

Navigator & Certified Application Counselor Technical Advisory Committee

April 17, 2024

Navigator & CAC Technical Advisory Committee Charter

The purpose of the Navigator & Certified Application Counselors TAC is to provide an opportunity for Exchange staff to utilize the expertise of its members to provide feedback and input on various policies, initiatives and strategies; and for TAC members to have a voice in the development of the Exchange as it seeks to meet its mission.

Members of the Navigator & Certified Application Counselors Program TAC provide expertise, experience and professional perspectives related to enrolling customers in *Washington Healthplanfinder*. Using the Exchange's Mission and the Exchange Board's Equity Statement as guides, TAC members shall deliberate and provide comments to staff and the to the Exchange Board, as requested.

[Full Charter and Guiding Principles](#)

This is a public meeting. There will be time at the end of the meeting for public comment.

Agenda

Open Enrollment 11 Highlights

Community-Based Organization Outreach

Immigrant Health Coverage Update

Smart Planfinder Discussion

Immigrant Health Coverage Applicants <139% FPL

Apple Health Expansion

Additional Updates

Adjourn



Open Enrollment 11 Highlights

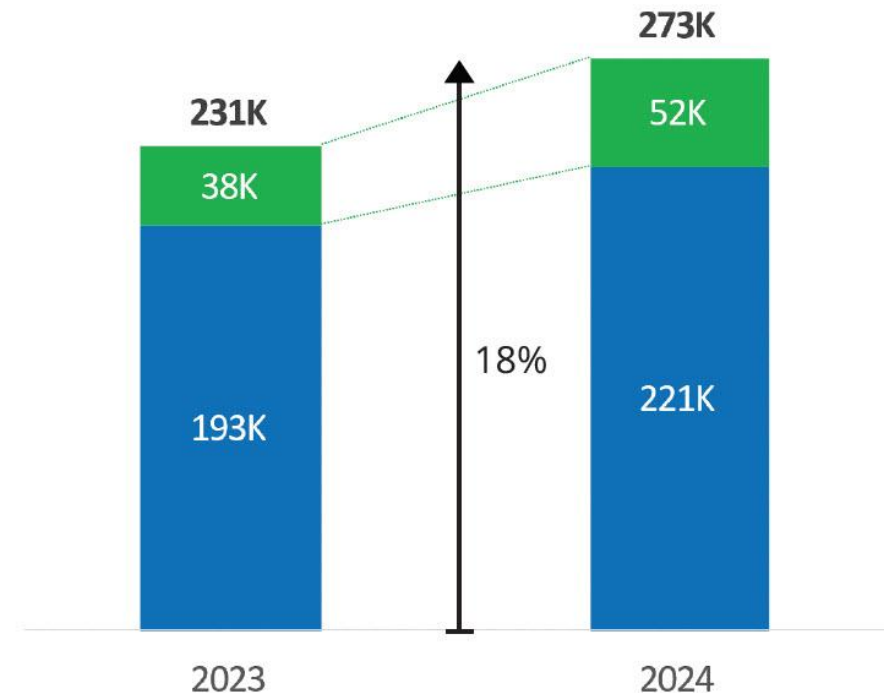
Open Enrollment 11: Record-High Plan Selection

- A record 273,000 Washingtonians signed up for health insurance coverage.
- About 52,000 new customers gained coverage through *Washington Healthplanfinder*.

The key drivers of high enrollment include the Medicaid unwind and the availability of enhanced federal and state subsidies.

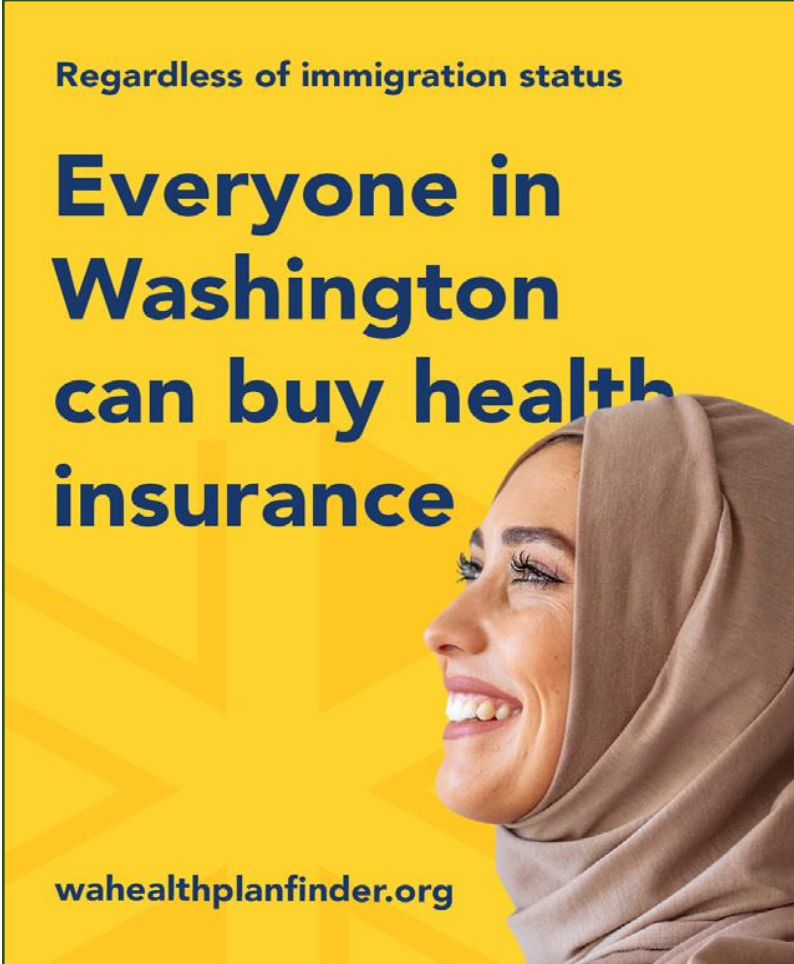
**Plan Year 2023 vs. Plan Year 2024:
18% Rise in Qualified Health Plan Sections**

- New Customers
- Returning Customers



Immigrant Health Coverage

2,200 individuals newly accessed Qualified Health Plan coverage on *Washington Healthplanfinder*.

A yellow graphic with a woman in a brown hijab smiling. The text on the graphic reads: "Regardless of immigration status", "Everyone in Washington can buy health insurance", and "wahealthplanfinder.org".

Regardless of immigration status

Everyone in Washington can buy health insurance

wahealthplanfinder.org

IHC enrollees are not eligible for federal subsidies however may qualify for the state premium subsidy, Cascade Care Savings (up to \$250 per member per month).

The Exchange partnered with our statewide network of enrollment assisters and community organizations to conduct culturally-responsive outreach and education to these new customers.

Next Step: The Exchange is working closely with the Health Care Authority (HCA) to support the launch of a Medicaid-like program, Apple Health Expansion, in July 2024.

Open Enrollment by the Numbers

More than 70% of customers are in a standard plan (Cascade Care).

- 137,000 customers are in a standard plan, the highest enrollment in the history of the Exchange.
- 63,000 customers are in a public option plan, doubled from 2023.

More than 80% of customers are receiving state or federal subsidies.

- Over 94,000 customers are receiving state premium subsidies (Cascade Care Savings), including 22,000 new* customers.
- Over 210,000 customers are receiving enhanced federal premium subsidies.

Subsidies have been essential in maintaining coverage for those losing access to Washington Apple Health (Medicaid).

- 41,000 customers who lost Apple Health now have a QHP.
- 95% of customers who selected a QHP after losing access to Apple Health are receiving state and federal subsidies.

For more data and charts, access the [2024 Open Enrollment Preview Report](#).

Medicaid Unwind: Keeping People Covered

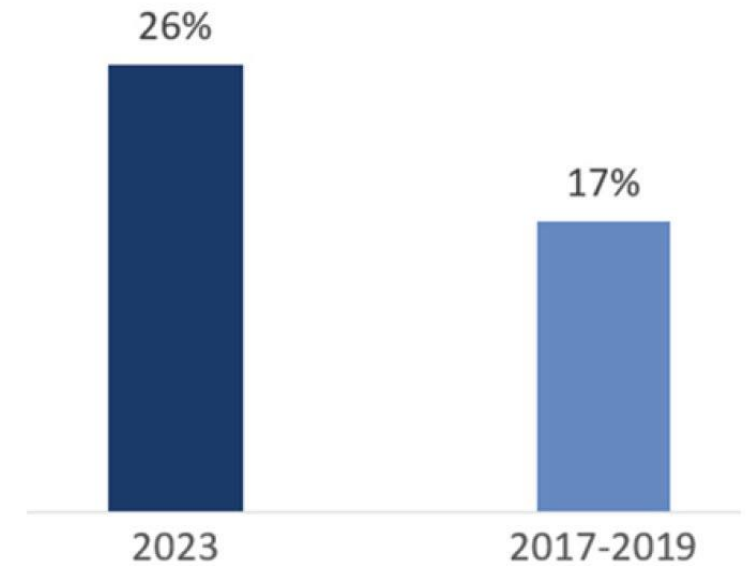
- More than 1.5 million out of 2 million Apple Health customers had their eligibility redetermined from April 1 through November 30.
- One-third of those who have lost coverage have regained coverage through *Washington Healthplanfinder* (WAH/QHP).
- Federal and state premium subsidies are helping customers transition from Apple Health to QHP coverage.
- Those transitioning to QHPs are younger and more racially and ethnically diverse than existing customers.

