



Washington Health Benefit Exchange

Tribal Assister Touch Base Call

December 19, 2017



Introductions

- Deb Sosa, Tribal Liaison, HBE
- Vicki Lowe, Executive Director - AIHC
- Monica Chambers, Senior Administrative Assistant, HBE



Tribal Assister Call

December 18, 2017

Agenda

- 10:00 Welcome and Roll Call
- 10:05 Tribal Webpage Update
- 10:15 Open Enrollment Update
- Call Center Update
 - Changing Plans during Open Enrollment
- 10:30 CHIP Plan
- 10:40 Insurance Carrier Fair Training
- 10:50 Open Discussion
- 11:00 Adjourn





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Tribal Webpage Update

Deb Sosa

Tribal Webpage Update

- Corporate website - **Tribal Members**
 - <https://www.wahbexchange.org/new-customers/who-can-sign-up/tribal-members/>
- Tribal Assister website - **Partner Sign In**
 - <https://www.wahbexchange.org/partner-sign-in/>





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Open Enrollment Update

Deb Sosa

Open Enrollment Data

Qualified Health Plans

- Statewide AI/AN 1454
- WA tribes AI/AN QHP 494

Sponsorship

- Sponsorship - active tribes: 11
- Enrollees under tribal sponsorship: 128
 - (out of a total of 871 sponsored enrollees)



Customer Support Center: Tribal Specialty Queue

6/1 to 12/8, 2017		Total Number of Calls per Month			Trend: Top 6 Call Types	
	6/1 – 12/8, 2017	<u>Month</u>	<u>Date Range</u>	<u># Calls per month</u>	Call Type	# of Calls
Tribal Call Volume	1,203	June	6/5 - 6/30	211	Disenroll/reinstate	611
Volume all Calls Handled	474,973	July	7/1 – 7/31	234	Eligibility	120
Tribal Volume %	0.003%	August	8/1 – 8/31	245	Enrollment	126
		September	9/1 - 9/30	154	Other	100
		October	10/1 – 10/31	152	New Applications	86
		November	11/1 – 11/30	154	Documents	54
		December	12/1 – 12/8	53		
				1,203		



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.



HPF Customer Support Center (Call Center) Open Enrollment hours begin on Nov. 1, 2017

- Monday – Friday: 7:30 AM – 8:00 PM (Pacific time)
- Saturday: 10:00 AM – 2:30 PM (Pacific time)
 - Holidays – Call Center closed
 - 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



Changing Plans During Open Enrollment

- See attached document
- Review date.





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CHIP Plan

Vicki Lowe

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





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Insurance Carrier Fair/Training

Vicki Lowe, Ex. Director AIHC

Insurance Carrier Fair/Training

- April 25-26 2018
- Emerald Queen





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Open Discussion



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Upcoming Agenda

Agenda Items for Jan. 2018 Tribal Assister Call

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





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