



# Washington Health Benefit Exchange

Tribal Assister Touch Base Call

November 14, 2017



# Agenda

- Introductions
- Roll Call
- Smart Planfinder
- CHIP Reauthorization
- Sponsorship Updates
- Upcoming Tribal Assister Touch Base Calls
- Consumer Plan Rate Increases
- 2018 Plan Certification & Coverage Areas
- Reminders
- Upcoming Agenda



# Introductions

- Deb Sosa, Tribal Liaison, HBE
- Paul Tucker, Program Coordinator
- Monica Chambers, Senior Administrative Assistant, HBE





# Washington Health Benefit Exchange

Smart Planfinder Issue

# Smart Planfinder

Reports that data through Smart Planfinder is sometimes incorrect as it relates to doctor and/or prescriptions.

If you encounter this, please collect the following and escalate to Deb Sosa.

1. App ID
2. Carrier Name
3. Plan Name
4. Data point and Name:
  - a. Provider/Name
  - b. Facility/Name
  - c. Prescription/Name
5. Reason the customer thinks the data in Washington Healthplanfinder is incorrect
6. Screen Shot

[Customer facing Smart Planfinder FAQ](#)





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CHIP Reauthorization

# CHIP Reauthorization

- CHIP reauthorization expired September 30, 2017. Washington State will not be able to continue the program past February 1, 2018 without reauthorization from Congress. The Governor's office is working to help ensure Congress take action quickly and we hope to hear something soon.
- If there are changes to the CHIP program, families will receive notification 60 days prior to the potential change.
- Customers can find additional details about what Washington state is doing here -

<http://www.governor.wa.gov/sites/default/files/GovLetterDelegationCHIP.pdf>



# Washington Apple Health

- Important to select Managed care plan or exempt out. Auto enrolled occurs overnight
- Customers with urgent access needs need to contact HCA for assistance
- ProviderOne cards are mailed within 7-10 business days
- Refer customers to HCA if they have not received a card after 2 weeks







# Washington Health Benefit Exchange

Sponsorship Updates

# Sponsorship Forms

- Reminder to submit your sponsorship agreement
- Submit program rules
- Please remember the 15<sup>th</sup> of the month cutoff. Any enrollment information after the 15<sup>th</sup> will be sent the following month. Application completed on the 16<sup>th</sup> of October will be effective for December 1.





# Washington Health Benefit Exchange

Upcoming Tribal Assister Touch Base Calls

# December Touch Base Call

- AIHC & WAHBE will merge the Tribal Assister Calls
- Remain on the 3<sup>rd</sup> Tuesday
- Moved to 10:00 AM – 11:00





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Customer Plan Rate Increase – Talking Points

# Customer Plan Rate Increase – Talking Points

- Cost-sharing reductions for the 2017 will continue for eligible customers
- Cost-sharing reductions- people may find they may receive the same or more financial assistance in 2018
- Finding the right health coverage may be challenging for people this year
- *Washington Healthplanfinder* has a new comparison tool, “Smart Planfinder can compare coverage, prescriptions, preferred doctors or facilities





# Washington Health Benefit Exchange

**2018 Plan Certification and Coverage Areas**

# Lowest Rates By Carrier for 2018

County	Lowest Premium for 2018	Metal Level
BridgeSpan	\$326	Bronze
Coordinated Care	\$274	Silver
Kaiser NW	\$268	Bronze
Kaiser WA	\$264	Bronze
LifeWise	\$312	Bronze
Molina	\$324	Silver
Premera	\$387	Bronze





# Plans & Counties

## Qualified Health Plans

- 41 individual QHPs approved for 2018
  - 38 renewals, 3 new QHPs
- 7 issuers offering 2018 QHPs
- 9 counties have one issuer
  - Chelan, Douglas, Ferry, Grays Harbor, Island, Pend Oreille, San Juan, Skagit, Skamania

## Qualified Dental Plans

- 6 QDPs
  - 4 pediatric plans, 2 family plans
  - Statewide coverage



# 2018 QHPs by Metal Level

- Almost half (46%) of QHPs are silver plans
  - 22% are gold, 27% are bronze
- 2 carriers not offering bronze plans in 2018
- 7 counties with no bronze offerings for 2018
  - Chelan, Douglas, Ferry, Lincoln, Pend Oreille, Skamania, Stevens
- 2 carriers offering catastrophic plans



# Counties with One Issuer for 2018

County	Issuer	Lowest-priced 2018 Plan	Metal Level
Chelan	Coordinated Care	\$287	Silver
Douglas	Coordinated Care	\$287	Silver
Ferry	Molina	\$324	Silver
Grays Harbor	Premera	\$430	Bronze
Island	Kaiser WA	\$294	Bronze
Pend Oreille	Molina	\$324	Silver
San Juan	Kaiser WA	\$294	Bronze
Skagit	Kaiser WA	\$294	Bronze
Skamania	Molina	\$372	Silver

Rates reflect the lowest-cost plan available to a 40 year old, non-smoking individual in each county.





# Washington Health Benefit Exchange

Reminders

# If HPF is Not Assessible

- Check to see if HPF is down.
  - [Healthplanfinder Outages and Maintenance](#)
- Clear your web cache and history and reboot your computer.
- Currently many updates to the HPF – recommended to recommended to reboot often.



# Call Center AI/AN IVR

## Change #1: IVR menu-How to reach a Tribal Specialist Representative

- The change will allow the caller to easily speak to a Tribal Specialist.

Upon contacting the HPF Call Center, Callers will be alerted to new menu selections for assistance. To reach a tribal specialist, your call will no longer need to be transferred. The caller will select the Tribal queue to receive assistance from a trained Tribal Specialist Representative.



# Call Center Operating Hours

- Monday – Friday: 7:30 AM – 8:00 PM (Pacific time)
- Saturday: 10:00 AM – 2:30 PM (Pacific time)
  - Holidays – Call Center closed
    - Thanksgiving Day (Thursday)
    - Day After Thanksgiving Day (Friday)
    - Christmas Day (Monday)
    - New Year's Day (Monday)
- Select key dates extended hours: subject to change
  - Friday, December 15 7:30 AM – 11:59 PM
  - Saturday, January 13 *(based on enrollment and call volume, may extend hours)*
  - Sunday, January 14 10:00 AM – 2:30 PM
  - Monday, January 15 7:30 AM – 11:59 PM



# 2018 Open Enrollment Period

- Open Enrollment for Qualified health and dental plans is **November 1, 2017 – January 15, 2018**
- Customers who apply and select a plan between **November 1** and **December 15, 2017** will have coverage effective **January 1, 2018**
- Customers who apply and select a plan between **December 16** and **January 15, 2018** will have coverage effective **February 1, 2018**







# Washington Health Benefit Exchange

Upcoming Agenda

# Agenda Topics

- Would an open discussion on issues that impacted you during open enrollment be helpful?



# Agenda Items for Dec. 19

## Tribal Assister Call

- Any new agenda topic requests?
- Please feel free to invite staff that might find this information useful





# Contacts:

Deb Sosa, Tribal Liaison

[Deborah.sosa@wahbexchange.org](mailto:Deborah.sosa@wahbexchange.org)

360.688.1581

Paul Tucker, Operations Program Coordinator

[Paul.Tucker@wahbexchange.org](mailto:Paul.Tucker@wahbexchange.org)

360.688.1513

Monica Chambers, Senior Administrative Assistant, Policy

[monica.chambers@wahbexchange.org](mailto:monica.chambers@wahbexchange.org)

360.688.7777

