

# Washington Healthplanfinder Release 6.1 Update

Office of Medicaid Eligibility and Policy Medicaid Eligibility and Community Support April 2019



## **Topics**

- System Release Outage
- Social Security Number (SSN) Exemption Updates
- Compact of Free Association (COFA) Islander Health Care System Updates
- Lawful Presence System Update
- Account Updates
- Voter Registration



## **Topics**

- Income Enhancements
- Responsive Design
- Correspondence Changes
- Summary
- Resources

# System Release Outage



## 6.1 System Release Outage

	April 2019						
Sunday		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3		5	6
Washington Healthplanfinder will go down for regular scheduled maintenance on <b>Thursday</b> April 18 <sup>th</sup> and is tentatively scheduled to go live <b>Tuesday April 23, 2019</b>				13			
	14	15	16	17	<b>X</b> 1	19	20
	21	22	23	24	2	5 26	27
	28	29	30				

http://www.wahbexchange.org/news-center/outages-maintenance/

# **SSN Exemption Updates**



## **SSN Exemption Reason**

Prior to the update, Washington Healthplanfinder users could bypass entering their SSNs without clarifying why they aren't providing it.

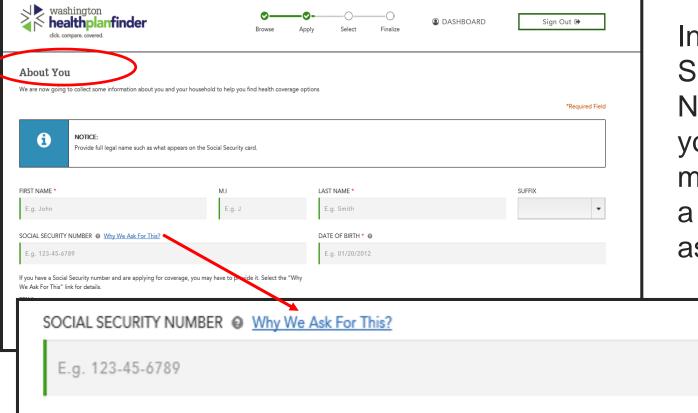
With this release, individuals will be asked why they are not providing their SSN on the Screen for Other Service page when:

- The customer is seeking coverage;
- Attests to being a US Citizen or Lawfully present; and
- Is 1 year of age or older.

This will reduce the number of Washington Apple Health (Medicaid) customers with "pending eligibility"



## SSN Details on About You screen



In the Social
Security
Number section
you will see
messaging and
a link to why we
ask for the SSN.

If you have a Social Security number and are applying for coverage, you may have to provide it. Select the "Why

We Ask For This" link for details.



# SSN Modal – Why We Ask For This?

×

## Providing a Social Security number

Most individuals who have a Social Security number need to provide it to get coverage through Washington Healthplanfinder.

### How we use Social Security numbers

We may use this number to check identity, citizenship, or lawful presence status, income, and verify health care claims (42 CFR 435.910). We share this number with some federal and state agencies, including the Internal Revenue Service. **We do not share this information with any immigration enforcement agency**.

Providing a Social Security number

number, fleeing or living with domestic violence, or if your religion has well-established objections to providing or applying for a Social Security number. If you aren't eligible for a Social Security number because of your immigration status, you may be able to get coverage. Others in your household can still get coverage if you don't provide a Social Security number.

What to do if you don't have a Social Security number

If you need help getting a Social Security number, visit SocialSecurity.gov ✓ or call Social Security at 1-800-772-1213 ,tty: 1-800-325-0778.

