

Agents and Broker Technical Advisory Committee

August 7, 2024

Agenda

Kris Retirement and Next Steps

Welcome New and Returning Committee Members

Apple Health Expansion Update

Open Enrollment 12 Readiness

Questions/Adjourn

Committee Members – Thank you!!

- **Brisa Guajardo** | Community Health Plan of Washington
- **David Cross** | Acrisure Northwest Region
- **Harald Schot** | LifePlan Financial Inc
- **Jeff Baughman** | Office of the Insurance Commissioner
- **Neil Angst** | Health Insurance Solutions NW
- **Erica T. C. Kuo** | Insurance Producer
- **Karol Munsinger** | Financial Designs, Inc.
- **Julie Shepard-Hall** | Integrity Insurance Solutions
- **Stacie Tennyson** | Washington Health Insurance Professionals, LLC



LifePlan Financial Inc

Questions for TAC Members

Returning Members:

- 1) What originally brought you to the committee?
- 2) What has kept you here?
- 3) What recommendations do you have for new members?

New Members:

- 1) What brought you to the committee today?
- 2) What do you hope to offer?
- 3) What do you hope to gain?

Kris is Retiring! Next Steps

After 11 years of service at WAHBE, Kris Lattimore, who serves as Producer Program Manager, will step down to explore other opportunities while preparing for retirement.

During his long tenure at WAHBE, Kris shared his expertise and experience in the health insurance business while working closely with our producers and insurance brokers.

Next Steps: The E&CP leadership and the producer team expect to start the recruitment process in early August.





Apple Health Expansion Update

Enrollment Overview

- Total enrollment: 11,936
 - 300 additional pending cases waiting verification
 - After-Pregnancy Coverage (APC) and Apple Health for Kids transitioning through the end of July
- Coverage requested in 34 out of 39 counties
- Language assistance requested in 35 languages

Transitional Groups

Population	Number
APC/kids turning 19*	172
Emergency Medical (AEM)	691
Qualified health plan (QHP)	879
Extended foster care	20

*APC and Apple Health for Kids turning 19 will have until the end of July to transition

Note: Eligibility data is of July 3, 2024

Apple Health Expansion

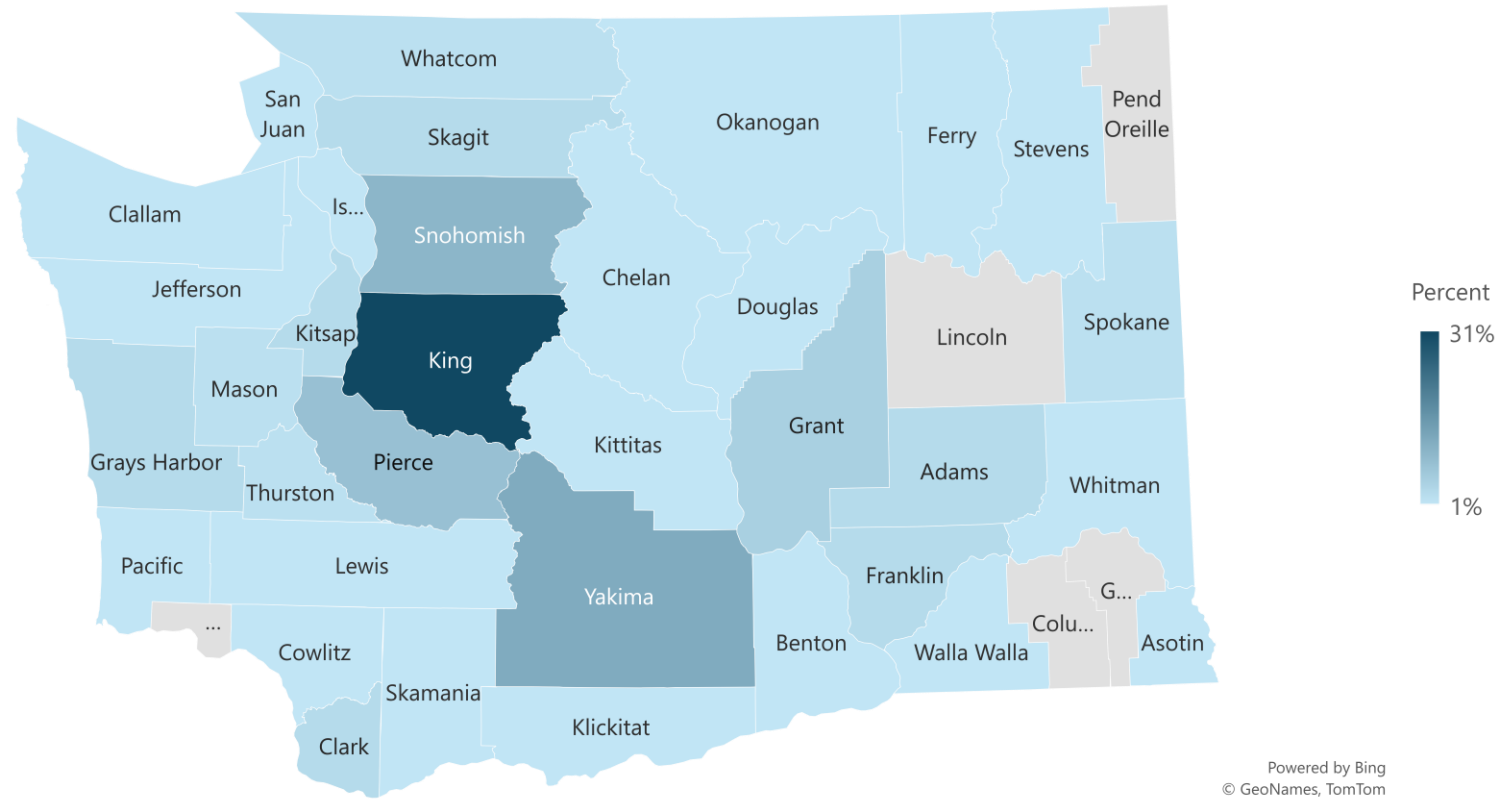
Enrollment by age

19-25	26-34	34-44	45-54	55-64	65+
1,116	2,123	3,503	3,037	1,461	692

Enrollment by region

Salish	Thurston-Mason	Great-Rivers	Pierce	King	North Central	Greater Columbia	South west	Spokane	North Sound
428	434	584	958	3,654	880	2,211	392	597	1,665

Enrollment by County



Counties not represented: Columbia, Garfield, Lincoln, Pend Oreille, and Wahkiakum

Clients by Race

Race	Number	Race	Number
Other	6,131	Vietnamese	20
Unreported	2,531	Filipino	19
White	2,440	Asian	15
Black/African American	435	Guamanian	--*
Other Asian Pacific Islander	76	Laotian	--
Chinese	63	Japanese	--
Asian Indian	49	Samoan	--
Korean	56	Cambodian	--
American Indian	27	Hawaiian	--
Thai	20		

*In order to protect the privacy of clients, cell in this data product that contain small numbers (numbers 1 to 10) are not displayed.

Hispanic Origin

Origin	Number
Mexican/Mexican American/Chicano	6,582
Other Spanish	2,961
Not reported	1,184
Not Spanish or Hispanic	1,125
Cuban	12
Puerto Rican	--*

*In order to protect the privacy of clients, cell in this data product that contain small numbers (numbers 1 to 10) are not displayed.

