



# Washington Health Benefit Exchange

Tribal Assister Touch Base Call

March 20, 2018



# Introductions

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



# Tribal Assister Call

## February 20, 2018

### Agenda

- 10:00 Welcome and Roll Call
- 10:05 Insurance Carrier Fair Training
- 10:10 Sponsorship Process
- 10:15 Overview of WAHBE Tribal Support
- 10:50 Open Discussion
- 11:00 Adjourn





# Washington Health Benefit Exchange

Insurance Carrier Fair Training

Vicki Lowe

# AIHC Tribal Assister IP Training Agenda

## April 26, 2018



April 26, 2018

9:00am – 3:00pm

Hosted at the Emerald Queens  
Ballroom and Conference Center

### 2018 Updates on I.H.S. Coverage and Federal Programs

#### AGENDA

- 8:30 am Registration and Continental Breakfast
- 9:00 am Welcome and Introductions/Review of Meeting Goals
- 9:15 am Medicare and Social Security – Kirk Larson, SSA
- 10:30 am SHIBA Medicare Update - Vanessa Sherrill Williams
- 11 am Transitioning from QHPs to Medicare- Deborah Sosa, WAHBE
- LUNCH Served from 12:00noon to 1:00pm**
- 1:00 pm Medicaid Encounter billing – Tribal FQHCs vs Tribal Services Providers – Jessie Dean and Michael Longnecker, Tribal Affairs, HCA
- 2:00 pm Issues with Managed Care Entities- Vicki Lowe, Lou Schmitz AIHC
- 2:45 pm Wrap-Up – Questions and Next Steps- All
- 3:00 pm Adjournment



# AIHC Tribal Assister IP Training Agenda

## April 25, 2018



American Indian Health Commission for Washington State  
*"Improving Indian Health through Tribal-State Collaboration"*

***Please Join Us:***

**Washington State  
Insurance Carriers Fair and Round Table  
With Tribes and Urban Indian Health  
Programs**

April 25, 2018 9:30am-3:30pm

*Emerald Queen Hotel and Casino  
Ballroom and Convention Center  
5700 Pacific Highway East  
Fife, WA 98424*

**Draft Agenda:**

8 am to 9 am- Booth set up, continental breakfast

9 am to noon- Insurance Carriers/ Managed Care Entity Fair

Noon – Lunch served

1 pm to 4 pm- Roundtable discussion on issues related to:

- Communication and engagement with Indian Health Care Providers
- Coverage
- Contracting
- Billing

Roundtable topics will be identified prior to Fair and distributed to carriers for preparation.

Questions? Please contact Vicki Lowe, Executive Director, AIHC [vicki.lowe.aihc@outlook.com](mailto:vicki.lowe.aihc@outlook.com) or (360) 460-3580.

AIHC





# Washington Health Benefit Exchange

## Sponsorship Process

Paul Tucker, Program Coordinator



# Washington Health Benefit Exchange

Overview of WAHBE Tribal Support

Deb Sosa



# