Topics

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• Voter Registration
• Chat Functionality
• Other Updates
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System Release Outage
System Release Outage

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*Washington Healthplanfinder will go down for regular scheduled maintenance on **Wednesday June 26th at 10pm PST** and is tentatively scheduled to go live **June 27th, 2019 at 8am PST***

http://www.wahbexchange.org/news-center/outages-maintenance/
Eligibility Results Update
Eligibility Results Update (EE015)

Currently, individuals receive limited messaging regarding cost sharing reduction eligibility on their Eligibility Results page and correspondence.

With this release, individual household members will see messaging on their Eligibility Results page when they are eligible for cost sharing reductions or tax credits.

The Eligibility Results (EE015) correspondence will include individual household members eligibility for Cost Sharing Reductions.
Eligibility Results

Individuals who qualify for cost sharing reductions and other cost saving will be able to see on their eligibility results page.
Cost Sharing Reduction Messaging

NEXT STEPS FOR GERALD SMITH
You’re approved to pick a Qualified Health Plan with tax credits today. If you select 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.

YOU QUALIFY FOR COST SAVINGS
COST-SHARING-REDUCTIONS
Gerald Smith is eligible for a plan unique to American Indians and Alaska Natives with no out-of-pocket costs, such as deductibles, co-insurance, co-payments, and other out-of-pocket expenses when seeking coverage through a tribal provider or clinic. Seeking some services at no cost may require a referral.

TAX CREDITS
Gerald Smith is included in the tax filing household that has information at the bottom of this screen.

Messaging to American Indian/Alaska Native household will appear when special eligibility exists.

COVERAGE START DATE
07/01/2019

COVERAGE END DATE
12/31/2019

RENEWAL INFORMATION
Shirley Hanson will need to renew coverage by 12/31/2019. We will contact you with more information when it’s time to renew.

YOU QUALIFY FOR COST SAVINGS
COST-SHARING-REDUCTIONS
Shirley Hanson is eligible for a plan unique to American Indians and Alaska Natives with no out-of-pocket costs, such as deductibles, co-insurance, co-payments, and other out-of-pocket expenses when seeking coverage through a tribal provider or clinic. Seeking some services at no cost may require a referral.
This is an example of messaging that will be tailored to what the individual is eligible for.

**Coverage Start Date**
07/01/2019

**Coverage End Date**
12/31/2019

**Renewal Information**
Justin Harvey will need to renew coverage by 12/31/2019. We will contact you with more information when it’s time to renew.

**Next Steps for Justin Harvey**
You’re approved to pick a Qualified Health Plan with tax credits today. If you select 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.

**You Qualify for Cost Savings**

**Cost-Sharing-Reductions**
Justin Harvey is eligible for a plan with lower out-of-pocket costs, such as deductibles, co-insurance, co-payments, and other out-of-pocket expenses if they enroll in a Silver plan.

**Tax Credits**
Justin Harvey is included in the tax filing household that has been approved for tax credits. See more information at the bottom of this screen.
Correspondence Updates

Specific tags will be added to the Eligibility Results (EE015) correspondence based on the cost sharing reductions tier an individual is eligible for. The example below is for the cost sharing reductions (03) eligibility.

• Individuals listed below are eligible for a plan unique to American Indians and Alaska Natives with no out-of-pocket costs, such as deductibles, co-insurance, co-payments, and other out-of-pocket expenses when seeking coverage through a tribal provider or clinic. Seeking some services at no cost may require a referral.
Federal Tax Information (FTI) Consent
FTI Consent

Individuals must consent to have their Federal Tax Information (FTI) electronically verified to be considered for tax credits. This consent is valid for five years, and must be re-authorize every 5 years. Currently the only option for individuals to maintain their consent is to check the box at the eSignature webpage. Individuals who have not checked the box are not eligible for tax credits at renewal time.

With this update, individuals will be:

- Prompted prior to renewal time to provide authorization for FTI consent.
- Able to use the My Profile tab to authorize the FTI consent without reporting a change in their application.
A banner will display advising the user of action to take if FTI consent has not been provided.

The Edit button opens the FTI consent modal for the individual to provide consent.
My Profile Tab – Edit Consent

Update other details by selecting "Report a Change" from your Account Home.