**Apple Health redeterminations:
Cumulative from Apr 1-Nov. 31**



■ Apple Health Continued
■ Apple Health Ended

**Conversion from Apple Health to QHP
higher in 2023 than in pre-COVID years**





Community- Based Organization Outreach

Immigrant Health Coverage

How will funding work?

Your community-based organization may receive **\$2,500, \$5,000 or \$10,000** to conduct this outreach, as well as guidance, support, and culturally diverse outreach materials.



Total amount of funds available is limited to \$100,000, not all organizations that apply will receive funding.

How to apply?

Application linked in bio

*Due Sept. 13
by 5 pm PST*

Education & Outreach Campaign

The Exchange hired The Vida Agency (TVA) to communicate new insurance availability for immigrant communities across Washington via culturally responsive means, methods, and materials.

From August-October 2023, TVA worked with the Exchange to open an application for Community-based organizations to apply for funding to reach priority audiences throughout the state in creative, meaningful, and in-language ways.



<https://thevidaagency.com/>

Top Reported Access Barriers



Affordability



Mistrust of government and government websites



Health literacy & language access

Assisters - 'Trusted Messengers'

Community-based Organizations

- Established trust with community
- Proven outreach success with populations they serve
- Understand their community's needs and communication styles

The Exchange set aside close to 100K for partners to assist in relaying Qualified Health Plan Expansion messaging and information to their communities.



CBO Outreach

The Exchange provided CBO's the opportunity to apply for outreach funds.

Applications Received	CBOs Chosen	Total Distributed
61	9	\$94,000*

*\$6K reserved for printing costs

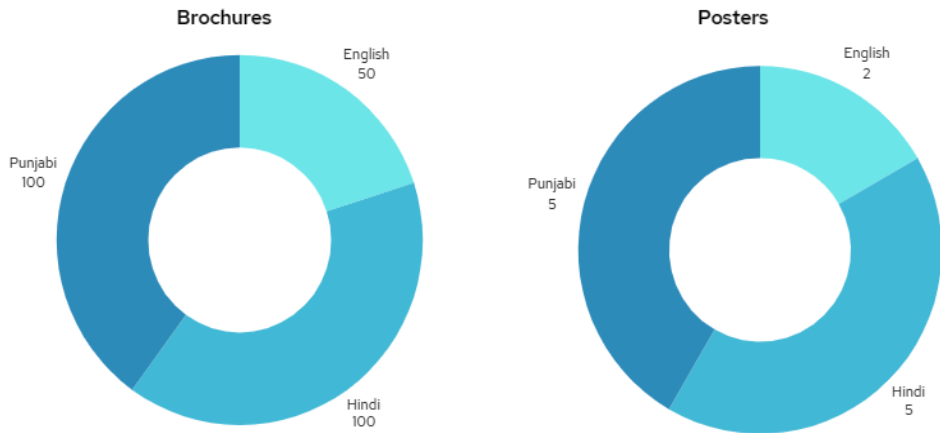
Counties Served	Languages Represented	Events Hosted	People Reached
16	37	175	46,000

% of Population the CBO Serves that's Undocumented	
Organizations	%
Indian American Community Services	25%
Pacific County Immigrant Support	85%
Mother Africa	10%
Pacific Islander Health Board of Washington	50%
Pierce County Project Access	70%
Empower Next Generation	80%
Latinos En Spokane	75%
Haitian Community Development of PNW	70%
Ireta P'urhepecha	75%

Indian American Community Services

Brochures & Posters Distributed by Language

English Punjabi Hindi



Results

Number of Events

In-person – 7
Online & Virtual – 8

Number of People Reached

15,455 individuals

Outreach Tactics

Presentation (in-person/virtual)
Word of mouth
Canvassing
Facebook
Newsletter
Library

Communities Served: Asian Indian Immigrants

Languages Spoken by Community: Punjabi, Hindi, Telugu, Gujarati, Tamil, Malayalam, Marathi



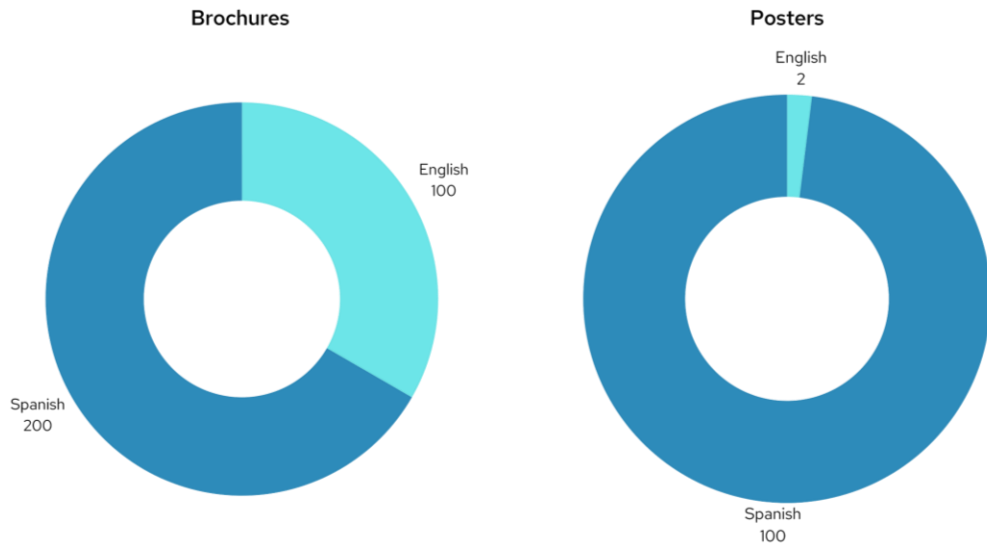
Indian American
Community Services



Pacific County Immigrant Support

Brochures & Posters Distributed by Language

English Spanish



Communities Served: Immigrants within Pacific, Grays Harbor and Wahkiakum counties

Languages Spoken by Community: Spanish, Laotian, Tagalog, Cambodian



Pacific
County
Immigrant
Support

Results

Number of Events

In-person – 32
Online & Virtual – 0

Number of People Reached

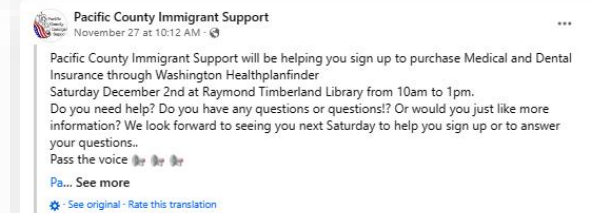
7,120 individuals

Outreach Tactics

Facebook
In-person Events
Newspaper
Email Newsletter
Canvassing
Calls/Messages

Analytics

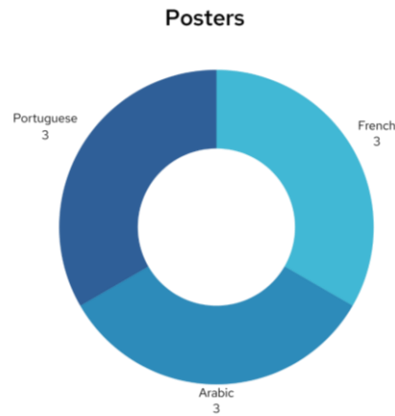
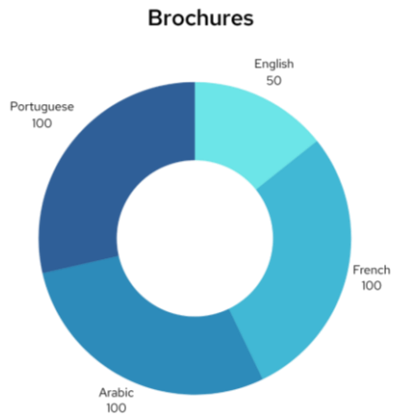
of views: 970
of comments: 114
of likes: 613
of shares: 73
of saved posts: 0



Mother Africa

Brochures & Posters Distributed by Language

English French Arabic Portuguese



Communities Served: African and Middle Eastern Immigrants

Languages Spoken by Community: Arabic, French, Swahili, Lingala, Kinyarwanda, Kirundi, Kikuyu, Amharic, Moore, Dioula, Ndebele, Zulu, Shona, Tigrinya, Dari, and Mai Mai

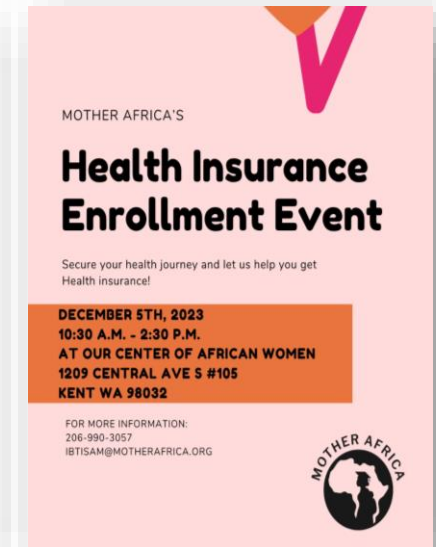
Results

Number of Events

In-person – 2
Online & Virtual – 6

Outreach Tactics

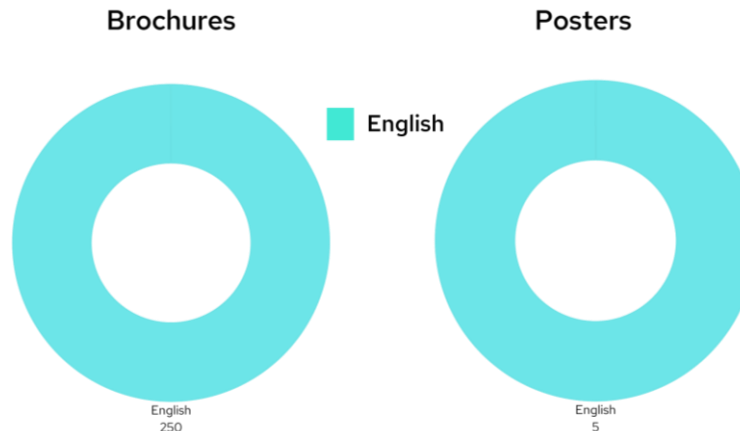
Presentation (in-person/virtual)
Word of mouth
Canvassing
Emails/Text Messages



Pacific Islander Health Board of Washington



Brochures & Posters Distributed by Language



Results

Number of Events

In-person – 5
Online & Virtual

Number of People Reached

9,637 individuals

Outreach Tactics

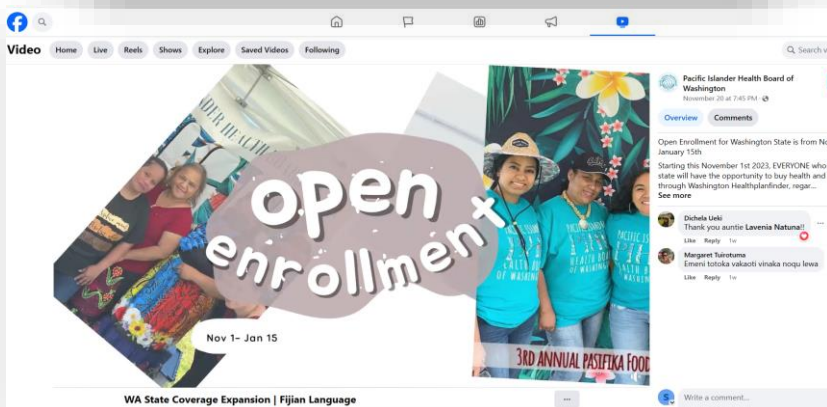
Presentation (in-person/virtual)
Word of mouth
Community Events & Fairs
Canvassing
Social Media

Analytics

of views: 9,637
of comments: 2
of likes: 346
of shares: 121
of saved posts: 86

Communities Served: Pacific Islander Immigrants

Languages Spoken: Marshallese, Chuukese, Yapese, Pohnpei an, Palauan, Samoan, Fijian



Pierce County Project Access

Results

Number of Events

In-person – 92
Online & Virtual

Number of People Reached

~ 3,200 individuals

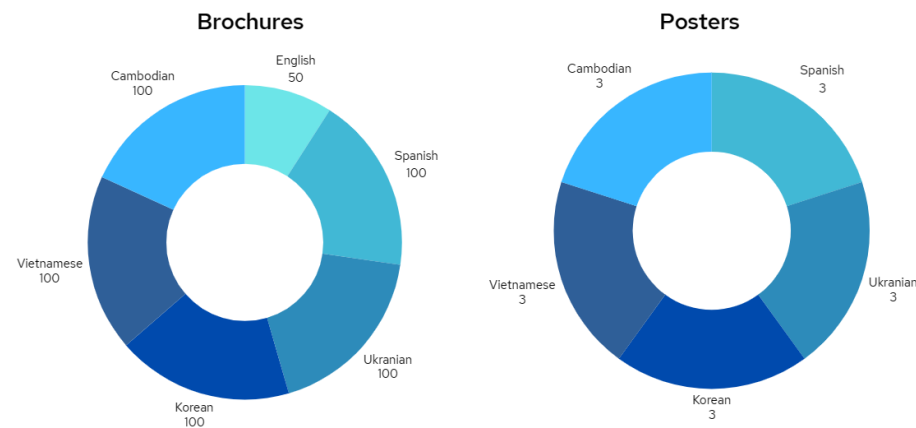
Outreach Tactics

Mail
Canvassing
Email Campaigns
Social media
Website



Brochures & Posters Distributed by Language

English Spanish Ukrainian Korean Vietnamese Cambodian



Communities Served: Latino, Pacific Islander, Eastern European, and Asian Immigrants.

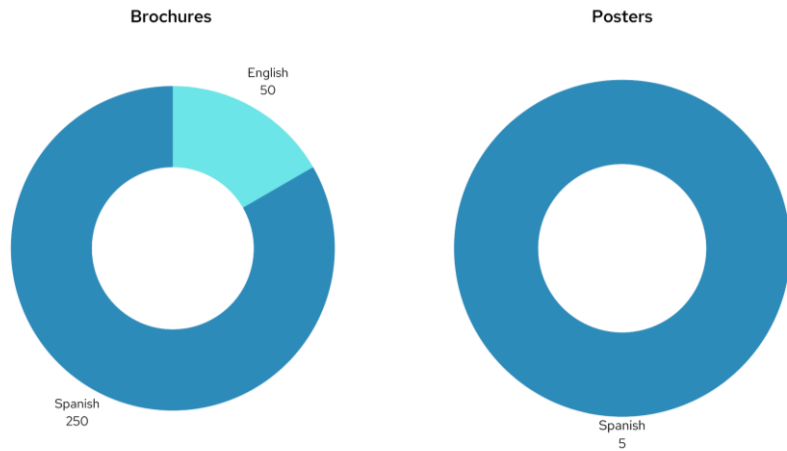
Languages Spoken: Spanish, Korean, Vietnamese, Ukrainian, Tagalog, Cambodian, Swahili



Empower Next Generation

Brochures & Posters Distributed by Language

English Spanish



Communities Served: Communities from Mexico, Central & South America

Languages Spoken by Community: Mixteco Bajo, Nahuatl, Zapoteco, Mam, Spanish, Mixteco Alto



Results

Number of Events

In-person – 9
Online & Virtual – 2

Number of People Reached

10,275 individuals

Outreach Tactics

Presentations
Word of mouth
Canvassing
Radio Station
Social Media
Website

Empower Next Generations
October 31 · 🌐

Descubre cuáles son las nuevas opciones de cobertura de seguro médico disponibles para todos los residentes del estado de Washington en el año 2024.

Ahora, hay un beneficio nuevo: las personas indocumentadas pueden elegir comprar un seguro médico y/o dental a partir de enero de 2024. Las personas con bajos ingresos pueden recibir asistencia estatal para gastos médicos.

Los beneficios incluyen:

- Atención primaria de tu médico de cabecera y atención especializada
- Visitas de emergencia
- Servicios de maternidad
- Atención de salud mental
- Medicamentos recetados

Las agencias del estado de Washington no compartirán tu información con funcionarios de inmigración.
Estos programas no afectarán tu proceso de inmigración.

Llama ahora mismo al 1-855-923-4633 y diles que deseas encontrar un asesor para ayudarte a inscribirte en una nueva cobertura para el 2024.

Ellos te ayudarán.
[#NuevoSeguroSaludWA](#) [#MedicoPaTodos](#) [#nahuatl](#)

See Translation

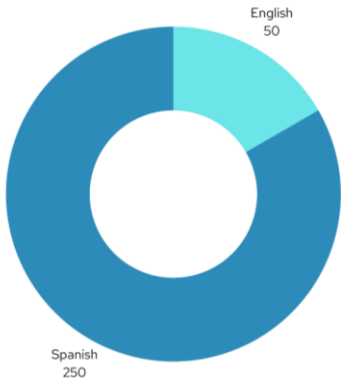


Latinos En Spokane

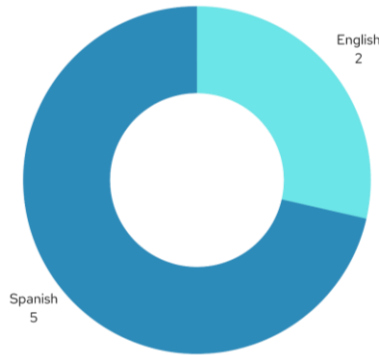
Brochures & Posters Distributed by Language

English Spanish

Brochures



Posters



Communities Served: Latino Immigrants

Languages Spoken by Community: Spanish

Results

Number of Events

In-person – 4
Online & Virtual – 4

Number of People Reached

150+ individuals

Outreach Tactics

Presentation (in-person/virtual)
Word of mouth
Canvassing
Social Media

Analytics

of comments: 5
of views: 96
of likes: 16



Haitian Community Development of the PNW

Results

Number of Events

In-person - 3
Online & Virtual

Number of People Reached

600+ individuals

Outreach Tactics

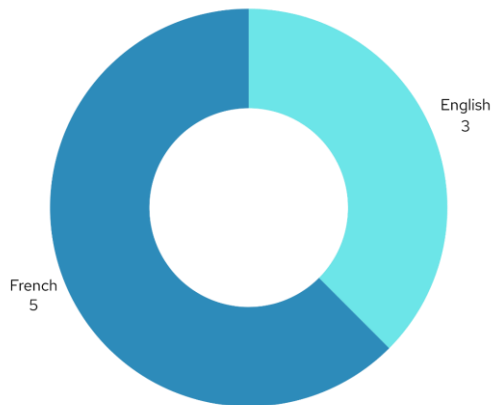
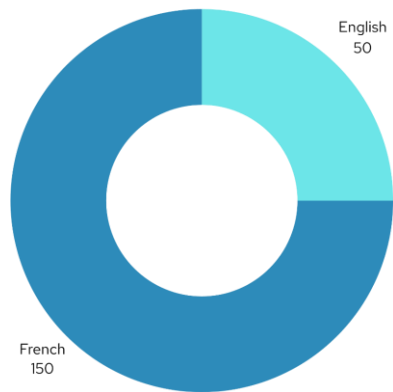
Places of worship
Social Media

Brochures & Posters Distributed by Language

English French

Brochures

Posters



TRETMAN GRATIS POU DAN

An Patenarya Avek Haitian Community Development of Pacific Northwest E Avek Horn of Africa Services

4242 S 144th St, Tukwila, WA 98168

SAMDI, 16 DESAM, 2023

8:00 AM - 2:00 PM

Me Tretman IJAN Ke Nap Ofri:

***Rach dan *Plonbe dan *Radyografi *Egzamen**

Kalifikasyon:

Granmoun Yo Dwe Abite Nan King County, Si Ou Pa Elijib Pou Washington Apple Health Oswa Medicaid Akoz Eitati Sitwayente Ou Ak Lajan Ou Fe.