Language Preference

Language	Number	Language	Number	Language	Number
Spanish	9,364	Thai	--	Farsi	--
English	1,960	Ukrainian	--	French-Creole	--
Portuguese	190	Punjabi	--	Tamil	--
French	112	Romanian	--	Tibetan	--
Chinese	49	Swahili	--	Bengali	--
Korean	41	Vietnamese	--	Burmese	--
Large Print English	24	Tigrigna	--	Indonesian	--
Other	19	Dari	--	Japanese	--
Russian	17	Turkish	--	Pashto	--
Somali	13	Amharic	--	Samoan	--
Haitian-Creole	12	Albanian	--	Tongan	--
Cambodian	11	Hindi	--	Trukese	--
Arabic	--*	Tagalog	--		

*In order to protect the privacy of clients, cell in this data product that contain small numbers (numbers 1 to 10) are not displayed.

Note: Eligibility data is of July 3, 2024




Open Enrollment 12 Readiness

Open Enrollment Readiness - LMS

- Assister support information
- Cascade Care Plans
- MCA Value Added Benefits Chart
- Partner Outreach Toolkit Carrier and Plan information
- Tips & Tricks

Anything you'd like to see added to the page?




OPEN ENROLLMENT

OE Readiness

Thank You Navigators and Brokers! Wishing you a successful OE 11!

Open Enrollment 11 Readiness
[Training Slide Deck | 2024 Plans](#)



- 2024 Plan Certification
- 2024 Market Overview
- Cross-Mapping
- Open Enrollment Dates
- Customer Support Hours
- Marketing Campaign
- Plan Preview
- Pay Now Feature
- Qualified Health and Dental Plan Renewals
- Federal Tax Information (FTI) Authorization
- Common FAQs

Carrier Resources - LMS

Page will also include Carrier Week presentations and resources for plan year 2025.

Carrier Resources

Quick Links



2024 Carrier Contact Information



2024 Carrier Invoice Chart



MCO General Contact Information for Tribes



2024 QHP and QDP Certification Packet



2024 Cross Mapping Talking Points

This report card shows how Apple Health plans compare to other top performance areas.

Performance Area	Coordinated Care of Washington	Community Health Plan of Washington	Native HealthCare of Washington	United HealthCare Community Plan	Wellpoint Community Advantage
Getting care	★★★★	★★★★	★★★★	★★★★	★★★★
Reaching high health	★★★★	★★★★	★★★★	★★★★	★★★★
Reaching serious and excellent health	★★★★	★★★★	★★★★	★★★★	★★★★
Preventing and managing illness	★★★★	★★★★	★★★★	★★★★	★★★★
Reaching exceptional care	★★★★	★★★★	★★★★	★★★★	★★★★
Satisfaction of care provided to adults	★★★★	★★★★	★★★★	★★★★	★★★★
Satisfaction with plan for adults	★★★★	★★★★	★★★★	★★★★	★★★★

48% of providers are prepared for all Apple Health plans. These ratings were based on information collected from health plans and a survey of health plan members in 2022. Some of the data used in the Getting Care category is from 2021. This information was reviewed for accuracy by independent auditors.

Apple Health Managed Care Plan Comparison Guide

This report card shows how Apple Health plans compare to other top performance areas.

Performance Area	Coordinated Care of Washington	Community Health Plan of Washington	Native HealthCare of Washington	United HealthCare Community Plan	Wellpoint Community Advantage
Getting care	★★★★	★★★★	★★★★	★★★★	★★★★
Reaching high health	★★★★	★★★★	★★★★	★★★★	★★★★
Reaching serious and excellent health	★★★★	★★★★	★★★★	★★★★	★★★★
Preventing and managing illness	★★★★	★★★★	★★★★	★★★★	★★★★
Reaching exceptional care	★★★★	★★★★	★★★★	★★★★	★★★★
Satisfaction of care provided to adults	★★★★	★★★★	★★★★	★★★★	★★★★
Satisfaction with plan for adults	★★★★	★★★★	★★★★	★★★★	★★★★

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Apple Health Managed Care Plan Comparison Guide Spanish Version

Section	Content
Community Health Plan of Washington	Community Health Plan of Washington (CHP) is a not-for-profit health plan that provides health coverage to Washington residents. CHP is a member of the Washington Health Care Authority (WHA). CHP's mission is to provide high-quality, affordable health care to all Washington residents. CHP's services include medical, dental, vision, and behavioral health. CHP is committed to providing excellent customer service and supporting the health and well-being of the communities it serves.
Coordinated Care of Washington	Coordinated Care of Washington (CCW) is a not-for-profit health plan that provides health coverage to Washington residents. CCW is a member of the Washington Health Care Authority (WHA). CCW's mission is to provide high-quality, affordable health care to all Washington residents. CCW's services include medical, dental, vision, and behavioral health. CCW is committed to providing excellent customer service and supporting the health and well-being of the communities it serves.
Native HealthCare of Washington	Native HealthCare of Washington (NH) is a not-for-profit health plan that provides health coverage to Washington residents. NH is a member of the Washington Health Care Authority (WHA). NH's mission is to provide high-quality, affordable health care to all Washington residents. NH's services include medical, dental, vision, and behavioral health. NH is committed to providing excellent customer service and supporting the health and well-being of the communities it serves.
United HealthCare Community Plan	United HealthCare Community Plan (UHC) is a not-for-profit health plan that provides health coverage to Washington residents. UHC is a member of the Washington Health Care Authority (WHA). UHC's mission is to provide high-quality, affordable health care to all Washington residents. UHC's services include medical, dental, vision, and behavioral health. UHC is committed to providing excellent customer service and supporting the health and well-being of the communities it serves.
Wellpoint Community Advantage	Wellpoint Community Advantage (WPC) is a not-for-profit health plan that provides health coverage to Washington residents. WPC is a member of the Washington Health Care Authority (WHA). WPC's mission is to provide high-quality, affordable health care to all Washington residents. WPC's services include medical, dental, vision, and behavioral health. WPC is committed to providing excellent customer service and supporting the health and well-being of the communities it serves.

Managed Care Plan Invoice and Expectations

Open Enrollment Reports



Auto-Renewal & Cross Mapped

Customers that have been auto-renewed into a plan for 2025.

Manual Renewal

Customers that need to manually renew into a plan for 2025.

Submit an Application

Customers who started an application on or after November 1 and have not submitted it.

Select a Plan

Customers with a submitted application and current eligibility but have not selected a plan.

Binder Payment

Customers who are enrolled in a Qualified Health or Dental Plan that need to submit their binder payment.

Cascade Care Savings

Customers with a federal poverty level up to 250% that are not currently enrolled in a Cascade Care Silver or Gold plan.



Reporting Changes Training Deck

- Uploaded to LMS
- Notified in Newsletter



Open Enrollment Readiness

- October 10 and November 7
- Recorded and posted in LMS



Recertification

- Payment deadline 10/28
- Recert deadline 10/31

PacificSource Exiting Washington State



PacificSource will no longer offer health insurance in the state of Washington. Individuals and families enrolled with PacificSource for plan year 2024 were notified in July that their current health and dental plans will not be offered in their area for plan year 2025.

- The last day PacificSource plans will be valid is December 31, 2024.
- If your client has health and dental insurance from PacificSource on *Washington Healthplanfinder* for plan year 2024, they will be automatically moved into a new plan starting January 1, 2025.
- Your client will be informed the end of October 2024 of what plan they have been auto-enrolled.
- From Nov. 1, 2024 to Jan. 15, 2025, your client can switch plans. Also, during this time period, it is recommended they check with their doctors (providers) if they accept this new insurance if they want to stay with them.

Enrollment Center OE Support

Broker Enrollment Centers

- Elena, Producer Agent Rep, will visit Enrollment Centers before open enrollment

OE Office Hours

- Elena will prioritize calls, emails, and tickets for Enrollment Centers
- Hours: Mon – Fri | 8am – 5pm



Public Comment

Please unmute yourself to
make a public comment.

Questions

producer@wahbexchange.org

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





Next Meeting

November 6, 2024

9:30am-10:30am

- Would folks prefer to push meeting forward two weeks?



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