



Healthplanfinder Release 2.2 Overview

Medicaid Plan Selection

Topics

Release 2.2 Overview - Medicaid Plan Selection

- **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

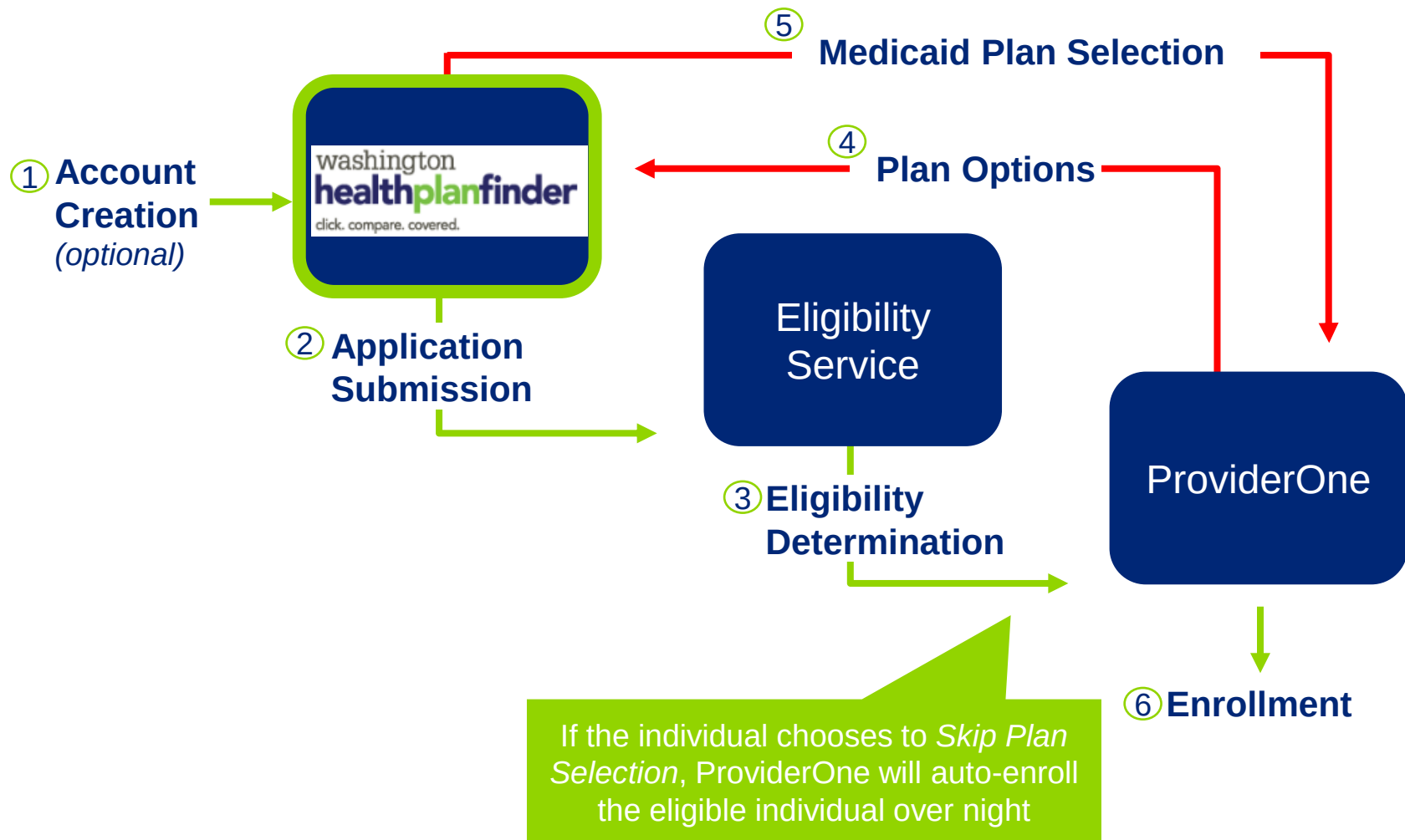


Medicaid Plan Selection

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



Medicaid Plan Selection Flow



If the individual chooses to **Select a Plan**, the Healthplanfinder will send the plan selected to ProviderOne

If the individual chooses to *Skip Plan Selection*, ProviderOne will auto-enroll the eligible individual over night

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



washington healthplanfinder
click. compare. covered.

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						
✓ APPROVED Household: Primary Applicant Program: Washington Apple Start Date: 03/01/2014 End Date: 02/28/2015	✓ APPROVED Washington Apple Health Jonathan is covered for Washington Apple Health today. Why this result? <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> ➔ Next Steps for Jonathan 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.	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.					
Jane Smith ✓ APPROVED Household: Spouse Program: Washington Apple Start Date: 03/01/2014 End Date: 02/28/2015 View Details							
Jennifer Smith SEPARATE APPLICATION Household: Child Program: None Start Date: Not Available End Date: Not Available View Details							
Jason Smith ✓ APPROVED Household: Child Program: Washington Apple Start Date: 03/01/2014 End Date: 02/28/2015 View Details							

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. At the top, there's 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 (highlighted), 3. Select, and 4. Finalize. The main heading is 'Eligibility Status'. A modal titled 'Household Summary' is open, showing details for Alex Smith. The modal includes a 'PRINT' icon and a 'Continue' button. Below the modal, there's a section for 'Next Steps for John Smith' with a 'Next' button.

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

washington healthplanfinder
click, compare, covered.

