Responsive Design



Responsive Design

Individuals accessing Washington Healthplanfinder via mobile application, tablet or desktop will see an updated design for all customer facing screens.

The updated responsive design includes:

- Screen layout, color, and compatibility with screen reader tools.
- Close/Open All feature added to the Application Review screen.

Brokers, navigators and account workers will see the updated responsive screens when logging into a customer's dashboard. Screens exclusive to account workers, brokers and navigators will not be included in this update to responsive design.



Customer Dashboard Video



DASHBOARD

Sign Out 🕪

PRINT

Coverage details













We need additional cocuments to verify your eligibility.

Upload Documents

Quick Links Submit a Document Create Another Application View Current Eligibility Results Find a Broker Find a Navigator Report a Change

MESSAGE CENTER



Washington Apple Health (except Alien Emergency Medical) includes dental soverage				

YOUR HOUSEHOLD COVERAGE SUMMARY

CURRENT YEAR - 2019

HEALTH COVERAGE

Joanie Archery **⊘** ENROLLED

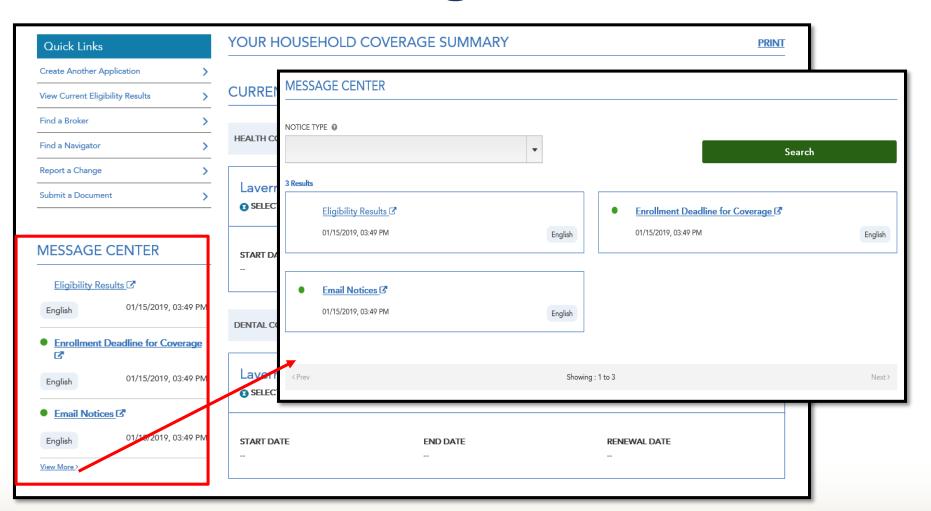
GI Flex Bronze - 19

START DATE	
09/01/2019	

END DATE 12/31/2019 RENEWAL DATE

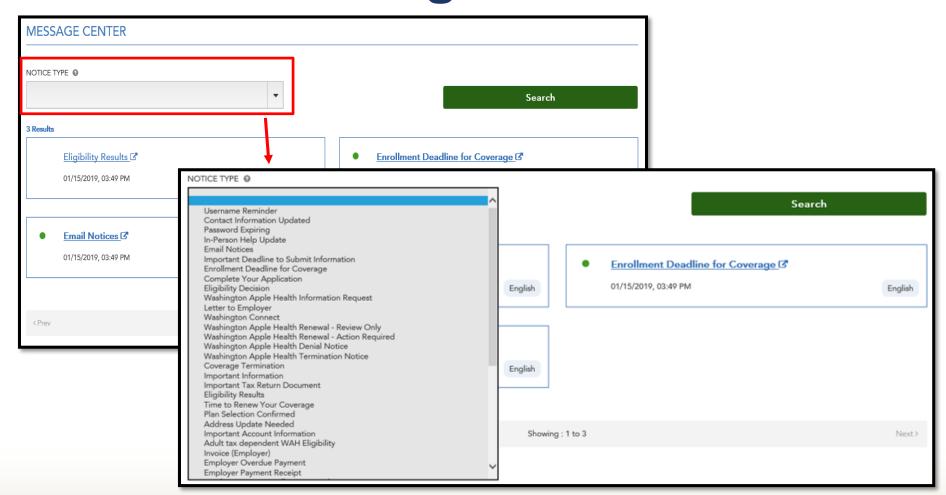


Message Center





Message Center





Add Household Members Video





Sign Out 🕩

D.

