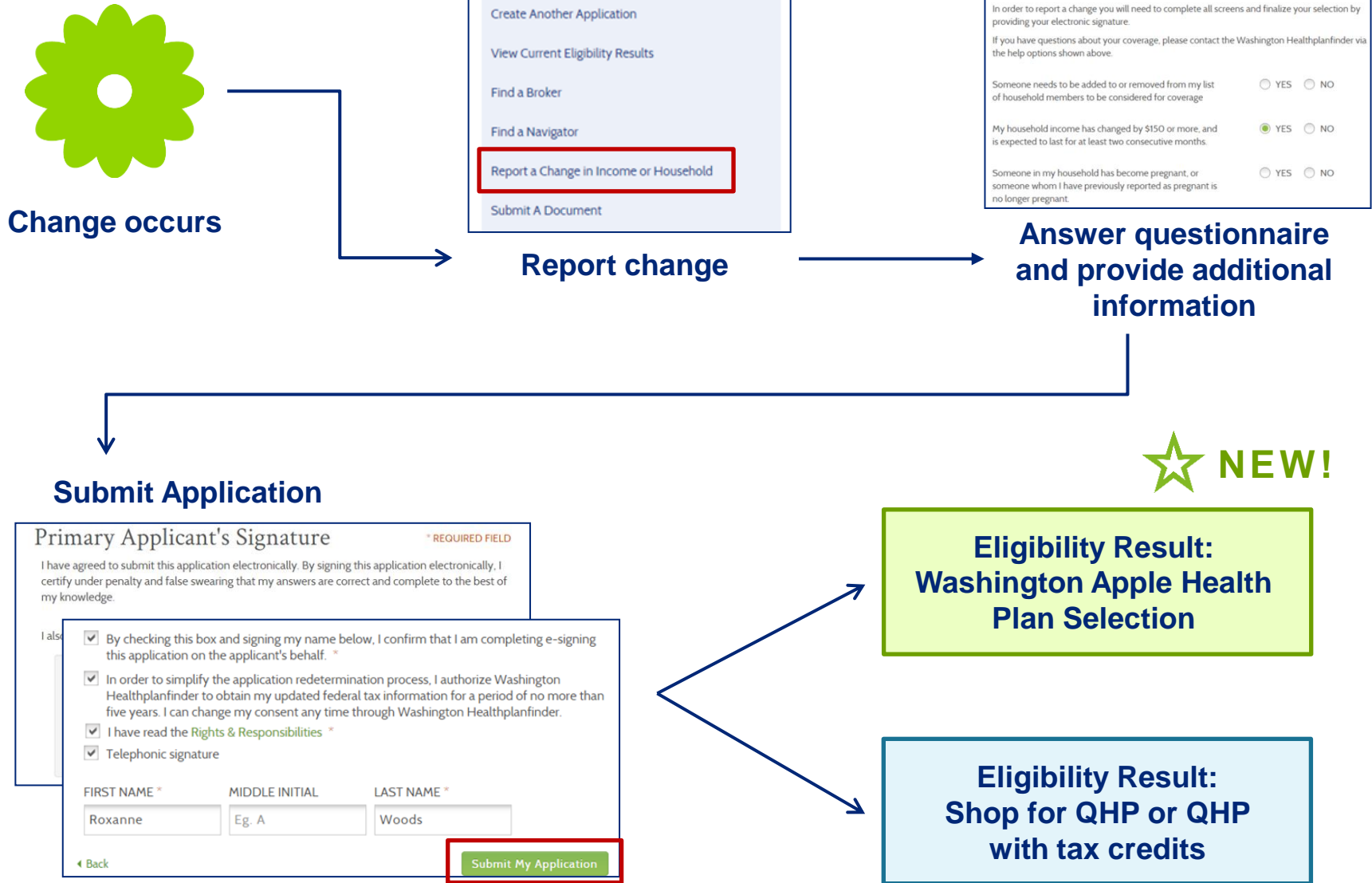


Loss of Minimum  
Essential Coverage  
(MEC)



Pregnancy

# Change Reporting Process



# Change Reporting in Healthplanfinder

There are no changes to the change reporting process and screen flows for individuals.