1 Browse 2 Apply 3 Select 4 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.

Next

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

16

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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 ✓ APPROVED Household: Primary Applicant Coverage: WAH - Family Start Date: 01/01/2015 End Date: 12/31/2015	Lena Morris ✓ APPROVED  Washington Apple Health Family Coverage Lena Morris has been enrolled in Washington Apple Health Family Coverage. Why this result?		
Charles Morris ✓ APPROVED Household: Spouse (including same sex marriage) Coverage: WAH - Adult Start Date: 01/01/2015 End Date: 12/31/2015 View Details	Coverage Start Date 01/01/2015	Coverage End Date 12/31/2015	Renewal Information Lena Morris will need to renew coverage by 12/31/2015. We will contact you with more information when it's time to renew.
Francis Morris ✓ APPROVED Household: Child Coverage: WAH - Kids Start Date: 01/01/2015 End Date: 12/31/2015 View Details	 Next Steps for Lena Morris 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✕

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



APPROVED

Household: Primary Applicant
Coverage: WAH - Pregnancy
Start Date: 01/01/2015
End Date: 05/31/2015

Taylor Dennis



APPROVED



Washington Apple Health Pregnancy

Taylor Dennis has been enrolled in Washington Apple Health Pregnancy Coverage. [Why this result?](#)

Coverage Start Date

01/01/2015

Coverage End Date

05/31/2015

Renewal Information

Taylor Dennis will need to renew coverage by 05/31/2015. We will contact you with more information when it's time to renew.

Justin Dennis



APPROVED

Household: Spouse (including same sex marriage)
Coverage: QHP w/ Tax Credits
Start Date: 02/01/2015
End Date: 12/31/2015

[View Details](#)

Dillan Dennis



APPROVED

Household: Child
Coverage: WAH - Kids
Start Date: 01/01/2015
End Date: 12/31/2015

[View Details](#)



Next Steps for Taylor Dennis

Starting 01/01/2015 Washington Apple Health Pregnancy Coverage will cover Taylor Dennis. Click Next to see Washington Apple Health Managed Care Plan options.

Eligibility Status Scenario – Mixed Eligibility Household

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.

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 links for 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' and features a modal window titled 'Household Summary'. 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, it 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: 'On the next page, please review Washington Apple Health Managed Care Plan options.' A red arrow points from the text box on the left to the 'Continue' button at the bottom right of the modal. Below the modal, there is a section titled 'Next Steps for John Smith' with a right 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 'Next' button is located at the bottom right of the page.

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

washington healthplanfinder
click. compare. covered.

1 Browse 2 Apply 3 Select 4 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.

Next

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 sidebar titled 'My Search' contains filters for 'Looking for Plan to Cover:' (JOHN WELLS, 39), 'Search By Health Care Provider:' (Add), and 'Search By Clinic/Hospital:' (Add). Below this is a 'Customize My Search' section with radio buttons for 'Insurance Company' (Amerigroup, Light House, UHC) and 'Reset'/'Update' buttons. The main content area, titled '3 Plans Found', shows three plan cards. Each card includes logos for Washington Apple Health and another insurer (Amerigroup RealSolutions, Lighthouse Insurance, or UnitedHealthcare), the plan name, a link for more information, consumer and star ratings, and a phone number. A green 'Select' button is at the bottom right of each card. At the bottom of the page, there are navigation controls (Previous, Show: 10 Per Page, Next, Sort by: Plan Name) and a 'Skip Plan Selection' link.

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

Plan 1:
Washington Apple Health Amerigroup RealSolutions
PLAN: Amerigroup Care Plans V2
More Information on this plan >

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

Select

Plan 2:
Washington Apple Health Lighthouse Insurance
PLAN: Light house care plans
More Information on this plan >

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

Select

Plan 3:
Washington Apple Health UnitedHealthcare
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

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

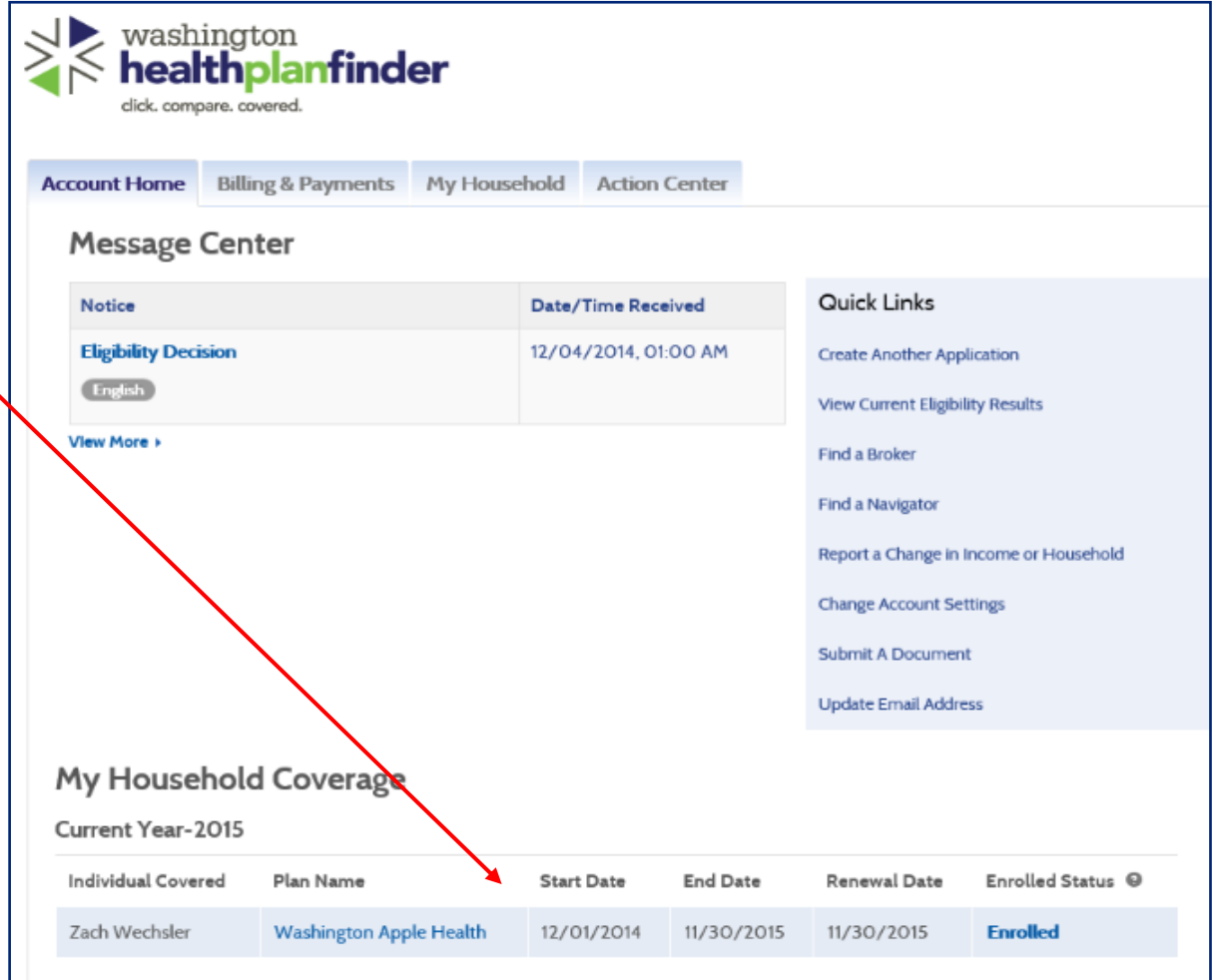
Click “Next” to be navigated to the
Individual Dashboard

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 2nd to last business day of the month



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

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

32

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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

washington healthplanfinder
click. compare. covered.