RELE NOU POU NOU KA WE SI OU KALIFYE POU YON RENDEVOU.

800-756-5437 kcadp@kingcounty.gov



Health Insurance & Wellness Event

FOSTER HIGH SCHOOL
4242 S. 144th Street | TUKWILA 98168

Saturday
December 16,
2023

10:00-2:00



300 Chicken or Turkey give-away & \$20.00 gift card.

Sponsored by:
Community Health Plan of Washington & Molina Health Care



Free lunch provided by the Haitian Community & the Soul Fusion Food Truck!

COVID Boosters & Flu Vaccines

Dental Services by appointment 1-800-756-5437
Mammograms by appointment 1-800-756-5437 Blood Pressure & Glucose screening

In-person Health insurance enrollment (regardless of immigration status)

ORCA Lift cards (pre-loaded with \$20)
Basic Food & Utility Assistance Application Assistance
Ethiopian Nurses Association

PUBLIC HEALTH-SEATTLE & KING COUNTY



Communities Served: Haitian Immigrants

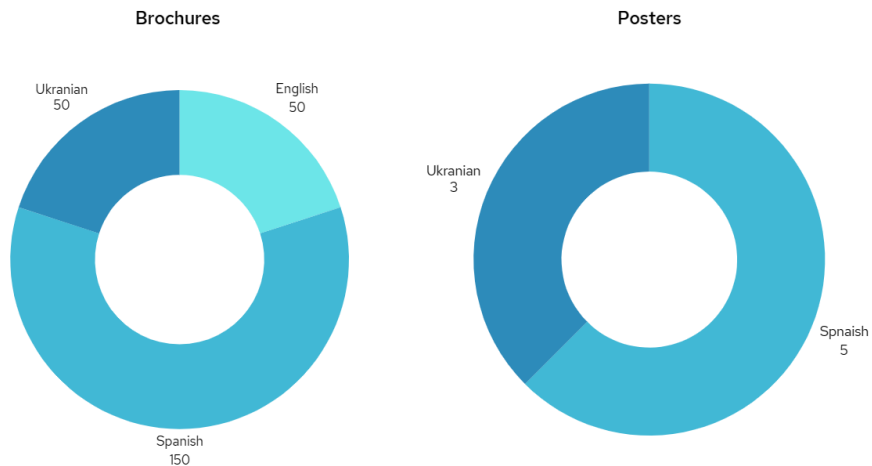
Languages Spoken by Community: French & Creole



Ireta P'urhepecha

Brochures & Posters Distributed by Language

English Spanish Ukranian



Communities Served: Indigenous communities from Mexico, Central & South America

Languages Spoken: Spanish & Indigenous Languages (Mixteco Bajo/Alto, Kichwa)



Results

Number of Events

In-person - 6

Number of People Reached

485+ individuals

Outreach Tactics

Presentations
Community Events
Social Media

Analytics

of views: 120

of likes: 4



Charla comunitaria *Public Health - Seattle and King County*



Queremos saber de usted

En *Public Health - Seattle and King County* queremos asegurarnos de que puede recibir los servicios de salud que necesita. Acompáñenos para exponer sus experiencias sobre el uso de servicios de salud y las opciones actuales de seguro de salud. Queremos saber qué es lo más importante para usted en lo que se refiere al cuidado de su salud.



Los asistentes recibirán una tarjeta de regalo Visa
con \$90

Se pueden ofrecer otras formas de remuneración

wahealthplanfinder.org
1-855-WAFINDER | 1-855-923-4633



Acerca del evento

Fecha:

Hora:

Lugar:

Más información:

Chương Trình Trò Chuyện Cộng Đồng *Public Health - Seattle and King County*



Chúng Tôi Muốn Nhận Được Thông Tin Của Quý vị

Public Health - Seattle and King County muốn bảo đảm quý vị có thể nhận được dịch vụ chăm sóc sức khỏe mà quý vị cần. Hãy tham gia cùng chúng tôi để chia sẻ kinh nghiệm của quý vị về việc sử dụng dịch vụ chăm sóc sức khỏe và các tùy chọn bảo hiểm sức khỏe hiện tại. Chúng tôi muốn biết điều gì là quan trọng nhất đối với quý vị khi nói đến dịch vụ chăm sóc sức khỏe của quý vị.



Người tham dự sẽ nhận được Thẻ Quà Tặng Visa
trị giá \$90

Các khoản đền bù khác có thể hiện có

wahealthplanfinder.org
1-855-WAFINDER | 1-855-923-4633



Giới Thiệu Về Sự Kiện

Ngày:

Giờ:

Địa Điểm:

Để Tìm Hiểu Thêm:



Immigrant Health Coverage Murals

Artists: Represent immigrant communities

Two Murals: East Side & West Side

Vision created by artist; artwork co-created by community

Goal: Share awareness and excitement over the new coverage expansions with diverse communities.

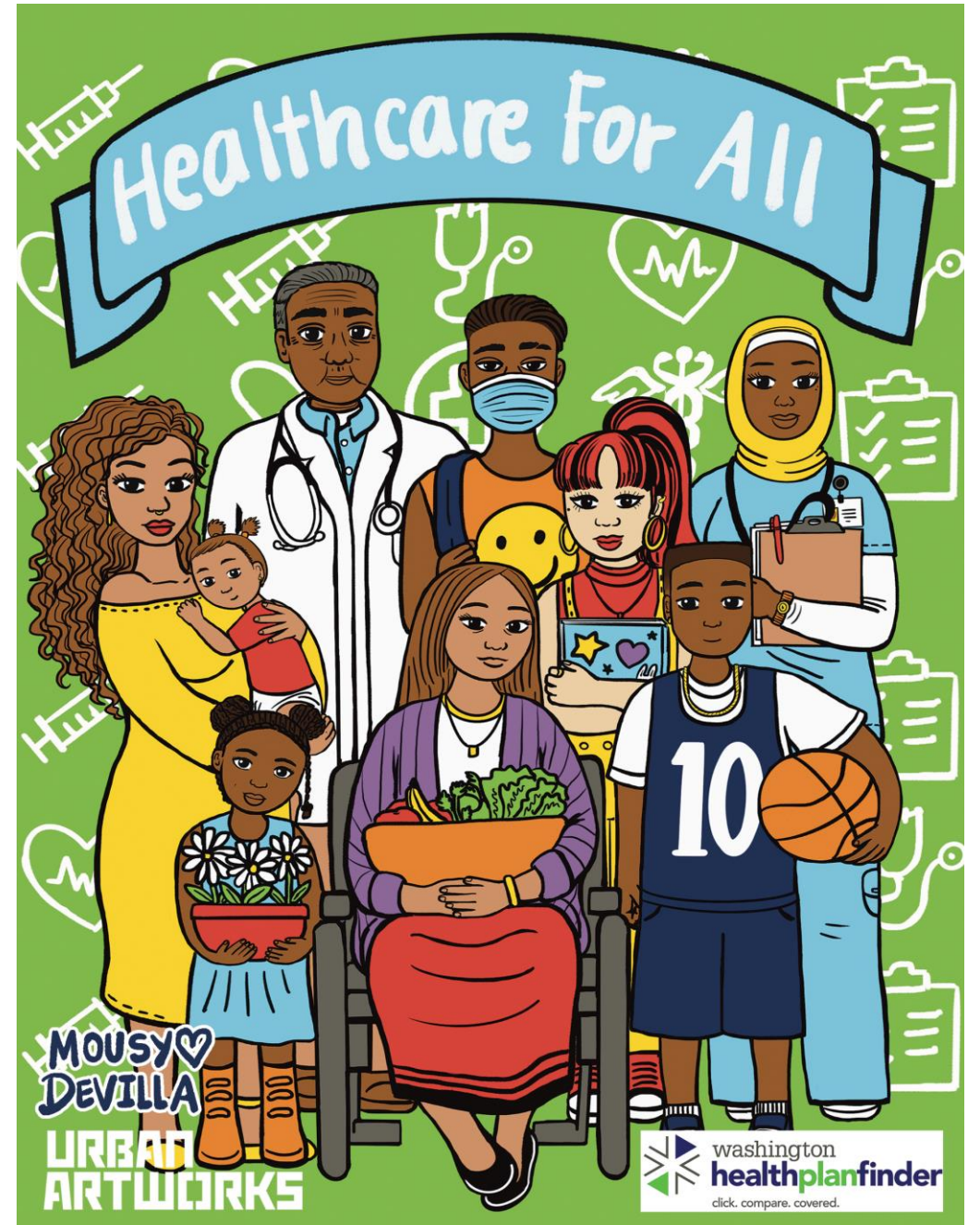
Art Mural #1- Yakima

Artist: Cecilia DeLeon

Location: Granger Medical Center,
Yakima Neighborhood Health Services

Co-created in studio on April 13th,
installed onsite on April 30th.

"The news of healthcare access being available to our neighbors is something I believe will be life changing for many in Washington. I feel it is important to spread the word in many languages and formats such as art." ~ Cecilia DeLeon



Art Mural #2- Seattle

Artist: Ivy Lui "Mousy"

Location: Refugee Women's Alliance, Beacon Hill, Seattle.

Created & installed onsite by artist & community on May 15th.

"By raising awareness of HPF, hopefully my artwork sparks curiosity and aids immigrant communities in feeling welcomed, included, and shows that HPF is a safe tool for these communities." ~ Ivy Lui "Mousy"





Immigrant Health Coverage

All Applicants

Immigrant Health Coverage Background

Background

The expansion of health coverage began in November 2023 with the ability for those without a federally recognized immigration status to shop for private coverage through *Washington Healthplanfinder*. This is possible through a [federally approved 1332 Waiver](#).

Community Outreach and Engagement

Washington Health Benefit Exchange (Exchange) has worked in partnership with affected community members and partners to support outreach and engagement that has driven awareness of the expansion. Leading up to the Nov. 1 expansion launch, the Exchange and partners created materials based on community feedback and needs. These materials addressed potential concerns, were translated into different languages, and provided education through a variety of culturally appropriate tools, including fliers, images, brochures, community art projects, videos, social media posts, frequently asked questions and more. Materials are available in this [partner toolkit](#).

Apple Health (Medicaid) Expansion

Apple Health coverage, without premiums or copays, is also being expanded through *Washington Healthplanfinder* to Washingtonians who are age 19 or older, with an annual income up to 138% of the federal poverty level and who do not qualify for other Apple Health programs based on immigration status. More info available from [Washington State Health Care Authority's Apple Health Expansion page](#).

Immigrant Health Coverage Toplines

2,200 Customers Enrolled in a Qualified Health Plan (QHP)

- Average monthly net premium \$210
- Households up to 250% of the federal poverty level eligible for up to \$250 Cascade Care Savings per member per month

24,000 Customers Applied for QHP Coverage Overall

- 16,200 (67%) of those that applied are income eligible for upcoming Apple Health Expansion (<139% FPL)
- Affordability is a likely barrier, as more than 95% of IHC applicants are under 250% FPL

IHC customers by federal poverty level (FPL)

FPL	IHC Customers		Existing QHP
<139%	1222	55%	6%
139-150%	75	3%	6%
151-200%	354	16%	21%
201-250%	281	13%	15%
251-300%	40	2%	9%
301-400%	54	2%	13%
< 401%	61	3%	15%
Did not Report	118	5%	15%
Total	2205	100%	100%

IHC customers by county

By Geography

The expansion has helped 2,200 IHC customers get coverage in **33 of Washington's 39 counties**.

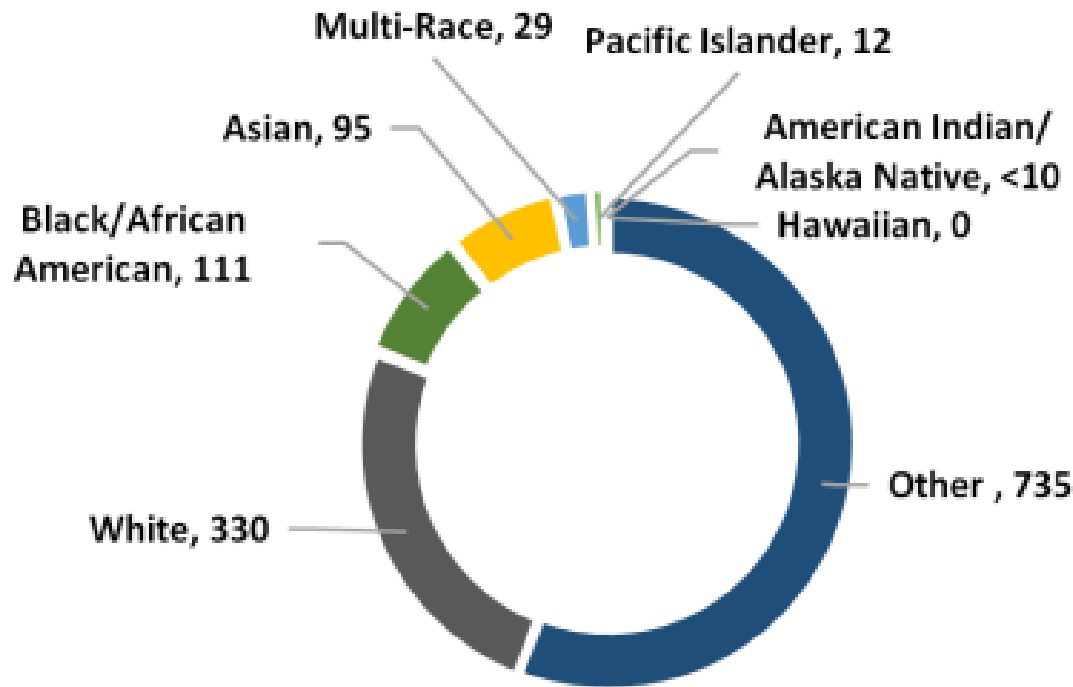
The highest number of IHC customers are from King, Snohomish, Pierce, Yakima and Skagit counties.

Chart illustrates only counties with 10 or more IHC customers.

County	IHC Customers
KING	721
SNOHOMISH	349
PIERCE	339
YAKIMA	164
SKAGIT	104
FRANKLIN	60
CLARK	59
SPOKANE	56
THURSTON	56
BENTON	49
GRANT	41
KITSAP	31
GRAYS HARBOR	25
LEWIS	23
CHELAN	15
CLALLAM	15
COWLITZ	14
ADAMS	12
KITTITAS	11
WALLA WALLA	10

By Race

IHC customers are more diverse than the overall QHP population. Among those reporting race, 15% of IHC customers report being White, compared to 50% of the overall QHP customers (IHC customers are also much more likely to select 'other' when reporting 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%

Graphic and chart exclude ~900 IHC customers and ~74k QHP customers who did not report race.

By Ethnicity

Among those reporting ethnicity, 79% of IHC customers report being Hispanic, compared to only 14% of the overall QHP population.

IHC customers by ethnicity



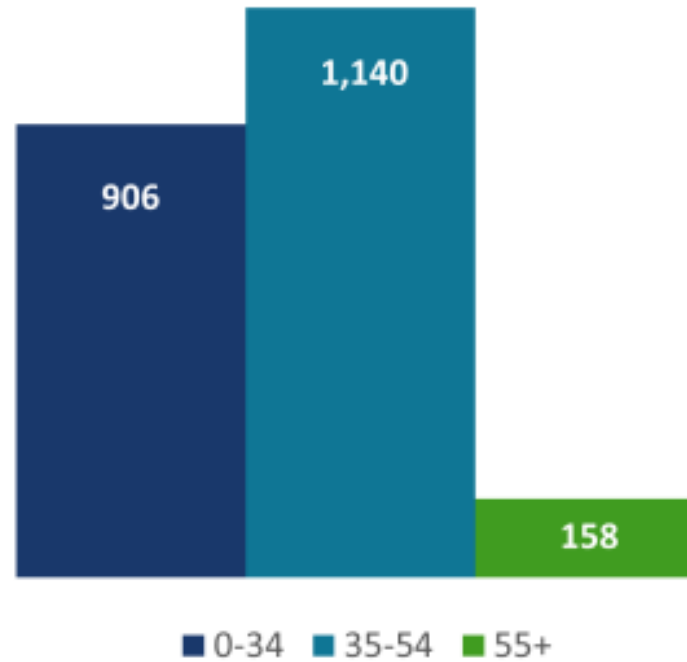
Ethnicity	IHC Customers	Existing QHP
Hispanic	79%	14%
Not Hispanic	21%	86%

Graphic and chart exclude ~400 IHC customers and ~121k QHP customers who did not report ethnicity.

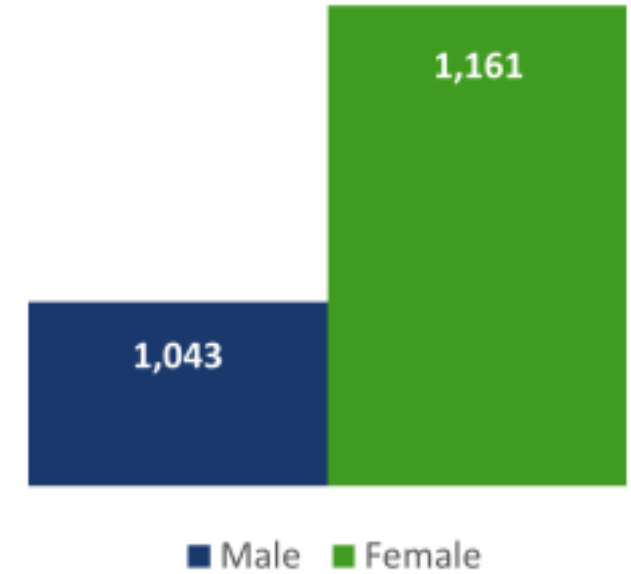
By Age & Sex

IHC customers are significantly younger than the overall QHP population – with 93% under the age of 55, compared to 69% overall.

IHC Customers by Age



IHC Customers by Sex Assigned at Birth



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

Sex	IHC Customers	Existing QHP
Male	47%	47%
Female	53%	53%
Total	100%	100%

Language Assistance

The top three languages among IHC customers are Spanish, Portuguese and Chinese.

Language assistance is provided by Assistors, multilingual and bilingual Customer Service Representatives at the Customer Support Center, and through telephonic interpretation that supports more than 200 languages.

Chart displays requests for language assistance made through *Washington Healthplanfinder* application.

IHC Customer Language Requests

Language	Interpretation	Translation
Spanish	966	1025
Portuguese	106	103
Chinese	12	14

Additional languages with fewer than 10 requests include Albanian; Amharic; Arabic; Cambodian (Khmer); Dari; French; French Creole; Hindi; Korean; Punjabi; Russian; Somali; Swahili; Thai; Tigrigna; Ukrainian; and Vietnamese.



Enrollment Assistance

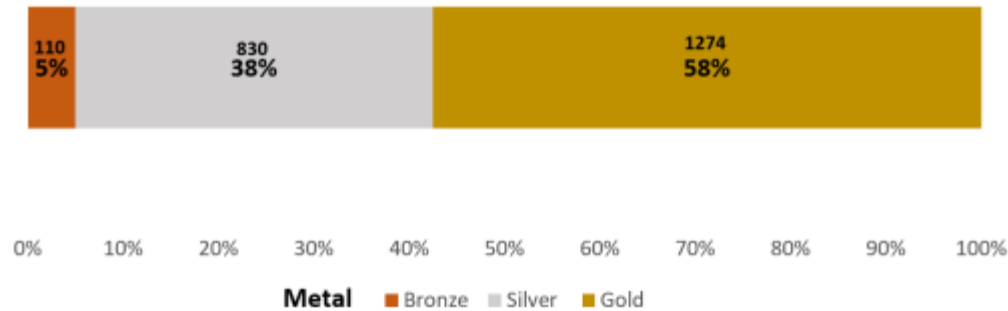
About **67%** of IHC customers are partnered to a Navigator and/or Broker in *Washington Healthplanfinder*.

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%

By Metal Levels & Carrier

IHC customers by metal level



IHC customers by carrier

Carrier	IHC Customers
Coordinated Care Corporation	903
CHPW	732
Molina	267
Lifewise WA	121
Regence BlueShield	68
Kaiser WA	29
Regence BlueCross BlueShield of OR	33
BridgeSpan	17
UnitedHealthcare of OR	17
Kaiser Northwest	11
Premera	11
PacificSource	<10



Smart Planfinder

Smart Planfinder

Smart Planfinder is a tool to help customers find the best health coverage for themselves and their family.

Smart Planfinder will recommend health plans that are most likely to meet their needs based on the information provided.

Customers can choose to not use Smart Planfinder to assist with shopping.

Smart Planfinder

Smart Planfinder will help you choose a plan that best fits your needs. Answer a few questions to find Smart Choice plans that may be a smart fit based on your provider, prescription needs, and estimated costs. [Learn more](#)

Add up to 5 providers or facilities to see if they are covered.

SEARCH PROVIDERS For example: Sally Johnson	SEARCH FACILITIES For example: Pacific Medical Center
NEAR ZIP 98501	NEAR ZIP 98501

How often do you expect to need medical care this year? For families, choose for the individual who needs the most medical care.

- 0-2 doctor visits per year
- 3-5 doctor visits per year
- 6 or more doctor visits per year and an outpatient surgery or treatment
- 6 or more doctor visits per year, an outpatient surgery or treatment, and a hospital stay

Add up to 5 prescriptions to see if they are covered.

SEARCH PRESCRIPTIONS
For example: Lipitor or Atorvastatin

How many prescriptions do you expect to need this year? For families, choose for the individual that needs the most prescription drugs.

- 0-2 prescriptions per year for an unexpected injury or illness
- 1-2 monthly prescriptions
- 3 monthly prescriptions or takes higher cost drugs
- 4 or more monthly prescriptions or takes a very high cost drug

Notice:
The answers you provide will not change your plan premiums or your choice of plans. "Smart Choice" plan suggestions are based on averages for users like you and individual health needs are not considered. Plan and drug information is subject to change. Call your doctor to confirm they are in-network and call the insurance company to ensure drug information is correct.

[Skip](#) [Continue](#)

Smart Planfinder

- If a customer moves forward using Smart Planfinder, they will route to the **Recommended health plans** page with the top 3 **Smart Choice** plans displayed.
- Each plan will display the monthly premium as well as the tax credits and the Cascade Care Savings results and if that plan allows the customer to use their cost-sharing reduction.
- Customer can “View all plans” at the bottom of the shopping page to view the complete list of plans available.
- If the customer did not add a provider/facility, they can here.
- Customers can compare up to 3 health plans side by side.


The screenshot displays the 'Smart Choice' section for the 'Ambetter Cascade Silver' plan. It includes logos for ambetter, coordinated care, and CASCADE CARE. The plan name is 'Ambetter Cascade Silver'. Key details include:

- Provider and facility:** Michele Arnold, Swedish Physicians Downtown Seattle.
- Prescriptions:** Edit button.
- Primary care visit:** You pay \$10.
- Generic drugs:** You pay \$12.
- Out-of-pocket max:** \$2,250 Individual / \$4,500 Family.
- Quality rating:** 4 stars (☆☆☆☆).
- Plan metal level:** Silver.
- Premium with savings:** \$0.00 /month (Savings details ^).
- Annual deductible:** \$750 Individual / \$1,500 Family.
- Estimated total yearly cost:** \$458.
- Tax credits:** \$271.58 /month.
- Cascade Care Savings:** \$152.00 /month.
- Cost-sharing reductions:** Yes.

At the bottom, there are buttons for 'Cascade Care', 'Tax Credits', 'CSR', 'Compare', and 'Pick This Plan'.

Smart Planfinder

- User can add up to 5 doctors or facilities
- Search is interactive – as user is typing, available providers/facilities will populate to select



Smart Planfinder

Smart Planfinder will help you choose a plan that best fits your needs. Answer a few questions to find Smart Choice plans that may be a smart fit based on your provider, prescription needs, and estimated costs. [Learn more](#)

Add up to 5 providers or facilities to see if they are covered.

SEARCH PROVIDERS

NEAR ZIP

SEARCH FACILITIES

- Rachel Johnson-Lewis, LMHC
at 2146 W Railroad Ave Ste A in Shelton, WA
- Johnson, Tracey L Lmhc
at 4405 7th Ave SE Ste 202 in Lacey, WA

How often do you expect to need medical care this year? For families, choose for the individual who needs the most medical care.

0-2 doctor visits per year

3-5 doctor visits per year

6 or more doctor visits per year and an outpatient surgery or treatment

Smart Planfinder

- User can add up to 5 prescriptions
- Search is interactive – as user is typing available prescriptions will populate to select
- Users will indicate the dosage for each prescription available
- Generic vs. Brand name prescriptions will be noted – *if a plan only covers generic, that would show in the plan summary page once Smart Planfinder is applied*

Add up to 5 prescriptions to see if they are covered.

SEARCH PRESCRIPTIONS

- Fluphenazine**
- Fluvirin 2017-2018
- Fluorometholone
- Flurbiprofen Xr
- Fluarix Quadrivalent 2019-2020
- Flulaval Quad 2014-2015 Formula
- Flulaval Quadrivalent 2016-2017
- Fluzone Quadrivalent 2016-2017
- Fluad 2018-2019
- Fluorinse
- Fluzone 2017-2018
- Flulaval Quadrivalent 2017-2018
- Flura-tab
- Fluconazole
- Fluzone 2019-2020
- Fluor A Day Chewable



Immigrant Health Coverage

Applicants <139% FPL

Immigrant Health Coverage (IHC)

24,000

Applied through
*Washington
Healthplanfinder*

16,200

68% of
Applicants have
income below
139% FPL

2,200

Customers
enrolled in a
Qualified
Health Plan

67%

Of IHC
Applicants
under 139% FPL
are partnered
with a
Navigator

Data as of week January 18, 2024

Applicants by Federal Poverty Level

Overall, about a quarter of the approximately 100,000 people who are uninsured and undocumented in Washington state have applied for health coverage through *Washington Healthplanfinder* since Nov. 1, 2023, when coverage was expanded for 2024.

IHC applicants by federal poverty level (FPL)

FPL	IHC Applicants	WA Undocumented Population	Percent of WA Undocumented Population who Applied
<139%	16,222	35,226	16%
139-150%	760	3,104	1%
151-200%	2,577	14,948	3%
201-250%	1,561	14,951	2%
251-300%	685	9,306	1%
301-400%	511	9,540	1%
401-500%	164	3,746	0%
500% +	127	6,885	0%
NOT REPORTED	1,379	830	1%
Total	23,986	98,536	24%

By Geography

IHC applicants under 139% FPL are from 35 of Washington's 39 counties.

The highest number of IHC applicants with incomes below 139% FPL are from King, Yakima, Snohomish, Pierce and Skagit counties.

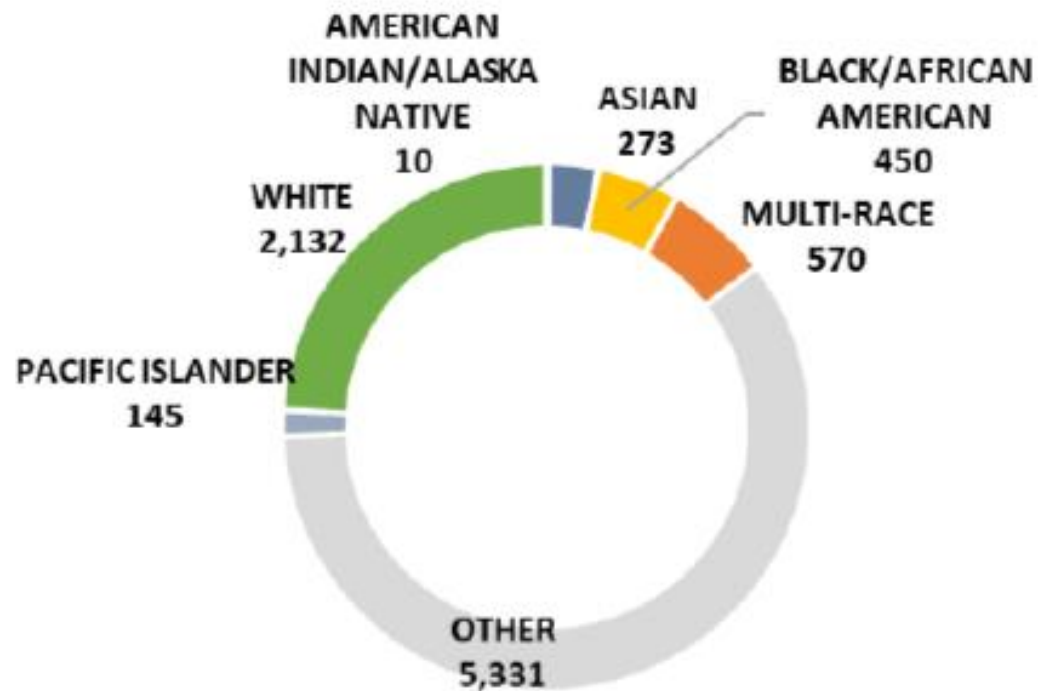
IHC applicants <139% FPL by county

County	IHC Applicants
Adams	285
Asotin	<10
Benton	621
Chelan	200
Clallam	74
Clark	685
Columbia	-
Cowlitz	98
Douglas	159
Ferry	<10
Franklin	605
Garfield	-
Grant	674
Grays Harbor	171
Island	34
Jefferson	19
King	4,914
Kitsap	276
Kittitas	37
Klickitat	22

County	IHC Applicants
Lewis	140
Lincoln	<10
Mason	211
Okanogan	142
Pacific	31
Pend Oreille	<10
Pierce	1,389
San Juan	31
Skagit	725
Skamania	-
Snohomish	1,525
Spokane	235
Stevens	<10
Thurston	240
Wahkiakum	-
Walla Walla	126
Whatcom	165
Whitman	32
Yakima	2,340
Total	16,222

By Race

Among IHC applicants under 139% FPL, over 76% report being non-White.

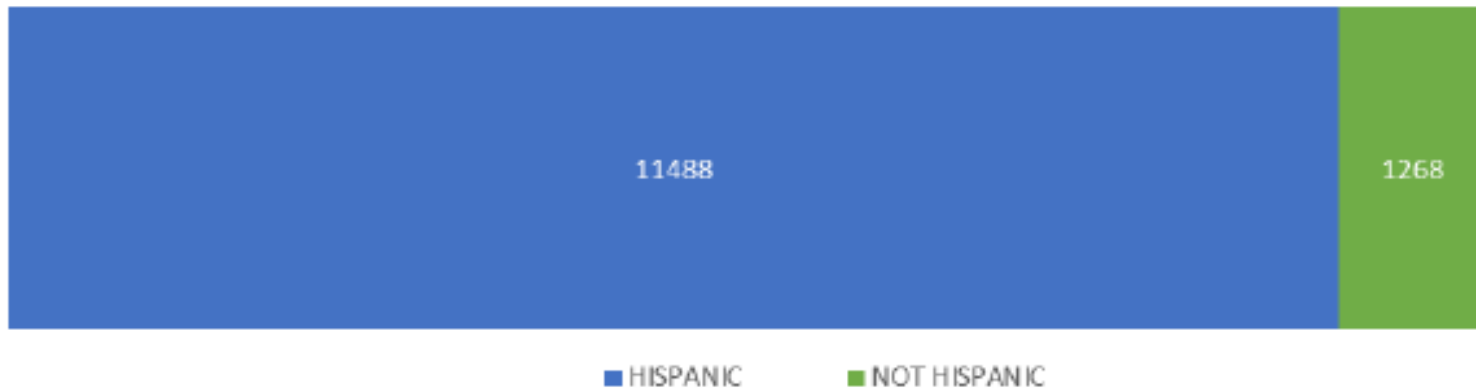


Race	IHC Applicants
American Indian/Alaska Native	0%
Asian	3%
Black/African American	5%
Hawaiian	0%
Multi-race	6%
Pacific Islander	2%
White	24%
Other	60%
Total	100%

Graphic and chart exclude ~7,300 IHC applicants who did not report race.

By Ethnicity

Among IHC applicants under 139% FPL, over 90% report being Hispanic.



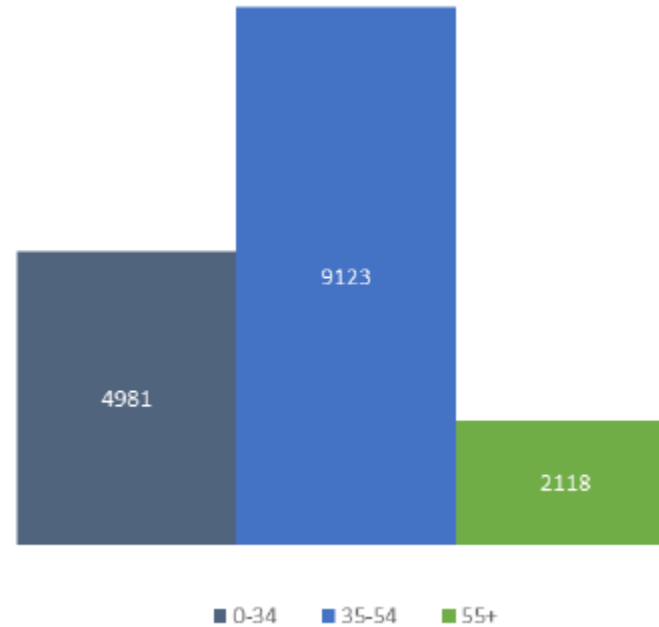
Ethnicity	IHC Applicants
Hispanic	90%
Not Hispanic	10%

Graphic and chart exclude ~3,460 IHC applicants who did not report ethnicity.

By Age & Sex

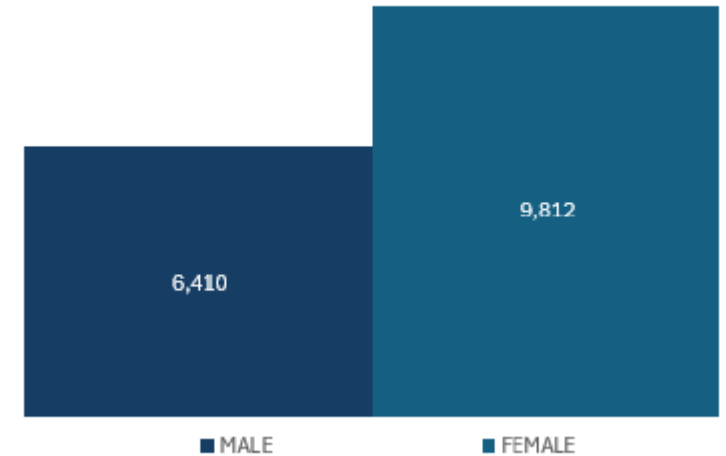
About 87% of IHC applicants under 139% FPL are under the age of 55.

IHC Applicants <139% FPL by Age



Age	IHC Applicants
0-34	31%
35-54	56%
55+	13%

IHC Applicants <139% FPL by Sex Assigned at Birth



Sex assigned at birth	IHC Applicants
Male	40%
Female	60%
Total	100%

Note: Graphic and chart include 550 IHC applicants who reported to be 65 years and older.

Language Assistance

The top languages among IHC applicants under 139% FPL are Spanish, Portuguese, French, Somali, Chinese, Korean, Albanian, Romanian, Russian, Arabic, Tigrigna, and Punjabi.

Chart (at right) displays languages with 10 or more requests through the online *Washington Healthplanfinder* application.

Language assistance is also provided by assisters, multilingual and bilingual Customer Service Representatives at the Customer Support Center, and through telephonic interpretation that supports more than 200 languages.

IHC applicants <139% FPL by preferred language

Language	Written	Spoken
Albanian	24	<10
Arabic	21	13
Chinese	48	52
French	79	79
Korean	25	26
Portuguese	214	217
Punjabi	10	10
Romanian	22	18
Russian	21	23
Somali	50	48
Spanish	8,975	9,823
Tigrigna	20	18
Other	37	38

Additional languages with fewer than 10 requests include: Amharic; Bengali; Cambodian (Khmer); Dari; Dutch; Farsi; Finnish; French Creole; Haitian-Creole; Hindi; Japanese; Laotian; Oromo; Pashto; Quechua; Samoan; Swahili; Swedish; Thai; Tongan; Turkish; Ukrainian; and Vietnamese.



Enrollment Assistance

About **67%** of IHC customers are partnered to a Navigator and/or Broker in *Washington Healthplanfinder*.

IHC applicants <139% FPL by partnership status

Assister Type	IHC Applicants	Percent
Navigator	9,055	56%
Broker	995	6%
Both	817	5%
Neither	5,355	33%
Total	16,222	100%



For more information about these reports, contact:

Joan Altman

Director of Government Affairs and
Strategic Partnerships

Joan.altman@wahbexchange.org

Lisa Jonson

Immigrant Health Coverage
Coordinator

Lisa.jonson@wahbexchange.org

View reports on our Enrollment Reports & Data page: <https://www.wahbexchange.org/about-the-exchange/reports-data/enrollment-reports-data/>



Apple Health Expansion

Apple Health Expansion

Apple Health Expansion is a new program designed to provide full-scope health care coverage to people age 19 or older with certain immigration statuses.

Eligible clients include those who do not qualify for other Apple Health programs based on their immigration status.

Apple Health Expansion is designed to mirror to the extent possible the services provided to individuals enrolled in Apple Health (Medicaid) managed care.

Available July 1, 2024





Apple Health Expansion Eligibility

- Are a Washington resident age 19 or older,
- Have countable income under 138% of the federal poverty level,
- Do not qualify for other Apple Health programs based on [immigration status](#),
 - Immigrants who have not met the five-year waiting period to become eligible for Apple Health are not eligible for Apple Health Expansion.
- Are not pregnant or did not have a pregnancy end in the last 12 months, and
- Are not eligible for qualified health plans (QHP) with advance premium tax credits (APTC) or federally funded medical assistance programs

Qualified Health Plan Transition to Apple Health Expansion

Individuals enrolled in a qualified health plan (QHP) that are eligible for Apple Health Expansion will be automatically transitioned to Apple Health effective July 1, 2024.

To be automatically transitioned, QHP customers who are eligible for Apple Health Expansion must:

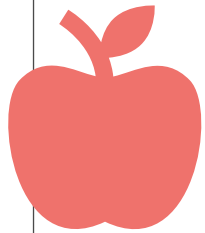
- 1. Be enrolled in QHP coverage in May; and**
 - Those not already enrolled in QHP coverage and who qualify for the Cascade Care Savings special enrollment period (SEP), have until April 30 to sign up for May coverage.
 - Those who newly sign up for May coverage, must pay for their May coverage to be enrolled. Invoice dates vary by carrier; customers need to ensure they submit their initial (“binder”) payment timely.
- 2. Not have their coverage canceled (for non-payment or otherwise) before transition activities occur in June.**



Transition Notes:

- Whether someone is in a grace period has no bearing on their eligibility to be automatically transitioned.
- Customers who meet the criteria to be automatically transitioned will receive notifications from *Washington Healthplanfinder* about the transition in May.

Apple Health Expansion Resources



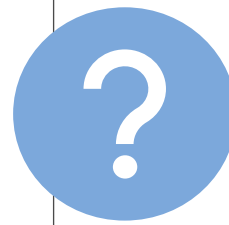
Apple Health Expansion Page:
<https://www.hca.wa.gov/about-hca/programs-and-initiatives/apple-health-medicaid/apple-health-expansion>



Apple Health Expansion Customer Page:
<https://www.hca.wa.gov/free-or-low-cost-health-care/i-need-medical-dental-or-vision-care/apple-health-expansion>



Apple Health Expansion Eligibility Flyer:
<https://www.hca.wa.gov/assets/free-or-low-cost/apple-health-expansion-coming-july-2024.pdf>



Apple Health Expansion FAQs:
<https://www.hca.wa.gov/assets/free-or-low-cost/apple-health-expansion-internal-talking-points.pdf>

Visit HCA's [Forms and Publications](#) page for materials in additional languages.



Additional Updates

Resources

- + Health Coverage Basics
- + Tools
- + Tax Resources
- Language Resources

- Media Toolkit

- Basics of Health Coverage
- Cascade Care Savings
- Immigrant Health Coverage
- Job Loss
- No Longer on Apple Health
- Open Enrollment
- Special Enrollment Period
- Update Contact Information

Media Toolkit

Social Media

Follow us on social media! You can like and share our posts on Twitter, Facebook and Instagram.

Twitter

[@waplanfinder](#) 

Instagram

[@waplanfinder](#) 

Facebook

[@WAHealthplanfinder](#) 

Youtube

[@waplanfinder](#) 

Washington Healthplanfinder

Below you can find logos to use and a style guide to inform content creation.

Logos

You can use these logos to create materials that reference *Washington Healthplanfinder*.

"Bug" Logo



Washington Healthplanfinder Full Logo



Washington Healthplanfinder 11.4 System Release

The Partner Toolkit page has been renamed to **Media Toolkit**.

Same resources, new name!

<https://www.wahbexchange.org/resources/media-toolkit/>

Spring Training June 3 - July 1 All Roles



Privacy and Security Awareness



User Access Agreement



Assister Roles and Responsibilities



Apple Health Expansion

Assisters must complete training by July 1, 2024
to retain access to *Washington Healthplanfinder*.



2024 Supplemental State Legislative Session



Make Equity Gains

Immigrant Health Coverage, Cascade Care Savings

- Sustain Cascade Care Savings state subsidy level through 2025
- Support HCA in implementing the upcoming Apple Health Expansion for all Washingtonians regardless of citizenship status



Support Continuous Coverage

Responsive call center, date-driven outreach

- Funding to account for higher than anticipated call volume related to Medicaid redeterminations
- Funding to continue best practices to transition people from Medicaid (Apple Health) to Qualified Health Plans



Maintain Washington Healthplanfinder

Stable, high performing and secure

- Funding for security and disaster recovery
- Funding to address backlog system changes to improve customer experience
- Funding to maintain operational costs for eligibility verification (ACES), software costs



Simplify Plan Choice

Support HB 2361/ SB 6258

- Support legislation to fully standardize the Exchange market
- Improve customer experience by increasing affordability and allowing consumers to make more informed decisions.



Drive Affordability

Support bills to increase oversight and accountability


- Support effective approaches to lower health care costs and improve price transparency
- The Exchange is supporting and monitoring bills that seek to address underlying health costs

Direct Email Communications

It's time to renew!


You need to renew health coverage soon for you or someone in your household. Review your information, make any updates and submit your application.

[Renew Now](#)



Don't Miss Out on Savings!

You may be missing out on savings through tax credits!




Have you heard?

Cascade Care Savings can save you more on your health plan.

Have you heard about Cascade Care Savings? Have more services covered and save more on your premium with plans only available through *Washington Healthplanfinder*.

Enrollment is open, so now is the time to shop for a new Cascade Care plan with Cascade Care Savings.


[Learn More](#)



It's time to renew!

You only have a few days left to renew health coverage for you or someone in your household. Hurry and review your information, make any updates and submit your application.

[Renew Now](#)




Log in to Select a Plan!

You're not done yet!

You have limited time to select a new plan. Make sure you log in and select a health plan to complete your special enrollment period.

Don't wait! Choose your new health plan before time runs out!

[Get Covered](#)



No longer on Washington Apple Health (Medicaid)?

You or someone in your household have limited time to get back on Apple Health or sign up for a new plan through *Washington Healthplanfinder*.

[Sign In](#)



Advisory Committee Recruitment

The Washington Health Benefit Exchange is embarking on the bi-annual process of recruiting for membership on its Advisory Committee and Technical Advisory Committees (TACs). Most current committee members are serving two-year terms which began July 1, 2022, with all committee members terms set to expire June 30, 2024. The Exchange is requesting that current committee members submit for re-nomination of a subsequent two-year term if they are interested in continuing as a committee member, as well as to assist in recruiting for new members.

The Exchange is recruiting for committee membership on the following committees:

- Advisory Committee
- Navigator & Certified Application Counselor TAC
- Agents & Brokers TAC
- Dental Plan TAC

The Exchange seeks to develop a slate of nominees that offers a variety of perspectives, including but not limited to: Tribal entities; community service or advocacy organizations that assist consumers with health care; health insurance carriers; navigators; health insurance agents and brokers; health care providers; businesses; and other groups that represent health care or the health care industry.

Nominees should have subject matter expertise in their field and must have experience and/or professional perspectives related to the specific topics assigned to the Advisory Committee or TAC for deliberation. Descriptions of the Exchange's committees and workgroups are available online at <https://www.wahbexchange.org/about-the-exchange/committees-and-workgroups/>.

If you would like to nominate a candidate, or know of anyone who may be interested, please share this email. Details of this process are available online at <https://www.wahbexchange.org/about-the-exchange/committees-and-workgroups/committee-recruitment-process/>

Nominations / Submissions must identify the committee the individual is seeking membership on and include:

- Short biography; and
- Short statement on how the nominee's experience and/or professional perspective relates to the [Exchange's Mission](#), the [Board Equity Statement](#), and the subject matter that is regularly considered by the committee for which the nominee is applying.

Interested parties should submit nominations to info@wahbexchange.org. **The due date for nominations and submissions is Friday, April 26th.**

Public Comment

Please unmute yourself to
make a public comment.

Questions

Kelly Aaron, Navigator Support
Manager (she/her)

kelly.aaron@wahbexchange.org

Stay Informed! Sign up [here](#) to
receive regular updates from
Washington Health Benefit
Exchange.





Next Meeting

Wednesday, July 17, 2024

2:30pm-3:30pm



washington
healthbenefitexchange
powering washington healthplanfinder

www.wahealthplanfinder.org | www.wahbexchange.org | 1-855-923-4633