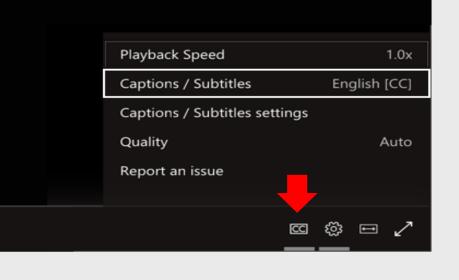
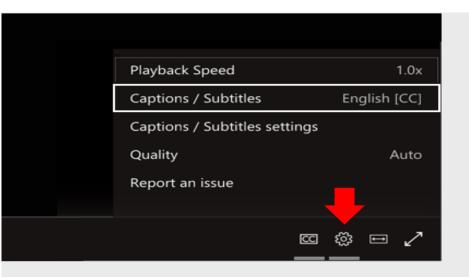
# Welcome!

Today's live meeting includes closed captions available in Chinese (Simplified), English, Korean, Russian, Spanish, Ukrainian and Vietnamese

- To turn on live captions and subtitles, select the Captions/Subtitles On button in your video controls.
- To change the caption language, select the Settings gear icon, then select Captions/Subtitles Settings, and choose the language you want.





# Materials

- Slides are available on <u>Section 1332 website</u>
  - **Direct link**: <u>https://www.wahbexchange.org/event/post-award-public-forum-for-washington-s-section-1332-state-inno/</u></u>

- This meeting is being recorded
  - Recording will be available on Section 1332 website and at link above.

# Your Participation

- Please feel free to introduce yourself by putting your name and organization in the Q&A box!
- Purpose of today's public forum is to accept public comments on the progress of Washington's Section 1332 State Innovation Waiver. Comments will be summarized and included in an upcoming federal report.
  - How to submit an in-person public comment:
    - Please raise hand. When called on please provide your comment.
  - How to submit a virtual public comment:
    - Write "public comment" in the Q&A box followed by your comment.
  - How to submit a virtual public comment:
    - Send an email to <u>WA1332@wahbexchange.org</u> with, "Annual public forum comment," in the subject line.

## Immigrant Health Coverage Annual Public Forum

Washington Health Benefit Exchange Update April 8, 2024



# Today's Presenter

Joan Altman, She/Her Director of Government Affairs & Strategic Partnerships Washington Health Benefit Exchange joan.altman@wahbexchange.org

### Supporting Exchange Staff

Genny Arredondo, She/Her Associate Director of Outreach Genevieve.arredondo@wahbexchange.org Joanna Donbeck, She/Her Compliance Officer joanna.donbeck@wahbexchange.org Lisa Jonson, She/Her Immigrant Health Coverage Coordinator lisa.jonson@wahbexchange.org

## **Today's Topics**

I. Waiver Background & Overview

**II. Implementation Highlights** 

**III. Initial Outcomes** 

**IV. Public Comment** 



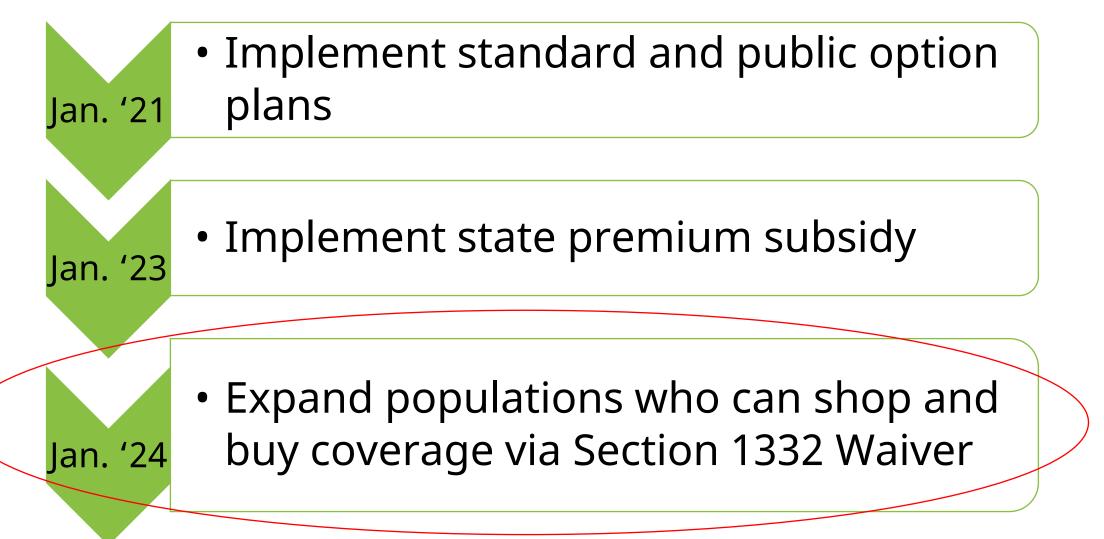
# I. Waiver Overview

### **Background on Section 1332 Waivers**

- States can pursue innovative strategies to provide access to highquality, affordable health insurance by changing or waiving parts of the Affordable Care Act (ACA).
- Section 1332 Waivers are approved in five-year increments, and the state must annually submit reporting to request pass-through and affirm state adherence to federal restrictions (guardrails).
- Under the waiver, the Exchange is also required to host an annual Post-Award Forum to accept public comment on the progress of the Section 1332 Waiver.

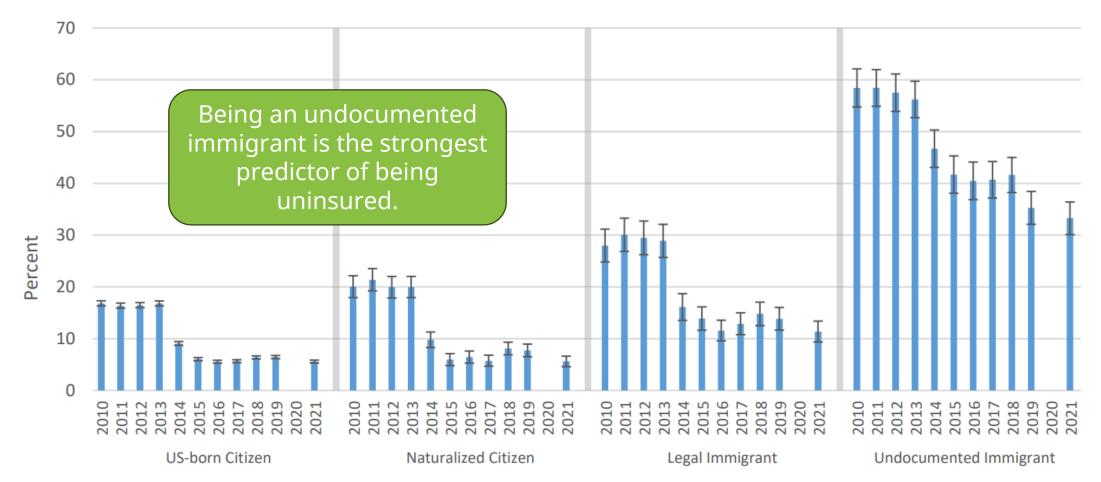
## **Recent Legislative Directives**

Cascade Care is the Exchange's primary affordability initiative, and aims to increase the availability of quality, affordable health coverage on the individual market.



### Who is Uninsured in Washington?

Percentage uninsured in population age 18-64 by immigration status: 2010-21, Washington



**Data Source:** Office of Financial Management Research Brief No. 112 (August 2023), Washington's non-citizen immigrant population continued to experience disparities in health coverage available at: <a href="https://ofm.wa.gov/sites/default/files/public/dataresearch/researchbriefs/brief112.pdf">https://ofm.wa.gov/sites/default/files/public/dataresearch/researchbriefs/brief112.pdf</a>

### Washington's Section 1332 Waiver Application Goals

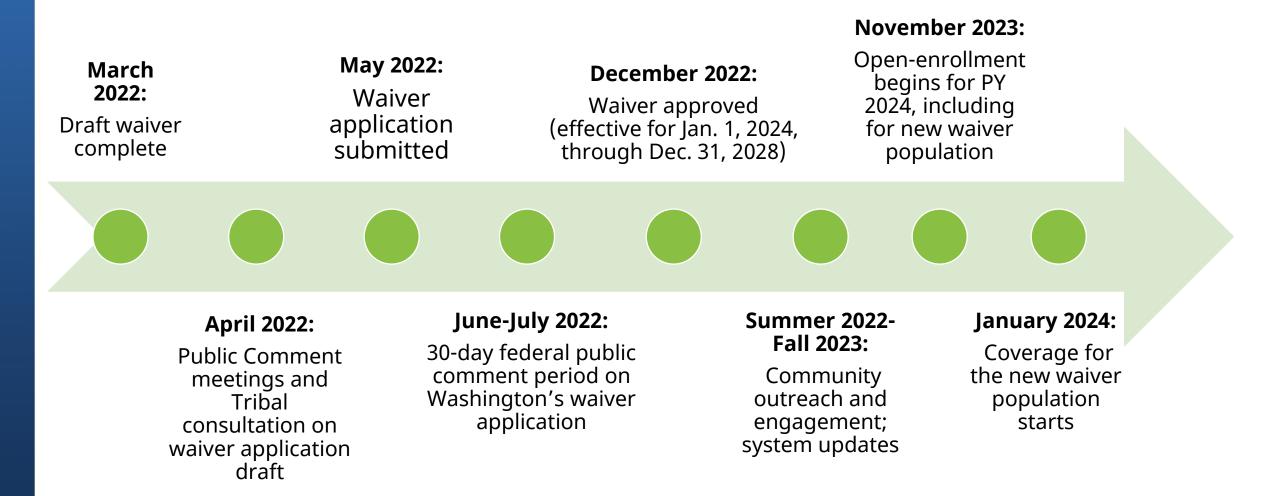
- Enable all Washingtonians to shop for health insurance through *Washington Healthplanfinder*.
- Enable all Washingtonians, regardless of immigration status, to get health and dental insurance through *Washington Healthplanfinder*, including higher value standard and public option plans.
- Enable all Washingtonians to benefit from the state premium subsidies.
- Allow families with members with different immigration statuses to purchase health insurance together.
- Maximize existing processes and procedures that keep consumer data private and secure.
- Strengthen Washington's health care sector, to the benefit of all current customers.
- Enable the state to benefit from any federal savings generated (which would further support state subsidies).

### **Qualified Health and Dental Plan Expansion**



- Washington applied for its first 1332 Waiver on May 13, 2022. It was approved Dec. 9, 2022, for a five-year period, for years 2024 through 2029.
- The first-in-kind waiver allows all Washington residents, regardless of immigration status, to purchase health and dental coverage through *Washington Healthplanfinder*.
- The section of the ACA preventing people who are undocumented from accessing federal premium tax credits and cost sharing reductions <u>could not</u> be waived.
- Additional privacy protections were negotiated.

### **Section 1332 Waiver Timeline**





# II. Implementation Highlights

### Community Outreach & Engagement

 In anticipation of the expansion, the Exchange engaged affected community members and local organizations in the year leading up to the launch, to better understand our new customers.

> Listening Sessions (July – October 2022)

> > Landscape Scans (October 2022 – March 2023)

> > > Educational & Outreach Campaign (March 2023 – present)



### **Top Reported Access Barriers**



### **State Subsidies Support More Affordable Access**

2024 Renton customer previously ineligible for QHP coverage

Public Option Silver Plan	2024 Monthly Amount
Premium	\$382
Cascade Care Savings	\$250
Net Premium	\$132

- 35-year-old customer.
- Their annual income of \$24,588 makes them eligible for state subsidies.
- Enrolled in a Coordinated Care Silver Public Option plan.



## **Privacy Considerations**

#### Privacy considerations were top-of-mind when the 1332 Waiver was being developed and submitted

- 2020 WAISN health access survey, and community listening sessions conducted by Health Equity for Immigrants Campaign, found that: "distrust of healthcare system and sharing information with government, including on health coverage applications, is a barrier to accessing care."
- State and federal public comments received during 2022 waiver submittal process echoed these concerns.
- Listening sessions and landscape scans conducted by the Exchange and community-based implementation partners in 2023 also noted mistrust of government and the need for trusted community partners to help address continued concerns.