Account Home Billing & Payments My Household Action Center

Message Center

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

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

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 shows the Washington Healthplanfinder website. At the top, there's a navigation bar with 'HOME | EN ESPAÑOL', 'WELCOME, JANE SMITH | SIGN OUT | CUSTOMER SUPPORT ?'. Below this is a progress bar with four steps: 1. Browse, 2. Apply (highlighted), 3. Select, and 4. Finalize. The main heading is 'Eligibility Status'. A modal titled 'Household Summary' is open, showing details for two household members: Alex Smith and Sam Smith. Both are currently covered by Washington Apple Health with a Molina Managed Care Plan. The modal includes a 'Continue' button at the bottom right. Below the modal, there's 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 at the bottom of the page.

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

washington healthplanfinder
click. compare. covered.

1 Browse 2 Apply 3 Select 4 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.

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.

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.

Next

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](#)



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

Apple Health Household: Explore Your Options



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

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](#)

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.

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

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

Washington Apple Health

iLight Insurance

Consumer Rating ⓘ Star Rating ⓘ

For more information: (901) 839-1273

washington healthplanfinder
click, compare, covered.

Health Care Provider Search

ZIP

DISTANCE IN MILES

98501

5

FIRST NAME
Eg: First Name

LAST NAME
Eg: Last Name

Search

System Time: 12/22/2016
Eg: System N

MTY: 7 0 0 417 12/22/2016 12:24:34 PM PST
[MYT_Mangeidocover]

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

Search

SystemTime: 12/25/2014
Eg: Service: N

INT2-2.0.0.613 [10/29/2014 7:24:34 PST]
[INT2_ManagedServer1]

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If you need additional language or disability accommodations, you may call 1-855-WAFINDER (1-855-923-4633). The TTY Customer Support number is 1-855-627-9604. For individuals with a visual impairment, Braille and large print are also available on request. For individuals with a hearing impairment or disability, accommodations are also available through 711 Washington Relay. These services will be provided at no additional cost.

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



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: 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

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](#) 

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

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
Premiera 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

Show: 10 Per Page

Next

Sort by: Plan Name



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

Consumer Rating ² Star Rating ²

For more information: (324) 324-9924

Select



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 healthplanfinder**
click. compare. covered.

Health Care Clinic/Hospital Search

ZIP: DISTANCE IN MILES:

CLINIC/HOSPITAL NAME:

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.

System Time: 12/25/2014
Elig. Service: N

INT2-2.0.0.613 (10/09/2014 7:24:34 PST)
[INT2_ManagedServer1]

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If you need additional language or disability accommodations, you may call 1-855-WAFINDER (1-855-923-4633). The TTY Customer Support number is 1-855-627-9604. For individuals with a visual impairment, Braille and large print are also available on request. For individuals with a hearing impairment or disability, accommodations are also available through 711 Washington Relay. These services will be provided at no additional cost.

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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 web interface for selecting health plans. On the left, under "My Search", there are filters for "Looking for a Plan to Cover:" and "Does Not Cover:". Under "Customize My Search", there are checkboxes for "Insurance Company" (CHPW, Molina, Coordinated Care QQ, etc.). The main area shows "3 Plans Found". A dropdown menu is set to "Sort by: Best Match". A table displays the search results for the first plan, "Molina".

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

Callout boxes A, B, and C highlight specific elements: A points to the search filters, B points to the "Available" column in the table, and C points to the "City of Hope" and "Rady Children's Hospital" rows.

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
Please provide clinic/hospital name for search radius greater than 50 miles. You can also reduce the search radius.	This prompt is to prevent the server from crashing from too many search results 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
Please provide clinic/hospital name to narrow search results. You can also reduce the search distance.	This prompt is to prevent the server from crashing from too many search results If, for instance, eHealth gives 1000 results, individuals must narrow to avoid a server crash
Zero clinics/hospitals meet your search criteria	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 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)

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

The screenshot shows a web modal titled "Household Summary" with a "PRINT" icon and a close button. The modal contains instructions to review next steps for each household member. It lists two members: Charde Blankenship and Kid Blankenship. For Charde, the next steps are to review tax credit options and purchase a QHP. For Kid, the current coverage is Washington Apple Health, and the next steps are to review managed care plan options. A green "Continue" button is at the bottom right. Red arrows from the callout boxes point to the member names and the "Continue" button.

Health Insurance Premium Tax Credits | How Is This Calculated?

Household Summary

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](#)

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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

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](#)

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

29 Plans Found

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

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

PLAN: GOLD APTC Test Plan				
PREMIUM \$ 5.11				
More Information on this plan >				
PLAN SUMMARY				
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
Consumer Rating Quality Rating				
Add to Comparison Buy				

PLAN: GOLD Low APTC Plan				
PREMIUM \$ 6.91				
More Information on this plan >				
PLAN SUMMARY				
DEDUCTIBLE	HEALTHCARE PROVIDER	OUT-OF-POCKET MAXIMUM	EMERGENCY ROOM	PRIMARY CARE CO-PAY

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
bridgespan
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

INT2-2.0.0.613 (10/09/2014 7:24:34 PST)
[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 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. 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 two members: Alex Smith and Sam Smith. For each member, it shows 'Current Coverage: Washington Apple Health' and 'Current Managed Care Plan: Molina'. The 'Next Steps' for both members are: 'On the next page, please review Washington Apple Health Managed Care Plan options.' At the bottom right of the modal is a green 'Continue' button. Below the modal, there is a section titled 'Next Steps for John Smith' with a right arrow icon. The text below this title 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.' At the bottom right of this section is a green 'Next' button. A red arrow points from the 'Continue' button in the modal to the 'Next' button in the 'Next Steps for John Smith' section.

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', a welcome message for 'ARMAN ARCHIE (SIGN OUT)', and a 'CUSTOMER SUPPORT' link. Below the navigation bar is 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 right main panel. The left sidebar contains a 'My Search' section with 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). Below this is a 'Customize My Search' section with checkboxes for 'Insurance Company' (Amerigroup Washington) and 'Plan Type' (Apple Health Coverage - Managed Care Plan, Apple Health Coverage - No Managed Care Plan). The right main panel shows a yellow box indicating that the household is currently enrolled in a plan. Below this, it lists '2 Plans Found' with navigation controls (Previous, Show: 10 Per Page, Next, Sort by: Plan Name). The first plan is 'Washington Apple Health' with a 'Keep this Plan' button. The second plan is 'Amerigroup Washington' with a 'Select' button. Both plans show 'Consumer Rating' and 'Star Rating' information.

HOME | EN ESPAÑOL WELCOME, ARMAN ARCHIE (SIGN OUT) | CUSTOMER SUPPORT ?

washington healthplanfinder
click. compare. covered.

1 Browse 2 Apply 3 Select 4 Finalize

My Search

Looking for Plan to Cover:
VLAD ARCHIE, 2

Search By Health Care Provider:
Add

Search By Clinic/Hospital:
Add

Does Not Cover:
Max Archie, 4
Julie Archie, 27
Arman Archie, 32

Customize My Search

Insurance Company
☐ Amerigroup Washington

Plan Type
☐ Apple Health Coverage - Managed Care Plan
☐ Apple Health Coverage - No Managed Care Plan

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

Washington Apple Health

PLAN: Coverage without a Managed Care Plan
[More Information on this plan >](#)

Consumer Rating Ⓢ Star Rating Ⓢ
For more information: (123) 456-7890

Keep this Plan

2 Plans Found

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

Washington Apple Health

PLAN: Amerigroup Washington
[More Information on this plan >](#)

Consumer Rating Ⓢ Star Rating Ⓢ
For more information: (360) 688-7860

Select

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 shows the Washington Healthplanfinder website interface. At the top, there are navigation links for HOME, EN ESPAÑOL, and a welcome message for ARMAN ARCHIE with a sign out option and customer support link. A progress bar indicates four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize. The 'My Search' section on the left lists 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'. The 'Customize My Search' section includes 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 displays 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 shown. The first plan is 'Washington Apple Health' with a 'PLAN: Coverage without a Managed Care Plan' and a 'Keep this Plan' button. The second plan is 'Amerigroup Washington' with a 'PLAN: Amerigroup Washington' 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 Healthplanfinder website interface. At the top, there is a navigation bar with links for HOME, EN ESPAÑOL, and a welcome message for ARMAN ARCHIE with a SIGN OUT link and a CUSTOMER SUPPORT link. The Washington Healthplanfinder logo is prominently displayed, along with a progress bar indicating four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize. The 'My Search' section on the left lists 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, which includes 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.' It displays two plan options. The first plan is 'Washington Apple Health' with a 'PLAN: Coverage without a Managed Care Plan' and a 'Keep this Plan' button. The second plan is 'Amerigroup Washington' with a 'PLAN: Amerigroup Washington' and a 'Select' button. Both plans show 'Consumer Rating' and 'Star Rating' information, along with contact numbers for more information.

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, there is a navigation bar with 'HOME | EN ESPAÑOL', a welcome message for 'ARMAN ARCHIE (SIGN OUT)', and a 'CUSTOMER SUPPORT' link. Below this is a progress indicator with four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize. The main content area is divided into two columns. The left column contains search filters under 'My Search' and 'Customize My Search'. The right column shows the current plan selection options. A yellow banner at the top of the plan selection area states: '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 option is 'Washington Apple Health' with the plan name 'Coverage without a Managed Care Plan' and a 'Keep this Plan' button. The second option is 'Amerigroup Washington' with the plan name 'Amerigroup Washington' and a 'Select' button. Both plan options include a 'Consumer Rating' and a 'Star Rating' section, along with a 'More Information on this plan' link. The bottom of the page shows '2 Plans Found' with navigation controls for 'Previous', 'Show: 10 Per Page', 'Next', and 'Sort by: Plan Name'.

HOME | EN ESPAÑOL WELCOME, ARMAN ARCHIE (SIGN OUT) | CUSTOMER SUPPORT ?

washington healthfinder
click. compare. covered.

1 Browse 2 Apply 3 Select 4 Finalize

My Search

Looking for Plan to Cover:

VLAD ARCHIE, 2

Search By Health Care Provider:

Add

Search By Clinic/Hospital:

Add

Does Not Cover:

Max Archie, 4
Julie Archie, 27
Arman Archie, 32

Customize My Search

Insurance Company

☐ Amerigroup Washington

Plan Type

☐ Apple Health Coverage - Managed Care Plan
☐ Apple Health Coverage - No Managed Care Plan

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

Washington Apple Health

PLAN: Coverage without a Managed Care Plan

More Information on this plan >

Consumer Rating Ⓢ Star Rating Ⓢ

For more information: (123) 456-7890

Keep this Plan

2 Plans Found

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

Washington Apple Health

Amerigroup RealSolutions
in healthcare

PLAN: Amerigroup Washington

More Information on this plan >

Consumer Rating Ⓢ Star Rating Ⓢ

For more information: (360) 688-7860

Select

Skip Plan Selection

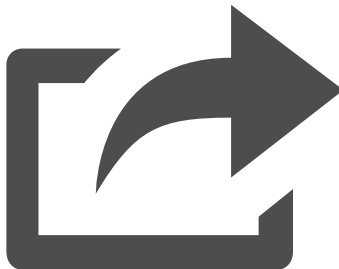


The Primary Applicant may decide to Skip Plan Selection for the Apple Health individuals in their household on the EYO page.

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
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

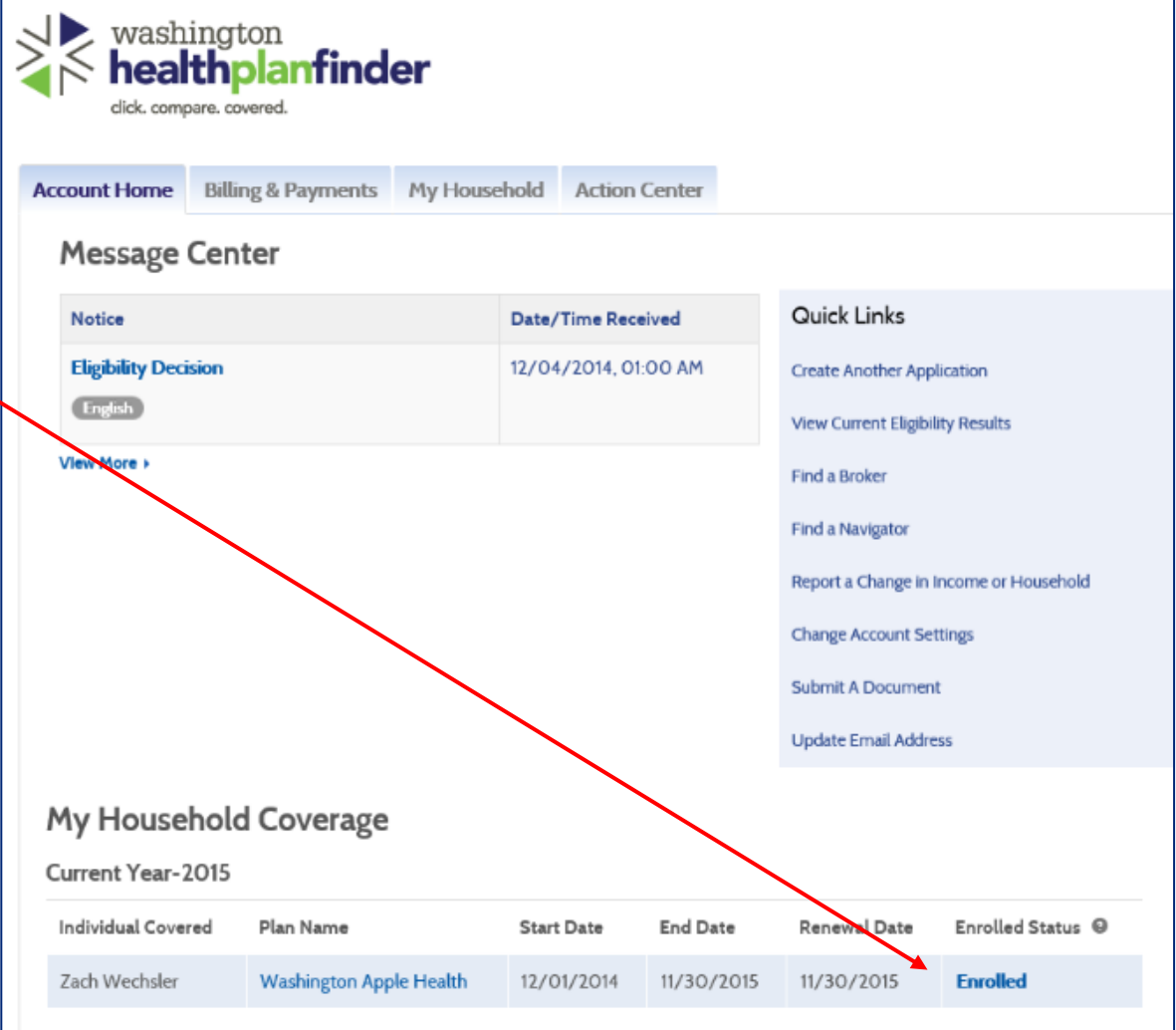
My Household Coverage

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 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



The screenshot shows the Washington Healthplanfinder website 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 "My Household" tab is selected.

The "Message Center" section displays a table with the following data:

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

Below the table is a "View More" link.

The "Quick Links" section on the right lists the following actions:

- 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

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 "Enrolled" status link in the table to the "Enrolled" text in the table.

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 shows the Washington Healthplanfinder website interface. At the top, there is a navigation bar with 'HOME | EN ESPAÑOL' on the left and 'WELCOME, ALEX SMITH (SIGN OUT) | CUSTOMER SUPPORT ?' on the right. 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. The central focus is a modal 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

Below the table, there is a 'Back' button and a 'Change Plans' button, which is highlighted with a red rectangular box. The background of the website is dimmed, showing options like '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	Washington Apple Health	12/01/2014	11/30/2015	11/30/2015	Enrolled

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**

The screenshot shows the Washington Healthplanfinder website interface. A modal titled "Washington Apple Health Details" is open, displaying information for Jane Smith. The modal is divided into two sections: "Eligibility Status" and "Managed Care Enrollment Status".

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

Below the modal, a table titled "My Household" shows enrollment details for Alex Smith, Jane Smith, and Johnny Smith. An "OK" button is located at the bottom right of the modal.