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<th>Contact Information</th>
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<tr>
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<td>NOTIFICATION PREFERENCE</td>
</tr>
<tr>
<td>MARGORE.51</td>
<td>PAPERLESS (BY EMAIL)</td>
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<tr>
<td>PASSWORD</td>
<td></td>
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<tr>
<td>******************</td>
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<tr>
<td>EMAIL ADDRESS</td>
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<tr>
<td><a href="mailto:MARGORE.51@HBEUAT.MAILinator.COM">MARGORE.51@HBEUAT.MAILinator.COM</a></td>
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</tr>
</tbody>
</table>

Renewal Information

| AUTHORIZATION TO VERIFY TAX RETURN | DO NOT RENEW TAX CREDITS |

Edit renewal preference

I authorize Washington Healthplanfinder to electronically verify my tax return information during the annual renewal process for up to 5 years. I understand that I am able to change my consent at any time. I permit tax credits to be applied to my annual renewal without my taking further action.

Options: Yes, No
When Yes is selected, the consent will update and display the expiration date.
WAPlanfinder
The following are updates for the WAPlanfinder. The update will:

- Resolve an issue where the Android only app would freeze or crash.
- Allow individuals to authorize FTI consent in the My Profile tab.
My Profile Tab – WAPlanfinder

Application Details
App ID: 4400292

- CURRENT
- NEXT YEAR

ACTION NEEDED

Edit your tax credit renewal authorization now!

WASHINGTON APPLE HEALTH

Washington Apple Health

COVERING COVERAGE DATES
Miquel 03/01/2019 - 02/29/2020
Renewal Date 02/29/2020

CHANGE PLAN
ID CARD

NOTIFICATION PREFERENCES

EMAIL ADDRESS

PASSWORD

RENEWAL INFORMATION

Renewal Information

Authorization to Verify Tax Return

Renew Tax Credits
Expires xx/xx/xxxx

I authorize Washington Healthplanfinder to electronically verify my tax return information during the annual renewal process for up to 5 years. I understand that I am able to change my consent at any time. I permit tax credits to be applied to my annual renewal without my taking further action.

Yes
No
As of June 27th, 2019, the voter registration automatic information transfer will be live.
Voter Registration

• A few months ago, Healthplanfinder updated the voter registration. With the upcoming release, most individuals can choose to have their data automatically sent to the Secretary of State (SOS).

• If the primary applicant is 18 years of age or older, a US citizen, and a WA state resident, they can give consent for Healthplanfinder to send their data to SOS.

• SOS will either register them to vote or update their current voter registration.

• All primary applicants will still have the option to manually register to vote.
Chat Functionality
Washington Healthplanfinder Chat

Washington Healthplanfinder will be adding a customer chat function that will allow individuals signed into their account to ask Customer Support Staff questions about their application.

The functionality will be added in this release, however, it will not go live until mid-July.
Washington Healthplanfinder Chat

The chat function will:

• Be an Icon on certain pages. These pages include the tabs on the customer dashboard and post-enrollment screens. The will not include any pages prior to logging in, Frequently asked questions or Smart Planfinder.
• Be available in English and, at a later date, Spanish
• Not be available to brokers, navigators, exchange support staff, tribal assisters, Health Care Authority staff, and any other privileged user role.
**Washington Healthplanfinder Chat**

**Notice:** We are 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.

**Account Holder**

<table>
<thead>
<tr>
<th>APPLICATION TYPE</th>
<th>FULL NAME</th>
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<tr>
<td>Not applying for tax credits, cost sharing reductions or Washington Apple Health</td>
<td>Maria Smith</td>
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**Social Security Number**

**Social Security Disclosure**

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<tr>
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**Email**

mailbox.51@healthplanfinder.com

**Contact Information**

**Home Address**

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<tr>
<th>ADDRESS LINE 1</th>
<th>APT/SUITE/OTHER</th>
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<tbody>
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<tr>
<td>CITY</td>
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**Mailing Address**

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**ACP Number**

N/A

**Other Information**

**Phone Number**

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**Live Chat**
Other Updates
Other Updates

The following are additional updates:

• The Washington Healthplanfinder will allow alpha numeric characters in the I-94 field.

• Pregnancy details will now show in the application review screen.

• The Enrollment Deadline for Coverage (EE022) has been corrected and no longer generates for spouses that are marked as dependent of someone not in the household.
Other Updates (Cont.)

• The Eligibility Results letter (EE015) has been updated to include text regarding the option to apply for family planning when the individual is denied for Apply Health medical.

• Correspondence will not be mailed if a residential and mailing address is missing but will be posted to the individual’s dashboard.

• This includes mail sent to dependents and Authorized Representatives.

• Privileged users have access to the ID Proofing button on App Review page.
Resources
Resources

HCA Training & Education Resources

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