Account Home | Billing & Payments | My Household | Action Center

### Message Center

Notice	Date/Time Received
<a href="#">View More &gt;</a>	

#### Quick Links

- Create Another Application
- View Current Eligibility Results
- Find a Broker
- Find a Navigator
- Report a Change in Income or Household**
- Submit A Document
- Create Account
- Verify Id Proofing

### My Household Coverage

Current Year-2015

Individual Covered	Plan Name	Start Date	End Date	Renewal Date	Enrolled Status	Action
Roxanne Woods		03/01/2015	02/29/2016	02/29/2016	Enrolled	
Java Woods		03/01/2015	02/29/2016	02/29/2016	Enrolled	

Washington Healthplanfinder has a network of support across Washington State. You can get help from a Navigator or Broker

## Report Changes / Life Event

### Primary Applicant's Signature \* REQUIRED FIELD

I have agreed to submit this application electronically. By signing this application electronically, I certify under penalty and false swearing that my answers are correct and complete to the best of my knowledge.

I also certify that:

- I understand the questions and statements within this application.
- I understand the penalties for giving false information or breaking the law.
- I understand that the Washington Healthplanfinder may contact other persons or organizations on my behalf.
- I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

By checking this box and signing my name below, I confirm that I am completing e-signing this application on the applicant's behalf. \*

In order to simplify the application redetermination process, I authorize Washington Healthplanfinder to obtain my updated federal tax information for a period of no more than five years. I can change my consent any time through Washington Healthplanfinder.

I have read the [Rights & Responsibilities](#) \*

Telephonic signature

FIRST NAME \* | MIDDLE INITIAL | LAST NAME \*

Roxanne | Eg. A | Woods

[Back](#) | **Submit My Application**

# Change Reporting Plan Selection Options



Individual reports  
change on  
Healthplanfinder



Individual submits  
application with  
changes



If household is still determined as  
eligible for Apple Health, individual  
chooses from three options below:

1

Skip Plan Selection (auto-enrolled in a Managed Care Plan)

2

Continue with existing plan (if available)

3

Select new plan

# Option 1 – Skip Plan Selection (auto-enrolled)

As with the Apple Health initial enrollment process, individuals may choose to Skip Plan Selection

To do so, individuals can choose to either:

1. Log out of Healthplanfinder once Eligibility status is provided, or
2. Click **Skip Plan Selection** on the EYO page

ProviderOne will auto-enroll individuals in a Managed Care Plan (their current plan, if available) over night.

# Option 2 – Continue with Existing Plan

HOME | EN ESPAÑOL WELCOME, KATHLEEN DANI (SIGN OUT) | CUSTOMER SUPPORT ?

washington healthfinder  
click. compare. covered.

1 Browse 2 Apply 3 Select 4 Finalize

**My Search**

Looking for Plan to Cover:  
KATHLEEN DANI, 34

Search By Health Care Provider:  
Add

Search By Clinic/Hospital:  
Add

**Customize My Search**

Insurance Company

Amerigroup  
 Light House  
 Molina  
 UHC

Reset Update

Your household is currently enrolled in this plan. Click 'Keep this Plan' or select a new plan.