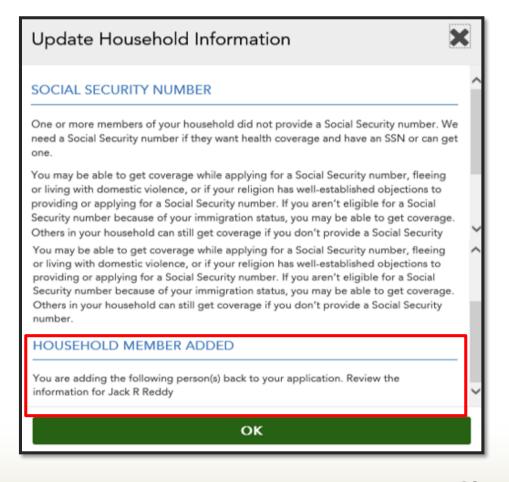
Close

This is the modal individuals will encounter when the Why We Ask For This? link is selected.

When adding household members, field level help is available for the SSN. Messaging states "If this person has a Social Security number and is applying for coverage, they may have to provide it. This will help process your application faster."



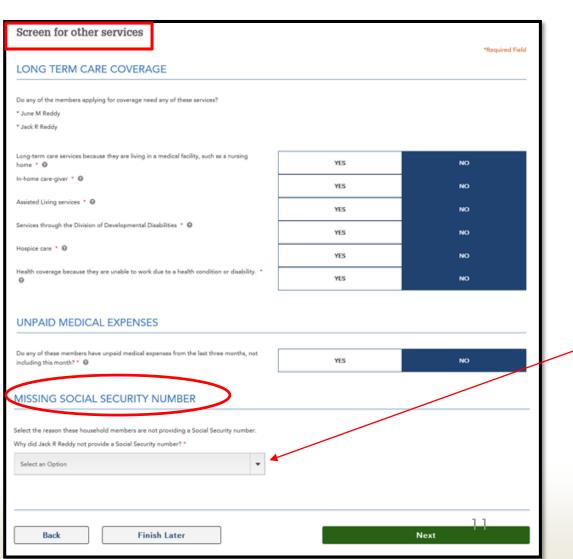
## **Modal for Not Providing SSN**



- When a SSN is left off of the application individuals will encounter a modal requesting review their information.
- The modal, as shown on this slide, will indicate when a SSN is required for an added household member.
- When an individual has a SSN, they are required to provide it though they may qualify for an exception.



## **SSN Screening Questions**



When an individual applying for coverage fails to provide their SSN, the Missing Social Security Number question will appear on the Screen for Other Services page.

The drop down provides a list of reasons an individual can select to explain why they are not providing their SSN.



# **SSN Screening Questions**



Individuals must select a reason for not providing a SSN.

- Additional details for each reason display below the selection
- Depending on the selected reason more information may be requested.



## **SSN Scenarios**

Scenarios	Can the applicant bypass providing SSN	Missing SSN Questions
Parent applying for newborn child under 1 year old.	Yes	Additional questions should not appear as the child is still under 1 year old.
Single individual who declared they are not a US citizen and not lawfully present.	Yes	Since the individual has stated they are not a US Citizen or lawfully present the additional questions shouldn't display.
Parent applying for 2 year old child. Parent is not seeking coverage and has not provided their SSN.	No	If the parent did not provide the 2 year old's SSN then the question would display. The missing SSN question will not display for the parent since she/he is not seeking coverage.

System Updates





## **COFA Islander Health Care**

COFA Islander Health Care is a program offered by the Health Care Authority to help islanders pay for their insurance premiums and out-of-pocket costs for silver level plans. For more information visit <a href="https://www.hca.wa.gov/COFA">www.hca.wa.gov/COFA</a>.

Currently, COFA Islander Health Care enrollment, eligibility and sponsorship are manually processed. This release brings many enhancements to automate many of these tasks.



## **COFA Islander Health Care**

To support approvals for and termination from COFA Islander Health Care, correspondence tags have been added to:

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

# These are examples of the tags

#### **COFA Islander Health Care**

The individual(s) listed below are not eligible for COFA Islander Health Care because they did not enroll in a Silver level Qualified Health Plan. See Washington Administrative Code (WAC) 182-524-0300.

- Shonna Carey
- Candance Carey

#### **COFA Islander Health Care**

The individual(s) listed below are not eligible for COFA Islander Health Care because they are not eligible for a Qualified Health Plan with tax credits. See Washington Administrative Code (WAC) 182-524-0300.

Lemuel Merritt



## Correspondence Example

## **Coverage Termination**

Dear Lemuel Merritt.

Based on changes in your application, the individuals below will lose their coverage with Kaiser WA Health Support Plan.

Individual Name	Coverage End Date
Werer Erhg	11/30/2018
Lemuel Merritt	11/30/2018

You asked us to stop your coverage through Washington Healthplanfinder on 11/01/2018. If you still want coverage from us, please contact us right away so you don't have a gap in your coverage.

## **COFA** Islander Health Care

COFA Islander Health Care for the individual(s) listed below ends 11/30/2018 because their coverage for a Qualified Health Plan is ending. See Washington Administrative Code (WAC) 182-524-0300.

- Werer Erhg
- Lemuel Merritt

This is an example of the Coverage Termination (EE012) letter.



# Renewal Correspondence Examples

Time to Renew Your Coverage

Dear Lemuel Merritt.

Open enrollment is . This letter has information about your coverage for next year.

## How to Complete Your Coverage

Names	Next Step Action
Lemuel Merritt	You're eligible for Qualified Health and Dental coverage.
Lemuel Merritt	We were able to enroll you in one but not both of your plans. Review your plan below, shop, and select your remaining coverage by the end of open enrollment.

example of the Time to Renew Your Coverage (EE017).

This is an

#### **Health Plan Details**

Your current health plan through LifeWise has been renewed for next year.

Enrolled Members	Lemuel Merritt
Health Insurance Company	LifeWise
Health Plan	COFA Renewal
Metal Level	SILVER

Correspondence ID: EE017-305603 App ID 81372

Monthly Plan Premium	\$429.28
Monthly Tax Credit	\$150.00
Your Monthly Plan Premium	\$0.00
Coverage Begin Date	01/01/2019
Coverage End Date	12/31/2019

#### **COFA Islander Health Care**

The individual(s) listed below are eligible for COFA Islander Health Care through the Washington State Health Care Authority (HCA). Their health insurance premium and out-of-pocket expenses for covered services are at no cost to you. HCA will send more information on how to pay for the out-of-pocket expenses.

Lemuel Merritt



## **COFA Islander Health Care**

Other system updates for COFA Islander Health Care include:

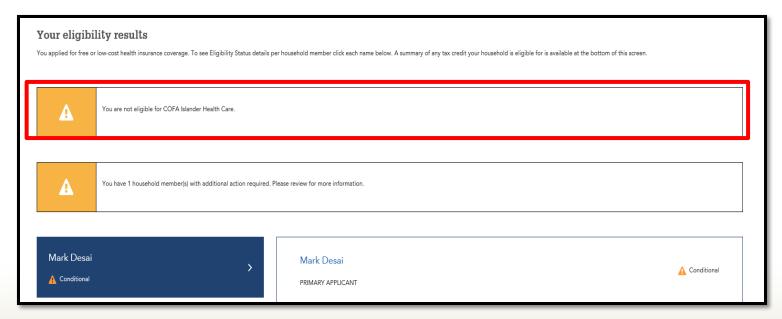
- Added banners to display an individual's COFA Islander Health eligibility.
- Improved Plan Shopping experience to show available plans and zero premium due to COFA islanders.
- Locked Tax Credit Slider which will apply the full advance premium tax credit.
- Disabled Pay Now button for Qualified Health Plans for individuals enrolled in COFA Islander Health Care.



## **COFA Islander Health Care Banner**

# You applied for free or low-cost health insurance coverage. To see Eligibility Status details per household member click each name below. A summary of any tax credit your household is eligible for is available at the bottom of this screen. You are eligible for COFA Islander Health Care. Your premiums and out-of-pocket expenses are no cost to you if you enroll or are enrolled in a Silver level Qualified Health Plan.

Banners will display with an individuals eligibility for COFA Islander Health Care.





# Plan Shopping Video





## **Locked Tax Credit Slider**



# Lawful Presence System Update



## **Lawful Presence Update**

Individuals will be required to provide a non-zero Alien or USCIS number if they have one.

- Individuals who have entered all zeros for their Alien or USCIS number will be required to provide their Permanent Resident Card or Lawful Presence numbers.
- When reporting a change or going through renewal individuals will be prompted to provide their correct Alien or USCIS number for verification of lawful presence.



# Tips for Avoiding Unverified Citizenship or Lawful Presence

## No match on name:

If the individual's name entered in the application does not match their SSN card or immigration/citizenship document, the individual will likely return unverified.

Entering the legal name vs. nickname. Ex. William vs. Bill, Robert vs. Bob, etc.

## Wrong Attestation:

Ex. The individual is an immigrant but mistakenly attests to be a U.S. Citizen or vice versa.



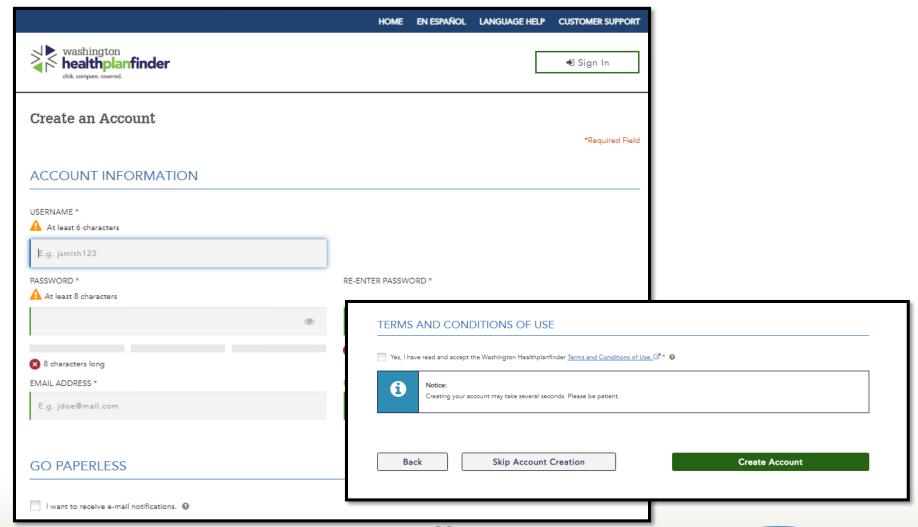
# Tips for Avoiding Unverified Citizenship or Lawful Presence

TYPO(s)			
Name	Kristen vs. Kirsten		
SSN	***-****-6789 vs. ***-**-7689		
	Individual does not have a SSN or mistakenly leaves SSN field blank		
Citizenship or	Document number typo		
immigration document numbers	Customer does not supply immigration or citizenship document number		
Birthdate	03/10/80 vs. 10/03/80		

# **Account Updates**



## **Account Creation Screen**





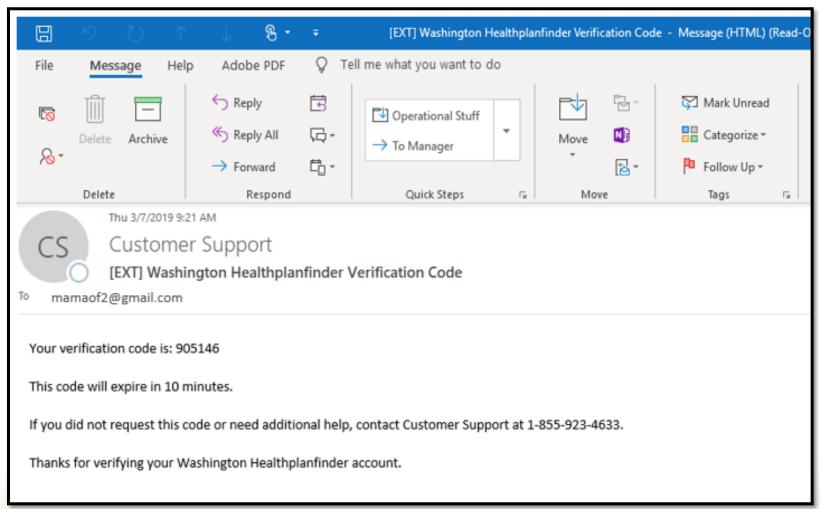
## **Security Question Removal**

The following are updates to Account Unlock and Forgot Password.

- Emailed Verification Codes will replace Security Questions for all users.
- Individuals can request a Verification Code when:
  - Their user account has been locked.
  - They select 'Forgot Password'. They will receive a verification code prior to changing their password.
- Verification codes will be valid for 10 minutes. Individuals can use the 'resend code' button if their code does not appear.
- WAPlanfinder will be updated to support the removal of security questions.



## **Verification Code Email Example**





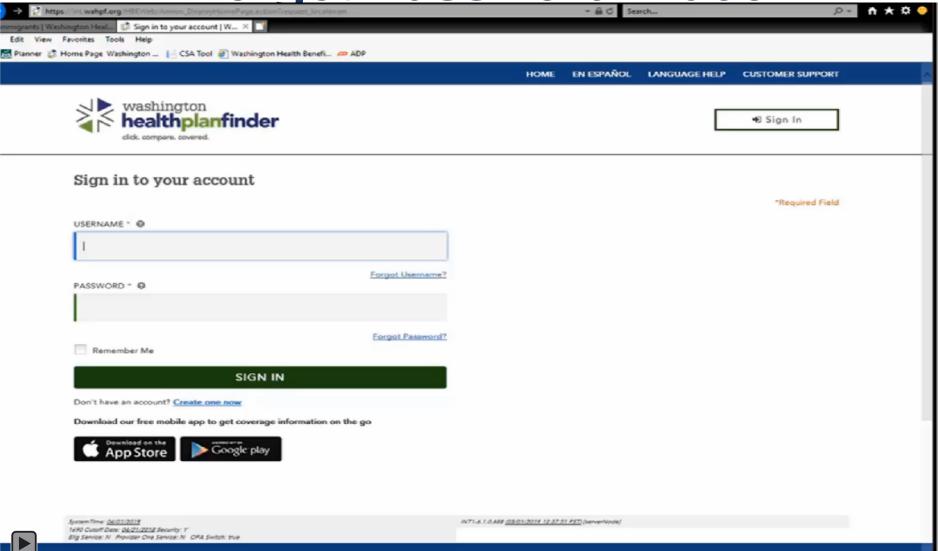
## **Security Question Removal**

Individuals can use the Resend the Verification Code link if their code does not appear.

Verify your account			
	*Required Field		
A verification code was just sent to ma*****@fakemail.org			
If you do not receive an email or have any trouble, contact Customer Support at <u>1-855-923-4633</u> .			
ENTER THE CODE *			
Resend The Verification Code			
Next			

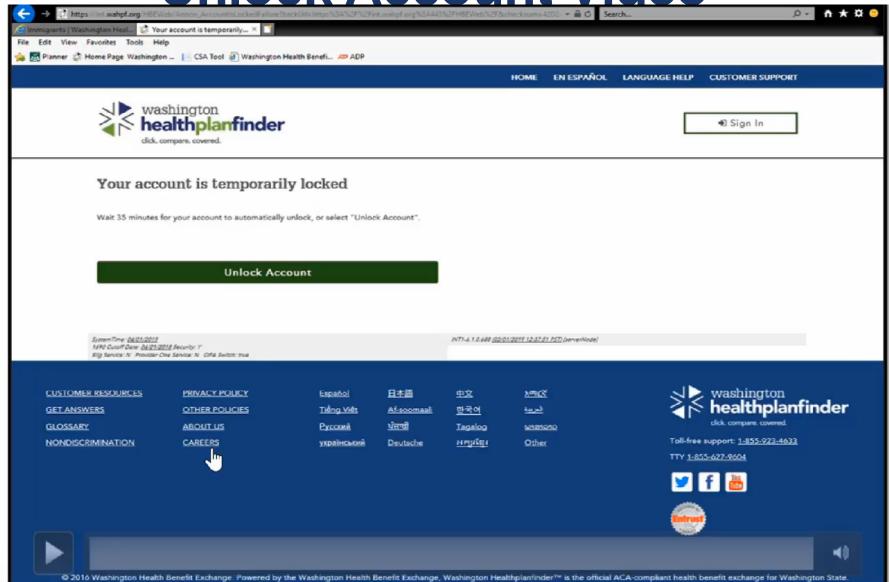


Forgot Password Video





**Unlock Account Video** 





# **Voter Registration**



## **Voter Registration**

Eligible primary applicants will have the opportunity to transfer their demographic details to the Secretary of State for voter registration.

A primary applicant will be able to see the "Voter Registration" question when they are:

- 18 years of age or older as of the system date;
- Verified U.S. citizens (either manually or federally); and
- Washington State residents



## **Voter Registration Video**





DASHBOARD

Sign Out 🕩

## Submit your application

\*Required Field

## **REGISTER TO VOTE**

Would you like to register to vote? \*

YES	NO
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If you would like help in filling out the voter registration application, you can receive assistance at Washingtons toll free Voter Registration Hotline, 1-800-448-4881. The decision whether to seek or accept help is yours. You may fill out the application in private. If you believe that someone has interfered with your right to register or to decline to register to vote, or your right to privacy in deciding whether to register, you may fill a complaint with the Washington State Elections Division, PO Box 40229, Olympia, WA 98504, email elections@sos.wa.gov, or call 1-800-448-4881.

### SIGN AND SUBMIT YOUR APPLICATION

By signing this application electronically, I certify under penalty of perjury that my answers are correct and complete to the best of my knowledge.

- I am electronically signing my application \*
- I authorize Washington Healthplanfinder to electronically verify my tax return information during the annual renewal process for up to 5 years. I understand that I am able to change my consent at any time.

  By checking this box, I permit tax credits to be applied to my annual renewal without my taking further action.
  - I have read the rights & responsibilities 🗹 \*

## **Income Enhancements**



## **Income Enhancements**

- Individuals will be able to enter income as a loss. Negative amounts will display in red for the following income types:
  - Rental, Self-Employment, Capital Gains, Farming and Other Taxable Income.
- Negative income calculated on the Calculators will carry over to the income details page.
- Negative income will be passed to Eligibility Service (ES) as a negative amount.
- When an error occurs on the income or deduction page the field will open for the individual to make a correction.



## **Negative Income Video**

SELF-EMPLOYMENT	
- \$-	Close ★ Remove ③
Enter the profit or loss received from operating a business such as a sole proprietor, independent contractor, a partnership or STYPE OF COMPANY.*  Sole Proprietor	s-corporation. Use the self-employment income calculator or anter the net amount of income after allowable business expenses.  NAME OF COMPANY*
AMOUNT *  \$ 0.00 ur -\$ 0.00  ■ Income Calculator >	FREQUENCY*  Select an Option
	Close ^
RENTAL INCOME	
- \$-	Edit ❤ Romovo <b>⊙</b>
OTHER INCOME	







## **Deduction changes**

Certain deductions are being capped to match IRS standards.

Back in January, the School Tuition and Fees deduction no longer reduced countable income.

The following deductions are capped:

- Educator expenses \$250/year for individual and \$500/year for household
- Student loan interest \$2500/year or \$208.33/month
- Health Savings Account and pre-tax retirement are capped at an amount based on age