Add your household members

Note: All household and tax dependents must be listed, even if they do not need health care coverage

*Required Field

Vicki Reddy Female		Edit 🕜
DATE OF BIRTH 01/25/1989	SOCIAL SECURITY NUMBER XXX-XX-2222	
APPLYING FOR COVERAGE Yes	LIVING IN SAME HOME AS VICKI REDDY	

O Add Member



Back

Finish Later

Next



Household Income Video





Sign Out (+)

D-

Edit @

Add your household members

Note: All household and tax dependents must be listed, even if they do not need health care coverage

*Required Field

Vicki Reddy

Female

DATE OF BIRTH

SOCIAL SECURITY NUMBER

01/25/1989 XXX-XX-2222

APPLYING FOR COVERAGE

LIVING IN SAME HOME AS VICKI REDDY

Yes N/A

• Add Member

Back

Finish Later

Next



Edit

Application Review Video





DASHBOARD

Sign Out 🕩

Review your application

Carefully review and edit your household information before submitting your application.



NOTICE:

We were not able to verify your information. Review your application, such as full legal names and birth dates, to make sure everything is correct. Otherwise, you may need to submit documents to verify your information.

Close all ^

APPLICATION TYPE

APPLICATION TYPE

Applying for tax credits, cost sharing reductions or Washington Apple Health

SOCIAL SECURITY NUMBER

XXX-XX-2222

SOCIAL SECURITY DISCLOSURE

DATE OF BIRTH

01/25/1989

EMAIL

thisismyemail@fake.org

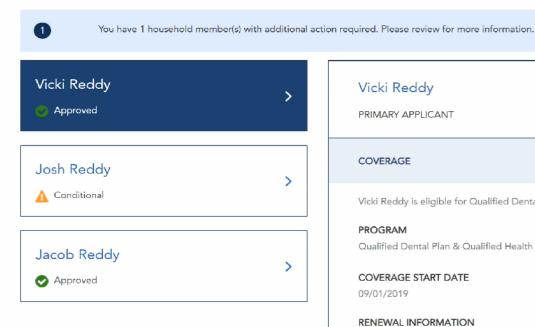


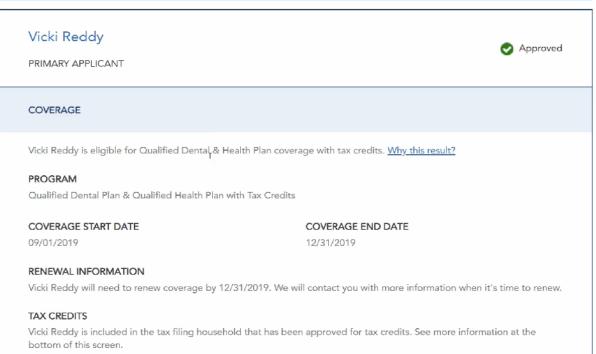
Eligibility Results Video

click. compare. covered.

Your eligibility results

You applied for free or low-cost health insurance coverage. 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.