**PLAN:** Light house care plans  
[More Information on this plan >](#)

Consumer Rating Ⓢ Star Rating Ⓢ

For more information: (901) 839-1273 ☎

Keep this Plan

4 Plans Found

◀ Previous Show: 10 Per Page ▶ Next ▶ Sort by: Plan Name ▼

**PLAN:** Amerigroup Care Plans  
[More Information on this plan >](#)

Consumer Rating Ⓢ Star Rating Ⓢ

For more information: (324) 324-9924 ☎

Select

- If the individual's current Apple Health plan is still available after change reporting, the individual can **continue with the current plan by selecting the plan that the household is currently enrolled in**
- The individual's current plan, if still available, will be highlighted at the top of the EYO screen



# Option 3 – Select New Plan

### My Search

Looking for Plan to Cover:

JOHN WELLS , 39

Search By Health Care Provider:  
Add

Search By Clinic/Hospital:  
Add

JULIE WELLS , 38

Search By Health Care Provider:  
Add

Search By Clinic/Hospital:  
Add

Does Not Cover:  
Candy Wells , 1

### Customize My Search

Insurance Company

Amerigroup



Light House

UHC

Reset Update

3 Plans Found

◀ Previous Show: 10 Per Page Next ▶ Sort by: Plan Name ▼





PLAN: Amerigroup Care Plans V2  
[More Information on this plan ▶](#)

Consumer Rating ⓘ Star Rating ⓘ

For more information: (324) 324-9924

Select





PLAN: Light house care plans  
[More Information on this plan ▶](#)

Consumer Rating ⓘ Star Rating ⓘ

For more information: (901) 839-1273

Select



PLAN: United Healthcare Plan  
[More Information on this plan ▶](#)

Consumer Rating ⓘ Star Rating ⓘ

For more information: (981) 490-3889

Select

3 Plans Found

◀ Previous Show: 10 Per Page Next ▶ Sort by: Plan Name ▼ Skip Plan Selection

- To select a **new** plan after change reporting, on the EYO screen, the individual would **select a new plan for the household**
- Note: Apple Health individuals have the option to change plans at anytime

# Change Reporting Date

There is a key cutoff date to consider for Apple Health Change Reporting:

May 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Enrollment cutoff date

The managed care **enrollment cutoff date** is the *day before the last business day of the month*

- **Impacts individuals' Apple Health plan enrollment date**
- If change is submitted on/before cutoff date, enrollment in new **Managed Care Plan** starts on 1<sup>st</sup> of the next month (June)
- If change is submitted after, **Managed Care Plan** starts on 1<sup>st</sup> of the month following the next month (July)

# Switching Apple Health Plans Without Change Reporting

The image shows a screenshot of the Apple Health enrollment interface. A modal window titled "Jane Smith's Washington Apple Health Enrollment Details" is open, displaying a table with the following data:

Individual Covered	Plan Name	Plan Start Date	Plan End Date
Jane Smith	Coordinated Care	06/01/2015	Ongoing

Below the table, there is a "Back" button and a "Change Plans" button. The "Change Plans" button is highlighted with a red box. A line connects this button to the "Enrolled" status in the "My Household Coverage" table below.

**My Household Coverage**  
Current Year-2015

Individual Covered	Plan Name	Start Date	End Date	Renewal Date	Enrolled Status
Zach Wechsler	Washington Apple Health	12/01/2014	11/30/2015	11/30/2015	Enrolled

The "Enrolled" status in the table is also highlighted with a red box.

- Apple Health individuals may change plans at any time by going to their dashboard under the Account Home tab and clicking on **Enrolled**
- The Enrollment Details modal will pop up – to change plans, individuals can click on **Change Plans** and this will direct them to the EYO screen to select a new plan

# Renewals

# Auto-Renewal

- Approximately 60 days prior to coverage end date, Healthplanfinder will attempt to auto-renew the individual's Apple Health coverage
  - Healthplanfinder sends information to **Eligibility Service (ES)**, which determines whether applicant is still eligible for Apple Health
- If the individual is still eligible, the application is auto-renewed and a **notification is sent to inform the individual**
- Even if the individual is auto-renewed, the individual can go onto his/her dashboard and change their Apple Health managed care plan, if desired

Washington Health Benefit Exchange  
521 Capitol Way South  
PO Box 657  
Olympia, WA 98507



<<Date>>

<<Individual Name>>  
<<Individual Mailing Address>>  
<<City, State, Zip Code>>

Application ID:<< Application ID >>

Subject - Washington Apple Health Renewal

Dear <<Individual Name>>,

We have reviewed your eligibility and we have renewed Washington Apple Health for:

	Begin Date	End Date
<<Individual Name>>	<<MM/DD/YYYY (Begin Date)>>	<< MM/DD/YYYY (End Date)>>

[Washington Apple Health with Premiums Renewal Tag]

Decision Review

Please review the attached insert listing the information we used to determine you are still eligible for Washington Apple Health.

If the information listed is correct and you would still like Washington Apple Health, you do not need to respond to this letter.

If any of the information is incorrect, report the changes or corrections by doing one of the following:

- Go online through the <HBEURL>;
- Call <HBEPHONE>; or
- Make changes on the attached insert, sign, and mail or fax to:  
<HBEADDRESS1  
HBEADDRESS2  
HBECITY  
HBESTATE  
HBEZIP>

Fax Number: <HBEFAX>

Appeal Rights


If you disagree with the decisions above you have the right to appeal. See the attached information about your appeal rights. There are deadlines to appeal so you should act quickly.

Correspondence ID: <<SystemNumber>>  
<CORR>

Page 1 of 10

# Manual Renewal Process

Washington Health Benefit Exchange  
521 Capitol Way South  
PO Box 657  
Olympia, WA 98507

 **washington healthplanfinder**  
powered by the Washington Health Benefit Exchange

<<Date>>

<<Individual Name>> Application ID:<<Application ID :>>  
<<Individual Mailing Address>>  
<<City, State, Zip Code>>

Subject – Washington Apple Health Renewal Action Required

Dear << Individual Name >>,

It is time for us to review eligibility for Washington Apple Health. We reviewed your case to see if we could automatically renew Washington Apple Health. We are unable to renew Washington Apple Health for your household using current information that we have and you need to take action to keep your health care coverage.

[19-Year Old Age Out]

[Household Action Required]

**Appeal Rights**

If you disagree with the decisions above you have the right to appeal. See the attached information about your appeal rights. There are deadlines to appeal so you should act quickly.

**How to Contact Washington Healthplanfinder**

Contact us if you have any questions about this letter. Let us know if you need help applying for or accessing your health insurance due to a disability. You can contact us in any of the following ways:

- Online at <HBEURL>;
- By email at <HBEEMAIL>;
- By calling <HBEPHONE> and <HBETTY>;
- By Fax <HBEFAX>;
- By mail at:  
<HBEADDRESS1>  
<HBEADDRESS2>  
<HBECITY>  
<HBESTATE>  
<HBEZIP>
- You can drop off an application, renewal form, or any other documents requested by the

Correspondence ID: <<SystemNumber>>  
<<CORR#>>

Page 1 of 5

If the Apple Health individual is not automatically renewed, the following process occurs:



Individual receives **Apple Health Renewal – Action Required correspondence** telling them to take action to renew



Individual logs onto their Healthplanfinder account and navigates to **Update Application and Renew Coverage**



Individual goes through the manual renewal application process online and submits application



Individual views Eligibility Status for household; if household still qualifies for Apple Health, **they will go through the plan selection process**

# Example Scenarios

# Change Reporting – Switching Plans



Johnny recently moved from Spokane Valley to Bellevue. He was previously enrolled in Apple Health (Molina) and now logs on to Healthplanfinder to report the change to his account on 5/15/2015. **After going through the standard change reporting process, he e-signs to submit the change.**



**Eligibility Status:  
Washington Apple  
Health**



**Household  
Summary**



**Explore Your  
Options +  
Select Plan**

Johnny decides to switch plans since his original Apple Health plan is not available in Bellevue. **He selects a new plan, Coordinated Care.** He will see the following details on his Washington Apple Health modal the next day:

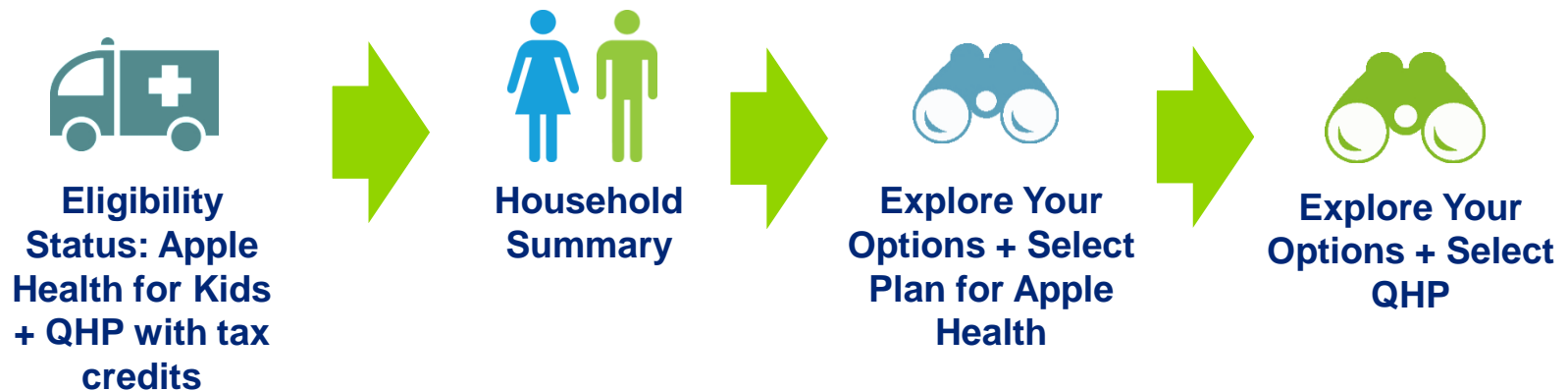
Name	Plan Name	Start Date	End Date	Status
Johnny Q.	Molina	1/1/2015	5/31/2015	Enrolled
Johnny Q.	Coordinated Care	6/1/2015	Ongoing	Enrolled



# Change Reporting – Mixed Household



Julie recently had her daughter, Kaylee, move back into her home and reports the change in Healthplanfinder on 5/15/2015. Julie was previously enrolled in a QHP with tax credits. **She completes the standard change reporting process, submits the change, and sees Kaylee is qualified for Apple Health for Kids.**



Julie will see the following when she logs into her account the *following day*:

Name	Plan Name	Start Date	End Date	Status
Julie	<b>Lifewise Essential Silver (QHP w/tax credits)</b>	1/1/2015	12/31/2015	Enrolled
Kaylee	<b>Coverage without a Managed Care Plan</b>	5/1/2015	5/31/2015	Enrolled
Kaylee	<b>Molina</b>	6/1/2015	Ongoing	Enrolled

# Questions?

Inquiries regarding Apple Health (Medicaid) coverage, Medicaid Plan Selection or the volunteer HCA Community Partner with Enhanced Access program may be directed to [medicaidexpansion@hca.wa.gov](mailto:medicaidexpansion@hca.wa.gov).

For Qualified Health Plan questions, please contact [customersupport@wahbexchange.org](mailto:customersupport@wahbexchange.org).

For the In-person Assister program, please contact your Lead Organization or [navigator@wahbexchange.org](mailto:navigator@wahbexchange.org).

For Brokers, please contact [producer@wahbexchange.org](mailto:producer@wahbexchange.org).

**You have completed the Healthplanfinder 2.2 Overview for Medicaid Plan Selection!**

**The recorded webinar will be posted to the HCA Training & Education web page:**

**[http://www.hca.wa.gov/hcr/me/Pages/training\\_education.aspx](http://www.hca.wa.gov/hcr/me/Pages/training_education.aspx)**

**Thank You!**