## Strengthening privacy protections were a key part of state negotiations with CMS and Treasury/IRS during the 1332 waiver approval process

- Strong, first-in-kind, privacy language in federal 1332 approval/contractual documents.
- Updated federal (CMS and IRS) reporting requirements to exclude identifying information for newly eligible population.

## In addition to negotiated federal safeguards, the Exchange have also taken steps to further protect data on the newly eligible population

- New Exchange Immigrant Health Coverage Data Policy.
- End-to-end review of all system integrations with federal partners and insurance carriers to enhance privacy.
- Updated identity proofing policy and procedures.

### Health Literacy & Language Access

 The Exchange has been partnering with The Vida Agency, a women and minority-owned multicultural marketing firm to support education and outreach conducted by enrollment partners, community-based organizations, and other customer serving team members (call centers, etc.).

#### Materials emphasize education

- What is health insurance coverage and why is it important?
- Where do you access health insurance coverage?
- Where can you find enrollment assistance in your own language?
- Created information in multiple languages, mediums/formats (videos, print, digital, artwork)
- Supported community-based outreach
  - Additional funding provided directly to Community-Based Organizations (CBOs) to assist with outreach to impacted population.



## **Available Outreach Materials**

#### Frequently Asked Questions (FAQ)



I am undocumented. Is my information safe? Your safety is important to us. Your information will not be used for immigration enforcement.

Co-pay and Coinsurance: These are

costs you pay when you go to the doctor Your co-pay is a fixed amount (\$1-\$50).

Your co-insurance is a percentage of the

service cost. Your health insurance plan

pays for the rest of your visit.

Federal and state laws protect the privacy of people who apply for health insurance through Washington Healthplanfinder. Information about immigration status will be used only to determine eligibility for coverage and not for immigration enforcement.



#### Tri-fold Brochure



healthplanfinder

\*Navigators and Brokers can help you understand financial help available, answe questions about health insurance, and help you shop for plans. If you don't know whether someone is cartified to assist you, all the Washington Healthplanfinder Customer Support Center at 1-855-923-4633.



#### Available in the following languages:

- Albanian
- Amharic
- Arabic
- Burmese
- Cambodian (Khmer)
- Chinese
- Dari
- French
- Hindi
- Korean
- Laotian
- Pashto

- Portuguese
- Punjabi
- Romanian
- Russian
- Somali
- Spanish
- Swahili
- Tagalog Thai
- Tigrinya
- Ukrainian
- Vietnamese

### Multicultural/Multilingual Media Campaign



### **Statewide Certified Assister Network**

- The Exchange has a robust network of trained community-based assisters who help customers select and enroll in health and dental plans through Washington Healthplanfinder.
- Can search online for assisters who speak • preferred language.





2000+ Certified Producers



90+ Tribal Assisters



**10 Enrollment Centers** 

#### LEAD ORGANIZATION SERVICE AREAS BY COUNTY

SeaMar Community Health Clinics

Email: seamaripa@seamarchc.org

Phone: 1-855-289-4503

Seattle & King County

Phone: 1-800-756-5437

Peninsula Community

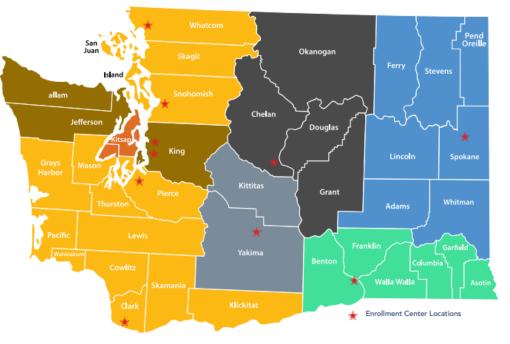
Phone: 1-360-377-3776

**Health Services** 

Email: CHAP@kingcounty.gov

Email: eligibility@pchsweb.org

Public Health



Tri-Cities Community Health Phone: 1-509-543-1952 Email: EnrollmentHBE@mytcch.org

Confluence Health/ Wenatchee Valley Hospital Phone: 1-509-433-3383 Email: SM\_CH\_Lead\_Org@ConfluenceHealth.org

Yakima Neighborhood Health Services Phone: 1-509-853-2377 Email: navigators@ynhs.org

Better Health Together Phone: 509-370-5605 Email: bhtnavigatorstaff@BetterHealthTogether.org

## **CBO Outreach Stipends**

Organization	Activities	Languages Served
Indian American Community Services	Community Presentations; posters & fliers; Social media campaign; Newsletter campaign	Punjabi, Hindi, Telugu, Gujarati, Tamil, Malayalam, Marathi
Pacific County Immigrant Support	1:1 Enrollment support; Enrollment events; Community tabling events; Posters & fliers; Social media campaign; Mailchimp email campaign; Ads in Chinook Observer & Willapa Harbor Herald; Promotoras	Spanish, Laotian
Pacific Islander Health Board of WA	Social media campaign; FB Live with trusted community leaders; Info booths & tables at community events & festivals	Marshallese, Chuukese, Yapese, Pohnpeian, Palauan, Samoan, Fijian
Mother Africa	Virtual education sessions; Social media campaign; Provider outreach; Partner outreach	Swahili, Portuguese, French, Arabic, Dari, Amharic, MaiMai
Empower Next Generation	Tabling at community events; Bi-weekly in-person events for Immigrant Health workgroups; Weekly virtual events; email campaign; Podcast interviews in Spanish & English; Radio campaign; Partner outreach; daily PSAs; In-language videos	Mixteco Bajo; Mixteco Alto; Nahuatl, Zapoteco, Mam, Spanish

## **CBO Outreach Stipends (Cont'd)**

Organization	Activities	Languages Served
Pierce County Project Access	Social media campaign; Email campaign; Clinic & partner education; In-person outreach with partners; mobile enrollment events; Mailings to community list (6k+ reach)	Spanish, Korean, Vietnamese, Ukrainian, Tagalog, Cambodian, Swahili
Latinos en Spokane	Digital ads (FB, Instagram, mass emails, website updates with weekly feedback and information); Weekly radio ads; TV ads utilizing existing media relationship; Community presentations	Spanish
Ireta P'urepecha	Bi-weekly discussions on community online radio; Social media live videos in-language with community leaders; Community events; Fliers at community meetings	Mixteco Alto, Mixteco Bajo, P'urepecha, Triqui, Kichwa, Zapoteco, Yucateco, Mam, Spanish
Haitian Community Development of PNW	Flier distribution at community events; Community forums; Social media campaign; Social media videos with community members	Haitian Creole, French



# III. Initial Outcomes

### New QHP/QDP Expansion – Started Nov. 1, 2023, for 2024 coverage

All Washingtonians can shop for private health insurance on *Washington Healthplanfinder* 

 Regardless of immigration status and income level, can purchase qualified health and dental plans

Can access standard and public option plans

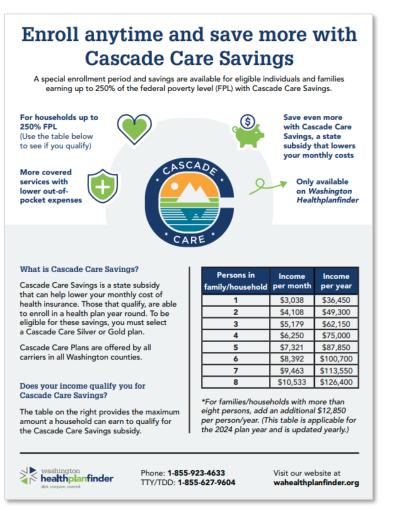
 Higher quality benefits with lower premiums

Can receive state premium subsidies if income is up to 250% FPL

 Due to federal restrictions, newly eligible cannot receive federal subsidies

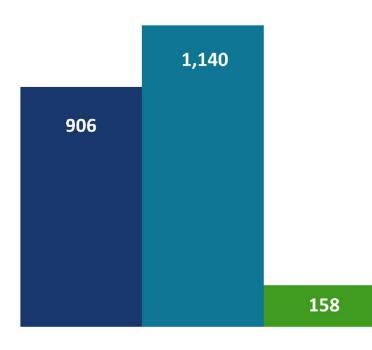
### **QHP Expansion Launch Toplines – Enrollment**

- **~100k** uninsured people who are undocumented in Washington state.
- ~24k have applied for health coverage under the 1332 Waiver since Nov. 1, 2023 (start of open enrollment for 2024).
- ~2,200 signed-up for health coverage.
  - ~90% are receiving state premium subsidies; affordability challenges remain.
  - Average monthly net premium (after state premiums applied) is \$210.



### **QHP Expansion Launch Toplines – Age**

Customers signing up under the 1332 Waiver (IHC customers) are significantly younger than the ages of those on the Exchange as a whole — 93% are under the age of 55, compared to 69% of the general QHP population.



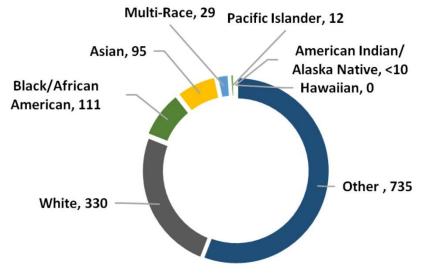
■ 0-34 ■ 35-54 ■ 55+

IHC customers by age

	ІНС	
Age Group	Customers	Existing QHP
0-34	41%	33%
35-54	52%	36%
55+	7%	31%
Total	100%	100%

### **QHP Expansion Launch Toplines – Race & Ethnicity**

#### IHC customers by race



Race	IHC Customers	Existing QHP
American Indian/		
Alaska Native	0%	1%
Asian	7%	18%
Black/African		
American	8%	4%
Hawaiian	0%	0%
Multi-Race	4%	1%
Other	55%	5%
Pacific Islander	1%	1%
White	25%	70%

Among customers who reported race – 75% of the waiver population identified as non-white, compared to 30% of overall QHP customers.

#### IHC customers by ethnicity

1422		388
Hispanic	Not Hispanic	

Ethnicity	IHC Customers	Existing QHP
Hispanic	79%	14%
Not Hispanic	21%	86%

Among customers who reported ethnicity – 79% of the waiver population identified as Hispanic, compared to 14% of overall QHP customers.

### **QHP Expansion Launch Toplines – Assistance**

67% partnered with a navigator and/or broker to help them enroll

IHC customers by partnership status

Assister Type	IHC Customers	Percent
Navigator	1017	46%
Broker	341	15%
Navigator &		
Broker	128	6%
Neither	719	33%
Total	2205	100%

## Still Time to Create an Account and Sign-Up

- Can create an account in *Washington Healthplanfinder at* anytime (without signing up for coverage)
- Most sign-up activity occurs during the annual openenrollment period (Nov. 1 – Jan. 15)
- Certain life events and circumstances open specialenrollment periods (SEPs), that can be used get coverage outside of open-enrollment.
  - For example, people who qualify for the state premium subsidy (up to 250% FPL), who are not already enrolled in a silver or gold cascade care plan, can enroll using the *Cascade Care Savings SEP*
  - Individuals can visit the website or contact local assister or the Customer Support Center to see if they qualify for a special enrollment period.



### **For More Information**

- 1332 Waiver Website: <u>https://www.wahbexchange.org/about-the-exchange/what-is-the-exchange/legislation/1332-waiver-information/</u>
  - Includes application and state public comment related materials
- Federal 1332 Waiver Website: <u>https://www.cms.gov/marketplace/states/section-1332-state-innovation-waivers</u>
  - Includes a fact sheet, Washington approval documents, and federal public comments
- Immigrant Health Expansion Partner Toolkit: <u>https://www.wahbexchange.org/partners/partners-toolkit/immigrant-health-coverage/</u>
  - Includes images, print, digital, and translated outreach materials
- Expansion Data: <u>Immigrant Health Coverage: Qualified Health Plan Expansion Data</u> <u>Snapshot (February 2024)</u>

### **Next Steps**

- Successful launch
- Continuing to engage impacted communities (ongoing special enrollment opportunities; lessons learned)
- Preparing for upcoming Medicaid expansion (for up to 138% FPL)











# IV. Public Comment

### **Public Comment**

Purpose of today's public forum is to accept public comments on the progress of Washington's Section 1332 State Innovation Waiver.

#### How to submit optional public comment

- In-person:
  - Please raise hand. When called on please provide your comment.
- Virtually:
  - Write "public comment" in the Q&A box followed by your comment.
- Over Email:
  - Send an email with your comment to <u>WA1332@wahbexchange.org</u> with "annual public forum comment" in the subject line.



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