Additional Plan Selection System Prompts and Modals

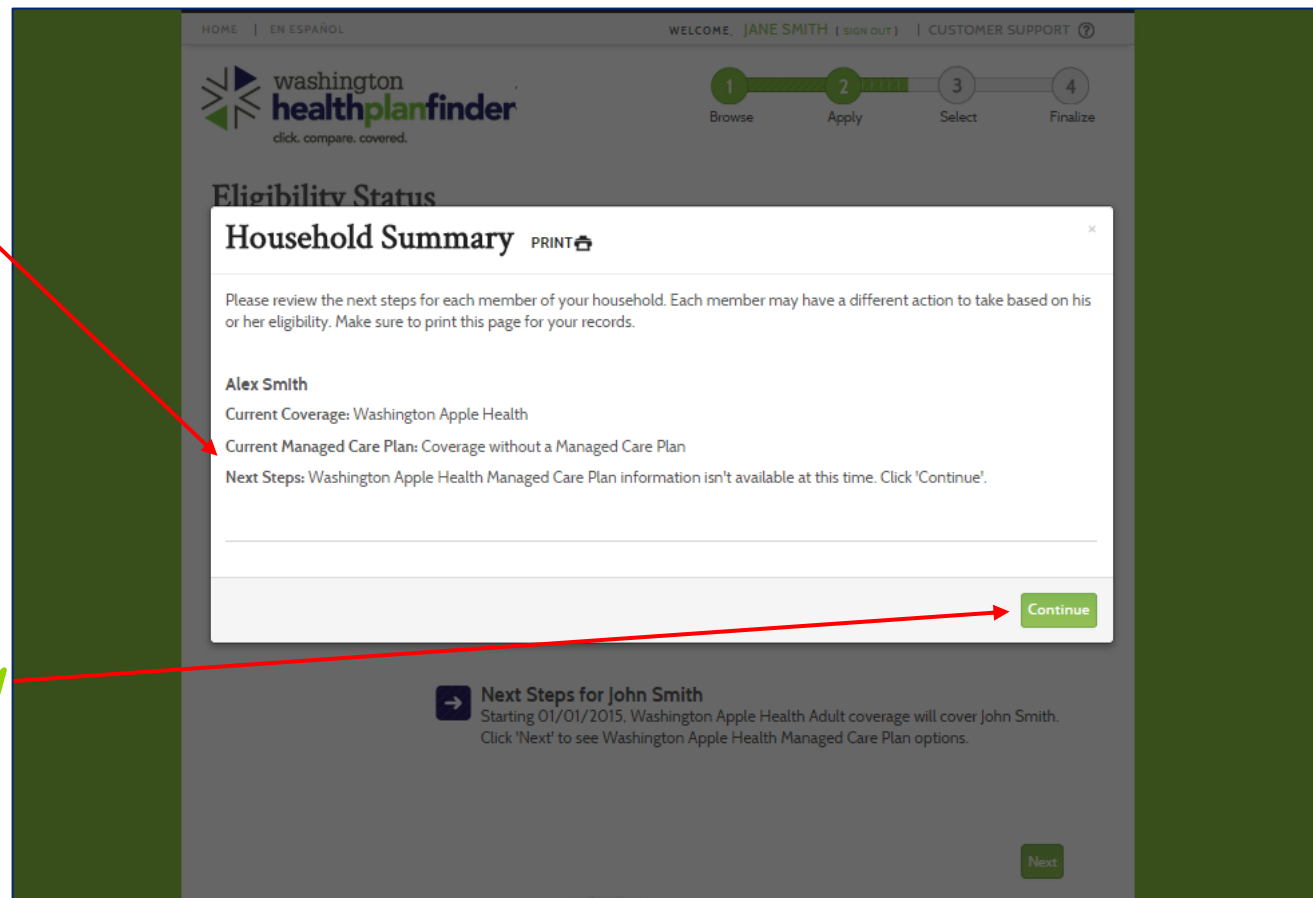
System Prompts and Modals Before Plan Selection

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



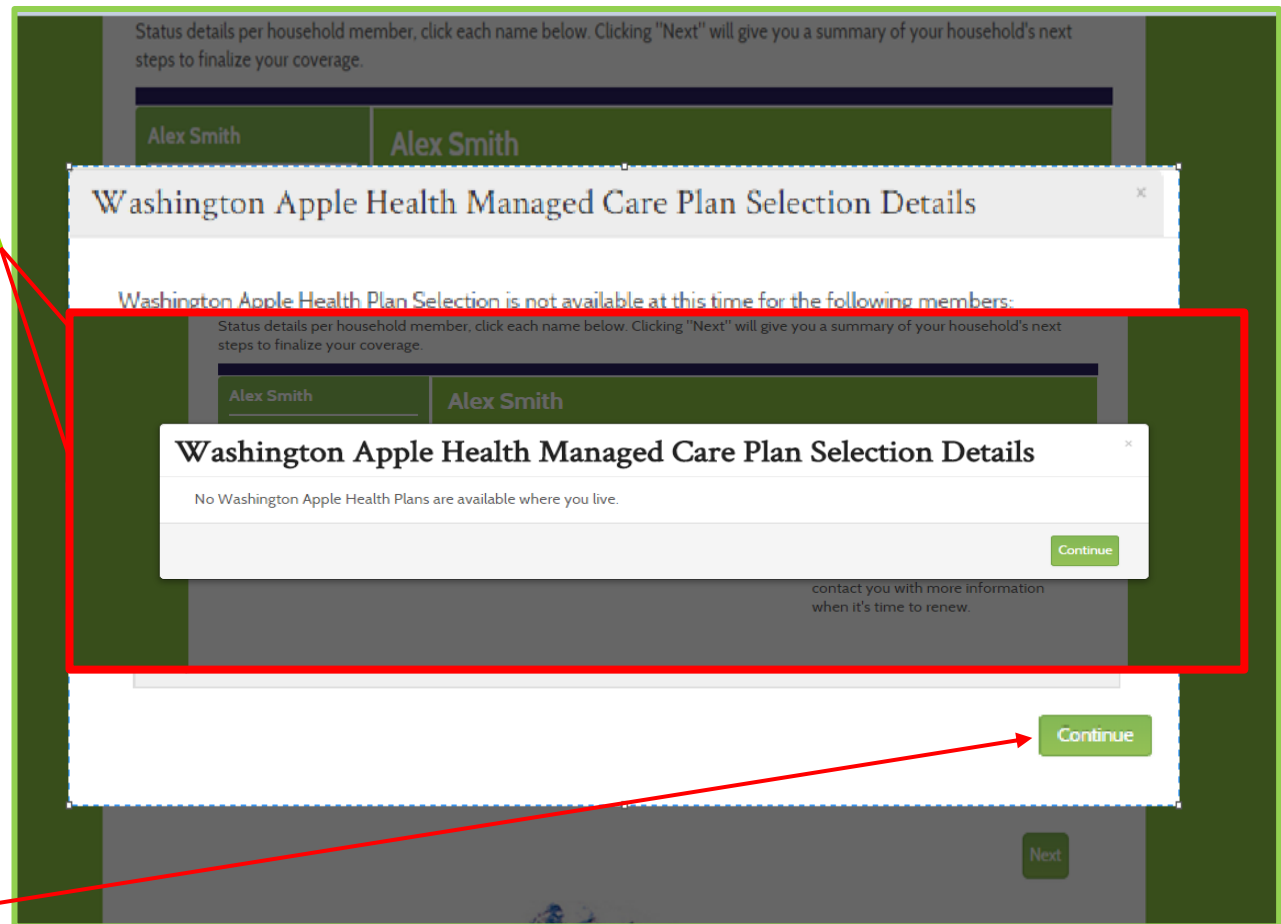
System Prompts and Modals Before Plan Selection

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**:

The diagram illustrates the three enrollment statuses and how they are represented on the Household Summary page. On the left, three green callout boxes labeled 'Approved Enrollment', 'Pending Enrollment', and 'Rejected Enrollment' have red arrows pointing to specific sections of the 'Household Summary' page on the right.

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

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

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](#)

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

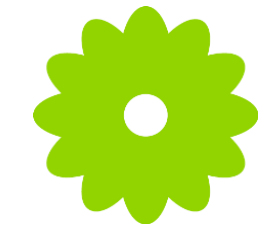


Loss of Minimum
Essential Coverage
(MEC)



Pregnancy

Change Reporting Process



Change occurs

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

Report change

Report Changes / Life Event

Please select from the following options below to report a change or changes to your circumstances. You may make more than one selection.

In order to report a change you will need to complete all screens and finalize your selection by providing your electronic signature.

If you have questions about your coverage, please contact the Washington Healthplanfinder via the help options shown above.

Someone needs to be added to or removed from my list of household members to be considered for coverage ☐ YES ☐ NO

My household income has changed by \$150 or more, and is expected to last for at least two consecutive months. ☒ YES ☐ NO

Someone in my household has become pregnant, or someone whom I have previously reported as pregnant is no longer pregnant. ☐ YES ☐ NO

Answer questionnaire and provide additional information

Submit Application

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:

- ☒ 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**

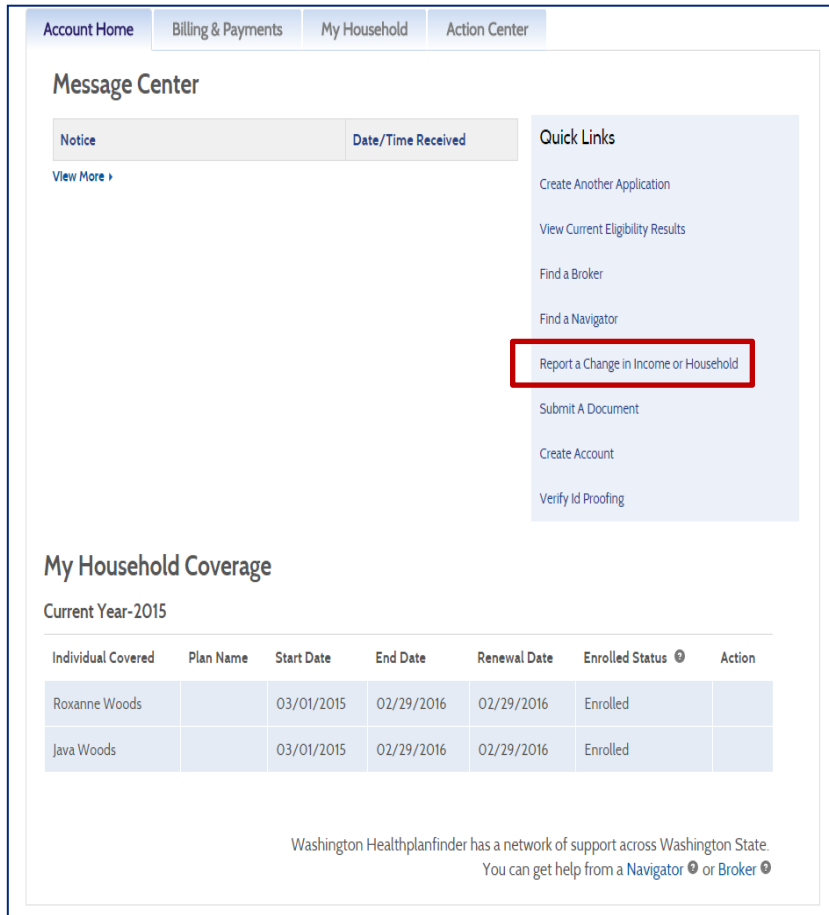
★ NEW!

Eligibility Result:
Washington Apple Health
Plan Selection

Eligibility Result:
Shop for QHP or QHP
with tax credits

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
View More >	

Quick Links

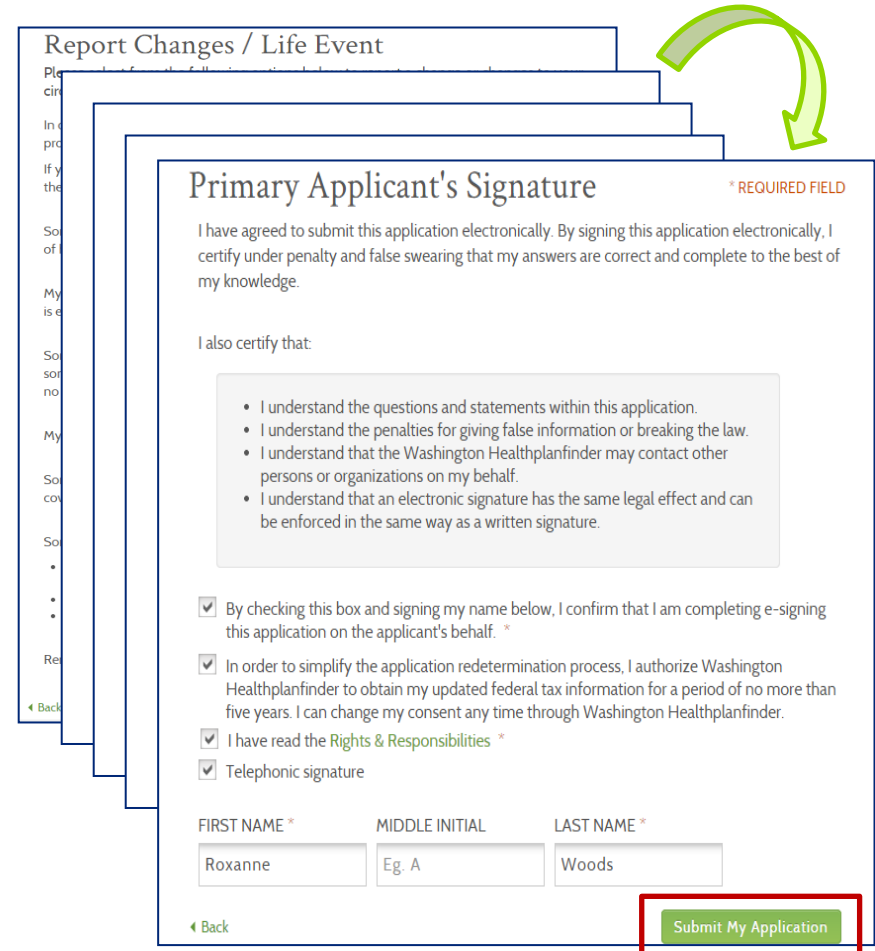
- Create Another Application
- View Current Eligibility Results
- Find a Broker
- Find a Navigator
- Report a Change in Income or Household**
- Submit A Document
- Create Account
- Verify Id Proofing

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)

The screenshot shows the 'Eligibility Status' page for Jonathan Smith. At the top, the Washington Healthplanfinder logo is displayed with the tagline 'click. compare. covered.' and a progress bar with four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize. The 'Apply' step is currently active. Below the header, a message states: '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.' A notification banner indicates: 'You have 1 household member with additional action required. Please review for more information.' The main content area lists two household members: Jonathan Smith and Jane Smith. Jonathan Smith is marked as 'APPROVED' and is the 'Household: Primary Applicant' for the 'Washington Apple Health' program, with a start date of 03/01/2014 and an end date of 02/28/2015. Jane Smith is also marked as 'APPROVED' and is the 'Household: Spouse' for the same program, with a start date of 03/01/2014 and an end date of 02/28/2015. A 'Next Steps for Jonathan' section indicates that no further actions are required at this time and that he will receive information about his managed health care plan.

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.

The screenshot shows the '3 Plans Found' results page. The 'My Search' sidebar on the left indicates the search criteria: 'Looking for Plan to Cover: JOHN WELLS, 39'. It also shows search filters for 'Search By Health Care Provider' and 'Search By Clinic/Hospital'. The 'Customize My Search' section allows filtering by insurance company: Amerigroup, Light House, and UHC. The main results area displays three plans: 1. 'Amerigroup Care Plans V2' with a consumer rating and star rating, and contact information (324) 324-9924. 2. 'Light house care plans' with a consumer rating and star rating, and contact information (901) 839-1273. 3. 'United Healthcare Plan' with a consumer rating and star rating, and contact information (981) 490-3889. Each plan has a 'Select' button. At the bottom right, a red box highlights the 'Skip Plan Selection' link, which is also pointed to by a red arrow from the text box on the left.

Option 2 – Continue with Existing Plan

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

 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 Enrollment cutoff date	29	30
31						

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 1st of the next month (June)
- If change is submitted after, **Managed Care Plan** starts on 1st of the month following the next month (July)

Switching Apple Health Plans Without Change Reporting

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

Jane Smith's Washington Apple Health Enrollment Details ✕

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

◀ Back

Change Plans

- 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

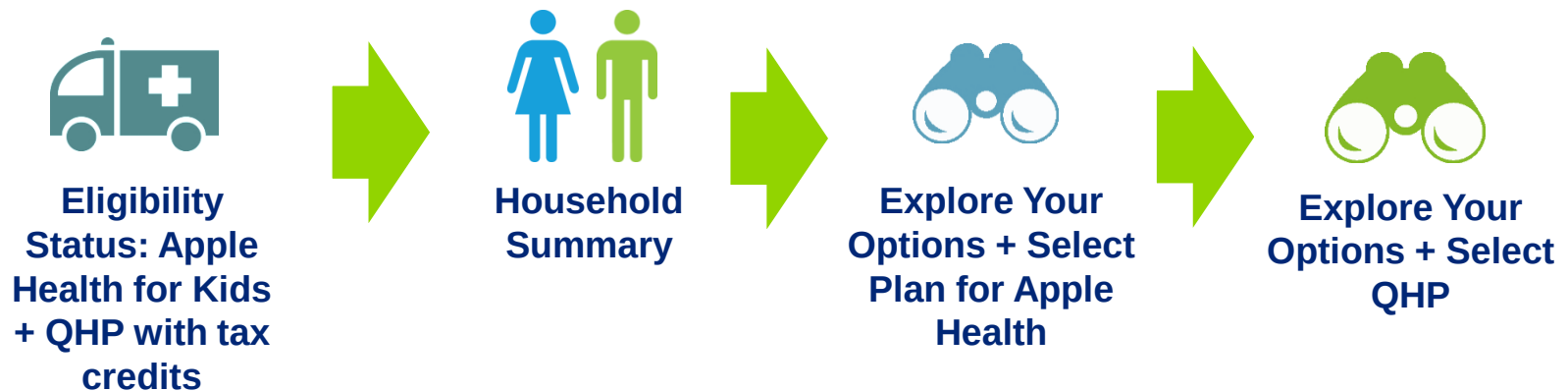
Johnny decides to switch plans since his original Apple Health plan is not available in Bellevue. **He selects a new plan, Coordinated Care.** He will see the following details on his Washington Apple Health modal the next day:

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	Lifewise Essential Silver (QHP w/tax credits)	1/1/2015	12/31/2015	Enrolled
Kaylee	Coverage without a Managed Care Plan	5/1/2015	5/31/2015	Enrolled
Kaylee	Molina	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.

For Qualified Health Plan questions, please contact customersupport@wahbexchange.org.

For the In-person Assister program, please contact your Lead Organization or navigator@wahbexchange.org.

For Brokers, please contact 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

Thank You!