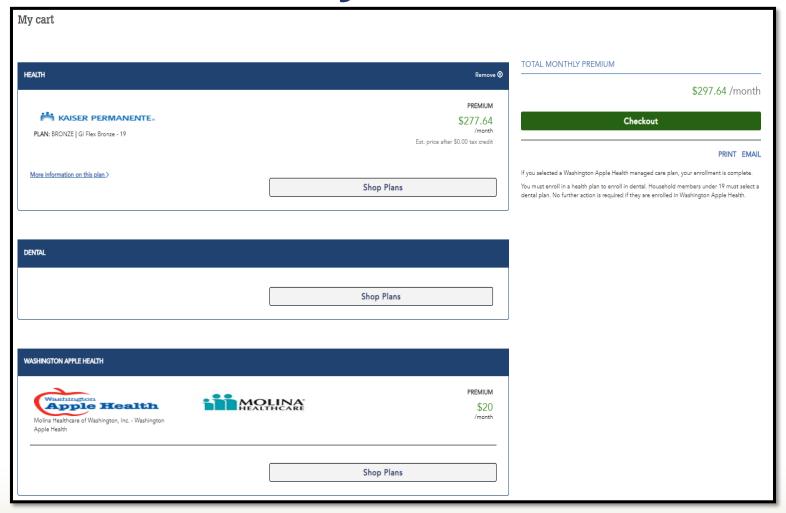






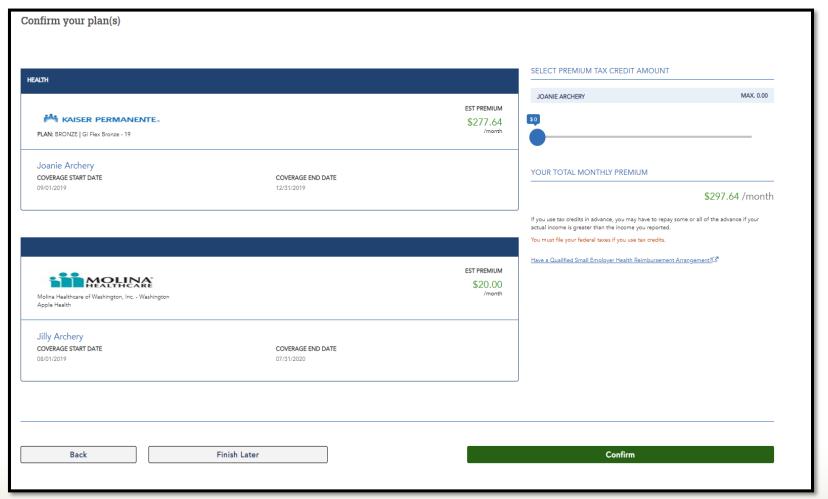


My Cart





Confirm Your Plan(s)



Correspondence Changes



Correspondence Changes

The following updates will occur to support the system enhancements.

COFA Islander Health Care Tag Lines

- Coverage Termination (EE012)
- Eligibility Results (EE015)
- Time to Renew Your Coverage (EE017)
- Plan Selection Confirmed (EE019)



Correspondence Changes

The following updates will occur to support the system enhancements.

SSN Exception

- Important Deadline to Submit Information (EE001). Updated language for proof of SSN or meeting exception.
- Washington Apple Health Renewal (EE009). Renewal form to allow users to indicate no SSN and provide a reason.

Negative Income updates for Renewal Form

 Washington Apple Health Renewal (EE009). The reported negative income will be reflected on the Renewal Form.



SSN Exception

Important Deadline to Submit Information (EE001)

Proof of Social Security Number or Meeting an Exception:

- Update your application with the missing Social Security number or submit the Social Security card
- Receipt of a pending Social Security number application
- Declaration of being part of a well-established religion which objects to receiving a Social Security number
- For Washington Apple Health clients, call 1-855-682-0798 if you need help applying for a Social Security number

Washington Apple Health Renewal (EE009)

	nt expiry date:						
If Social Security number is not listed, why?							
Additional Questions – Verify information and provide updates in the space provided.							
Is anyone in the household currently:	Yes/No	Household member with change					
Incarcerated? If yes, is the member pending disposition of cl Date of incarceration	< <yes no="">></yes>						
Regularly using tobacco products? If yes, who	?*< <yes no="">></yes>						
Drognont?	~~Voc/No>>						



Negative Income

Reported Income - This is the information we currently have on your application:									
	Cathrine Fisher reports Capital gains of -\$200.00 per month								
	Cathrine Fisher reports Self-Employment of -\$900.00 per month								
Lucien Fisher reports Other taxable income of -\$3384.10 per month									
Report all your current gross household income in the spaces provided below, even if it is same amount reported above. (If you need more room, attach additional pieces of paper).									
Does anyone have	If yes, who?	Name of employer	Amount: \$						
income from a job?			How often:						
□ No		Employer address	□ Weekly						
□ Yes			□ Every two weeks						
			☐ Twice a month						
			□ Monthly						
Correspondence ID: EE009-235771 App ID 27979 Page 9 of 11									

Summary



Summary

Question for not providing a Social Security Number (SSN) will appear on Screen For Other Services page when an individual is seeking coverage and has failed to provide their SSN.

Individuals will no longer be able to enter all zeros for their Alien or USCIS number.

Security Questions will be removed and replaced with a Verification Code email for 'Forgot Password' and 'Unlock Account'.

Verification code will be 6 digits long and expire after 10 minutes



Summary

All individual customer screens built to be responsive to mobile or table device.

 Additional ADA compliance work completed on all individual facing screens.

Additional messaging for COFA Islander Health Care eligible households.

- Messaging in Eligibility Results screen for the approval or denial of COFA Islander Health Care.
- Updated tagging in correspondence to support COFA Islander Health Care eligibility.

Resources



Resources

HCA Training & Education Resources

http://www.hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/stakeholder-training-and-education

Cross-agency Desk Aid

http://www.hca.wa.gov/assets/free-or-low-cost/customer_support_center_referrals.pdf

HCA Community-Based Specialists

http://www.hca.wa.gov/assets/free-or-low-cost/community_based_staff_contact.pdf

Contact your local HCA Area Representative:

http://www.hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf