Healthplanfinder Release 4.0 Overview for HCA Community Partners

Office of Medical Eligibility and Policy
Medicaid Eligibility & Community Support
September 2016
Topics

• Overview
• Customer Experience Updates
• Updates to Lawful Presence Questions
• Security Enhancements
• Other Application Updates
• Washington Apple Health Correspondence Updates
Overview
Overview

Washington Healthplanfinder Release 4.0 is scheduled for:

September 29, 2016
Customer Experience Updates
Plan Shopping Changes

• Individuals enrolled in a Qualified Health Plan (QHP) can now purchase a Qualified Dental Plan (QDP)

• Shopping Tip modals are now available during anonymous (pre-application) shopping as well as during post application plan selection in English and Spanish

Please note: QDP shopping will not impact Washington Apple Health (WAH). Individuals approved for WAH will still have dental coverage included and do not need to take separate action to get or keep their dental coverage. Individuals eligible for AEM and QHP can also choose a QDP.
Partial Match Updates

Improvements to the Person ID Partial Match:

• If an individual is being added to a new -or- existing application and they receive a partial match in Washington Healthplanfinder, they will be prompted to contact the HBE call center

• Changes to what is being matched will decrease the number of partial matches being triggered by the system
Standard Design Elements

Improvements will be made to the overall look of Washington Healthplanfinder including standardizing:

- Colors
- Fonts
- Navigation buttons

Please note: this does not have any impact on process flow
Updates to Lawful Presence Questions
Updates to Lawful Presence

- New users will first be asked for an immigration document before being asked for their foreign passport.

- Existing users’ information will be prepopulated into the lawful presence verification questions depending on their previous documentation.

- Users who enter unverifiable citizenship information will not be looped back.
Updates to Lawful Presence

The lawful presence questions will only populate if the user indicates that one or more of the applicants seeking coverage is not a U.S. citizen.
Updates to Lawful Presence

User will be instructed to enter the available immigration document type.
Updates to Lawful Presence

Once user selects “Yes” to having an immigration document, the following document types display:

<table>
<thead>
<tr>
<th>Accepted Documents:</th>
</tr>
</thead>
<tbody>
<tr>
<td>I-327 Reentry Permit</td>
</tr>
<tr>
<td>I-766 Employment Authorization Card</td>
</tr>
<tr>
<td>I-551 Permanent Resident Card</td>
</tr>
<tr>
<td>Temporary I-551 Stamp</td>
</tr>
<tr>
<td>I-571 Refugee Travel Document</td>
</tr>
<tr>
<td>I-94 Arrival or Departure Record</td>
</tr>
<tr>
<td>I-20 Non-Immigrant students</td>
</tr>
<tr>
<td>Machine Readable Immigrant Visa</td>
</tr>
<tr>
<td>DS2019 Certificate of Exchange Students</td>
</tr>
<tr>
<td>Other</td>
</tr>
</tbody>
</table>

The next slide captures what additional questions display depending on what document type is selected.
<table>
<thead>
<tr>
<th>If this document type is selected:</th>
<th>HPF will ask for:</th>
<th>Is passport asked for?</th>
</tr>
</thead>
<tbody>
<tr>
<td>I-327 Reentry Permit</td>
<td>Alien Number</td>
<td>No</td>
</tr>
<tr>
<td>I-551 Permanent Resident Card</td>
<td>Alien Number</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Receipt Number</td>
<td></td>
</tr>
<tr>
<td>I-571 Refugee Travel Document</td>
<td>Alien Number</td>
<td>No</td>
</tr>
<tr>
<td>I-20 Non-Immigrant Students</td>
<td>Sevis ID</td>
<td>Yes-Optional</td>
</tr>
<tr>
<td>DS2019 Certificate of Exchange Students</td>
<td>Sevis ID</td>
<td>Yes-Optional</td>
</tr>
<tr>
<td>Other</td>
<td>Alien Number</td>
<td>Yes-Optional</td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>I-766 Employment Authorization Card</td>
<td>Alien Number</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Expiration Date</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Receipt Number</td>
<td></td>
</tr>
<tr>
<td>Temporary I-551 Stamp</td>
<td>Alien Number</td>
<td>Yes-Optional</td>
</tr>
<tr>
<td>I-94 Arrival or Departure Record</td>
<td>I-94 Number</td>
<td>Yes-Optional</td>
</tr>
<tr>
<td></td>
<td>SEVIS Number</td>
<td></td>
</tr>
<tr>
<td>Machine Readable Immigrant Visa (with Temp I-551 Language)</td>
<td>Alien Number</td>
<td>Yes – Required</td>
</tr>
<tr>
<td></td>
<td>Visa Number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Doc Expiration Date</td>
<td></td>
</tr>
</tbody>
</table>
Updates to Lawful Presence

Passport question has been moved to the end of the lawful presence questions.

This process will be the same for each applicant who is not a US citizen.
Demo: Lawful Presence Questions:

- Are all the members listed above U.S. citizens (including naturalized or derived citizens) or U.S. nationals?  
  - YES  
  - NO

- Are any of the members listed above currently incarcerated?  
  - YES  
  - NO

- Have any of the members listed above regularly used tobacco products in the last 6 months?  
  - YES  
  - NO

  [Note: Your answer to this question will not be used to check your eligibility for Washington Apple Health or Health Insurance Premium Tax Credits.]

- Do any of the members listed above have health insurance?  
  - YES  
  - NO

  [Do not include Washington Apple Health (Medicaid) or coverage selected from Washington Healthplanfinder.]

- Are all the members listed above residents of the state of Washington?  
  - YES  
  - NO

Voter Registration

- IF YOU ARE NOT REGISTERED TO VOTE WHERE YOU LIVE NOW, WOULD YOU LIKE TO APPLY TO REGISTER TO VOTE?  
  - YES  
  - NO
Security Enhancements
Security Enhancements

• Users are given warnings on number of failed attempts before being locked out

• Once locked out of their account, a user can unlock their account by:
  – Clicking on the “Forgot Password” link
  – Wait 35 minutes for their account to unlock and retry

• There are now 20 security questions to choose from of which only three need to be answered with a minimum of 5 characters

• Account workers can update or change client email addresses without submitting the application
Failed Password Attempt Notification

A warning message after the failed attempt will display for users. The attempts must occur within a 120-minute window.

Sign in to your account

An incorrect Username or Password was specified.
You have 2 password attempts remaining.

USERNAME *
Eg. jsmith123
Forgot Your Username?

PASSWORD *
Forgot Your Password?

Remember Me

SIGN IN
After 3 failed attempts, standard users are automatically directed to the account locked screen.

Standard user (non-privileged) accounts will **automatically** unlock after approximately 35 minutes.
Privileged users are given the option to contact the service desk to automatically unlock their account.

Privileged Accounts will **automatically** unlock after approximately 35 minutes.
Unlock Your Account Screen

Clicking “Unlock Account” will take users to the Unlock Your Account screen where they can unlock their account.

If the user answers the security question incorrectly, an error message will appear and another random question will be listed.

To ensure you are not a robot, the user will be prompted to answer a question by selecting images.
Forgot Password Screen

If a user successfully unlocks their account, they can return to the sign-in screen and click on “Forgot Your Password.”

Onscreen validation checks the updated password requirements prior to submitting the request.
Policy Password Changes

Character Requirements

• Users cannot have dictionary words in the password (i.e. BFavre#04)
• Enforces at least a minimum of four changed characters when new passwords are created
• Special characters must be one of the following: $ # ^
• Cannot copy and paste temporary or ongoing password

Lifetime Requirements

• Users are restricted from re-using any of the last 24 passwords they have created
• Users are not be able to change their password more than once in a 24-hour period
• Non-privileged users are required to change their password at least every 90 days
• Privileged users are required to change their password at least every 60 days
Privileged User Security Questions

All Privileged Users will be required to create security questions and will be prompted to set-up security questions their first time logging in after the 4.0 release. They will not be able to fully access their account until 3 security questions have been created.

Privileged Users can add security questions prior to the 4.0 release!
Update Client Email Address

Account Workers will have the option to update or change a client’s email address without having to submit the application.
Demo: Unlock Account/Forgot Password
Other Application Updates
Other Application Updates

- User can choose to either start a new application or re-use an existing application that was previously closed or denied.

- If the primary applicant/head of household is age 19 or older, the Dependent of Someone Outside the Home (DSO) status will not be available in the tax filing drop down menu.

- Applications with a primary applicant who is 19 or older with DSO tax filing status enrolled in WAH will not be auto-renewed.
Quick Link Updates

Users can reuse an application that has been denied or closed.
Renewing Existing Coverage

Primary applicants active on WAH who are 19 and older who were previously coded as DSO will not be auto-renewed. The tax filing status update page will not be populated and the user will need to select from the available options in the dropdown menu.

![Graphical representation of the renewal process with a focus on tax filing status]

- **Primary Applicant's Taxes**
  - REQUERIED FIELD
  - We need to collect some tax information about you and your household from last year to verify your income and provide you accurate information about health insurance available to you.
  - Please select an option for your tax filing status for last year

  WHAT WAS YOUR TAX FILING STATUS FOR TAX YEAR 2015? * Tax Filing Status Definitions
  - -Select an Option-

  IS THIS PERSON PLANNING TO HAVE THE SAME TAX FILING STATUS AS THAT OF 2015 FOR TAX YEAR 2016? *
  - YES
Tax Filing Status Update Prompt

When renewing their coverage or reporting a change, if they have missed adding information on their tax filing status, a modal will appear on the Application Review screen.
WAH Correspondence Updates
Renewal Notices

• The WAH Notices Consumer Workgroup has finalized their language changes for the renewal notices EE008 and EE009

• These changes will become effective for the November renewal cycle that begins in October
Subject – Washington Apple Health Renewed – Review Only

Dear Jane Doe,

Please review your attached application. Based on this information you previously reported, the Washington Apple Health coverage for the following individuals was renewed automatically:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/2016</td>
<td>12/31/2016</td>
</tr>
</tbody>
</table>

Baby Doe

If the information on your attached account information is still correct, you do not need to do anything.

If any of this information is incorrect, update your account by:

1. Go online [http://www.wahealthplanfinder.org](http://www.wahealthplanfinder.org)
   - From your dashboard under “Quick Links,” click on “Report a Change in Income or Household” to make any necessary changes to your application

2. Call 1-855-WAFINDER (1-855-923-4633)
   - Let us know if you want a free interpreter or if you need extra assistance accessing your healthcare coverage due to a disability

3. You can also make changes on the attached application, sign, and return:
   - By Mail: Washington Healthplanfinder
     PO Box 946
     Olympia, WA 98507
   - By Fax: 1-855-867-4467

Please be aware, completing any changes by mail or fax may delay processing.
Jane Doe  
123 Box Car Street  
Olympia, WA, 98504

01/01/2016  
Application ID:  
1234567

Subject – Washington Apple Health Renewal – Action Required

Dear Jane Doe,

You must take action to keep getting health care coverage for the individuals listed below:

- Jane Doe
- John Doe

If you do not complete your renewal by 2/29/2016, the health care coverage for the individuals listed above will end 02/29/2016.

Please review your attached account information and to avoid a gap in coverage, complete your renewal by doing one of the following:

1. Go online http://www.wahealthplanfinder.org
   - From your dashboard under “Quick Links,” click on “Update My Application and Renew My Coverage” to make any necessary changes to your application

2. Call 1-855-WAFINDER (1-855-923-4633)
   - Let us know if you want a free interpreter or if you need extra assistance accessing your healthcare coverage due to a disability

3. You can also make changes on the attached application, sign, and return:
   - By Mail: Washington Healthplanfinder
     PO Box 946  
     Olympia, WA 98507
   - By Fax: 1-855-867-4467

Please be aware, completing your renewal by mail or fax may delay processing.

If your income has increased or you believe you no longer qualify for Washington Apple Health, you may be able to purchase health care, with or without a subsidy. To see if you qualify, you must complete your renewal.
Updated Eligibility Notice

• When an application is submitted that results in no changes in program eligibility or certification periods, the Updated Eligibility Notice (EE015) will generate a few sentences explaining eligibility has not changed.

• This will considerably decrease the length of this notice when no change occurs.
Jane Doe  
123 Box Car Street  
Olympia, WA, 98504  
01/01/2016  
Application ID:  
1234567

Subject – Updated Eligibility Decision

Dear Jane Doe,

Your Washington Healthplanfinder application has been updated with your new information. These updates did not change anyone’s coverage.

Keeping your information current in Washington Healthplanfinder is important. If you have a change, you must report it within 30 days. For more details about changes you should report, visit www.wahbeexchange.org/report-changes.
Non-Discrimination Notice

• To be in compliance with Section 1557 of the Patient Protection and Affordable Care Act, all eligibility and enrollment notices being sent out of Washington Healthplanfinder will include a new Non-Discrimination attachment
Non-Discrimination Notice

ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-855-923-4633 (TTY: 1-855-627-9604).


[Camodian (Khmer)] ការដ៏ប្រឈមៗនេះ បានផ្តល់ជូនអតិថិជ្ឈសមស្រ​សេរីឡើងវិញ ដោយមានពណ៌នាមជូនអតិថិជ្ឈសមស្រមែន។ តំណាងរដ្ឋមន្ត្រី 1-855-923-4633 (TTY: 1-855-627-9604).


[Amarhar] ሆፋል የካል ያለቀኝ ከለጭ ይገኝ በያጭ ይከየጭ ፈላጭ ያለቀኝ ይገኝ በያጭ ያለየጥ ይሰጥ ይገኝ የካል ያለቀኝ ይገኝ በያጭ ያለየጥ ይሰጥ ይገኝ በያጭ ያለየጥ ይሰጥ ይገኝ በያጭ ያለየጥ ይሰጥ ይገኝ በያጭ ያለየጥ ይሰጥ ይገኝ በያጭ ያለየጥ ይሰጥ ይገኝ በያጭ ያለየጥ ይሰጥ ይገኝ በያጭ ያለየጥ ይሰጥ ይገኝ በያጭ ያለየጥ ይሰጥ ይገኝ በያጭ ያለየጥ ይሰጥ ይገኝ በያጭ ያለየጥ ይሰጥ ይገኝ በያጭ ያለየጥ ይስኔ ይገኝ በያጭ ያለየጥ ይስኔ ይገኝ በያጭ ያለየጥ ይስኔ ይገኝ በያጭ ያለየጥ ይስኔ ይገኝ በያጭ ያለየጥ ይስኔ ይገኝ በያጭ ያለየጥ ይስኔ ይገኝ በያጭ ያለየጥ ይስኔ ይገኝ በያጭ ያለየጥ ይስኔ ይገኝ በያጭ ያለየጥ ይስኔ ይገኝ በያጭ ያለየጥ ይስኔ ይገኝ በያጭ ያለየጥ ይስኔ ይገኝ በያጭ ያለየጥ ይስኔ ይገ้ ይገኝ በያጭ ያለየጥ ይስኔ ይገ้ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይስኔ ይገ年夜 ይស្អើ 1-855-923-4633 (TTY: 1-855-627-9604).


[Galley] त्वचाएँ: यदि आप मानव समाज में हैं, तो आपकी संकल्पना, इच्छा और स्वतंत्रता के रूप में स्वतंत्रता से मुक्ति है। 1-855-923-4633 (TTY: 1-855-627-9604).


[Hind] त्वचाएँ: यदि आप हिंदी में हैं, तो आपकी संकल्पना, इच्छा और स्वतंत्रता के रूप में स्वतंत्रता है। 1-855-923-4633 (TTY: 1-855-627-9604).


If you believe that the Washington Health Benefit Exchange/Healthcare Authority has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Washington Health Benefit Exchange/Healthcare Authority
ATTN: Legal Department
PO Box 24700
Olympia, WA 98504-2700
Fax: 360-841-1252
appeals@wabeexchange.org

You may file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Washington Health Benefit Exchange/Healthcare Authority Division of Legal Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically at https://ocrportal.hhs.gov/ocr/portal/lobby.jsp, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HH-2 Building
Washington, D.C. 20201
1-800-368-1099, 888-573-7797 (TDD)

Complaint forms are available at www.hhs.gov/ocr/civilrights/index.html.
Questions?

• HCA Training & Education Resources

• Washington Apple Health Eligibility Manual
  http://www.hca.wa.gov/free-or-low-cost-health-care/program-administration/apple-health-eligibility-manual

• HCA Community-Based Specialists
  http://www.hca.wa.gov/assets/free-or-low-cost/community_based_staff_contact.pdf

• HCA Area Representatives
  http://www.hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf
Resources

Inquiries made regarding Washington Apple Health (Medicaid) coverage may be directed to your HCA Area Representative:
http://www.hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf

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

For the Navigator program, please contact your Lead Organization or
navigator@wahbexchange.org

For Brokers, please contact
producer@wahbexchange.org