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System Release Outage
May 2020 System Release is scheduled for the week of the 11th. The system will go down at 8pm PST on Wednesday the 13th and go live tentatively at 9am PST on Thursday, May 14th.

http://www.wahbexchange.org/news-center/outages-maintenance/
Language Preferences
Braille or Large Print

Braille & Large Print English have been removed from the drop-down list of translated languages and a new question has been added to select an individual’s preferred notice format.

- This question is displayed on the Enter your Contact Information Screen.
- The preferred notice format can be edited via the My Profile tab.
- Individuals who previously selected Braille or Large Print have been automatically updated.
- The field level help has been updated for the language preference questions.
Language Preferences

We ask questions about your language preferences to make sure that we can communicate about your coverage. We offer language assistance and disability accommodations at no cost, including free interpreter services for spoken and signed languages. To communicate with someone for free in your language, call our Customer Support Center at 1-855-923-4633 (TTY: 1-855-627-9604). Help is offered in over 200 different languages.

If you require your notices in another format, select from the options below:

- Select an Option
- Select an Option
- Braille
- Large Print English
My Profile Updates

Account workers, navigators and brokers have the ability to edit an individual’s spoken or written language preference on their account My Profile tab.

Streamlined messaging helps identify if they need large print or braille English.
My Profile Tab

Select next after updating the Language Preference.
My Profile Tab

The banner confirms updates have been saved successfully.
Dashboard Updates
Customer Message Center

The customer Message Center has been updated and moved.

The red bubble displays the number of notices the individual has not read.
The Message Center layout has not changed.

The Notice Type drop down is now alphabetical.
Account Dashboard

The navigation menu has replaced the quick links.

The Message Center has moved to the top right corner.

The navigation menu has been sorted by Application, account and help actions.
Verify ID Proofing

Verify ID proofing has moved to the Navigation Bar under Account Worker.

The process for ID proofing remains the same.
Plan Selection Updates
Multiple Enrollments

Prior to this release, if a family needed different plans, separate applications were required. This release creates the ability for households to enroll in separate plans on a single application.

After completing an application, individuals can group household members based on Washington Healthplanfinder recommended groups or group members based on their specific needs.

While these changes mostly apply to qualified health plans, understanding the new Washington Healthplanfinder flow is important for everyone working in the application system.
Post Eligibility Application - Updates

The post application process has been updated to include:

• The ability to group and enroll household members in separate plans through one application.
• Smart Planfinder as a part of the individual's shopping experience.
• Smart Choice plans based on Smart Planfinder details or shop all available plans in the individual's county.
• A navigation bar to verify status in the process and go back to previous screens.
• ADA support for individuals who rely on screen readers and keyboard navigation to complete their application.
Individuals with Apple Health can start the process of selecting their managed care plan on this screen.
Apple Health Plan Selection

The available plans in an individual’s county are displayed.
Apple Health Plan Selection

Plan Confirmation is the final step to enroll in a managed care plan.
Apple Health Plan Selection

The priority of plan selection has not changed. Individuals enrolled in Apple Health will select their Managed Care Plan (MCP) first.

AI/AN individuals can select either Fee for Service (FFS) or a MCP. The MCP flow allows for separate plan selection or AI/AN and non-AI/AN household members.

Individuals can use the Provider and Facility Search to see which plans cover their doctors/facilities.
Existing Applications

Individuals may experience a different post eligibility flow when reporting a change.
Separate Groups

Washington Healthplanfinder has the ability to group and enroll household members in separate plans through one application.

A household may create separate enrollment groups based on different:

- Eligibility results
- Provider or facility needs
- Health care needs
Edit Groups

Washington Healthplanfinder has the option to change the suggested groups.

1. Edit groups
2. Drag and drop household members
3. A banner will appear at the top of the screen showing the outcome.
After shopping groups are identified, individuals will see the Shopping Preference page.

Individuals select Get Plan Recommendation to use the Smart Planfinder tool and proceed to plan selection.
Dental Plan Shopping

- There is no grouping for dental plans.
- A provider/facility can be added.
- Up to 3 dental plans can be compared.
- To select the desired dental plan click Pick this plan button.
Confirm your Plans

Individuals can review health and dental plan selection(s) prior to selecting the Confirm Plans button to complete their selection.

Tax credits will be assigned appropriately to each group (if multiple selected).
Other Updates
Other Customer Account Updates

The following have been updated to reflect an improved Washington Healthplanfinder application.

- The Alien Emergency Medical (AEM) question no longer appears for non-citizens under the age of 19.
- The Date of Residency field no longer appears when adding a new member to an application.
- Individuals are now asked what is their sex assigned at birth.
Gender X Application Update

Currently, the Department of Health and the Department of Licensing offer a third sex/gender.

For the purposes of the Washington Healthplanfinder application, the information on an individual’s original birth certificate is needed to screen for all available benefits.
Correspondence Updates
Correspondence Updates

The following have been updated:

• Washington Apple Health Renewal Notice (EE008) – Apple Health with Premiums (CHIP) accurately displays the correct monthly premium.

• To support Multiple Enrollments the following notices have been updated:
  o Enrollment Deadline for Coverage (EE002)
  o Coverage Termination (EE012)
  o Plan Selection Confirmed (EE019)
### Paper Application Updates

- Braille/Large print
- Sex assigned at birth
Resources
Resources

HCA Training & Education Resources
hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/stakeholder-training-and-education

Cross-agency Desk Aid
hca.wa.gov/assets/free-or-low-cost/customer_support_center_referrals.pdf

HCA Community-Based Specialists
hca.wa.gov/hcacomunitystaff

Contact your local HCA Area Representative
hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf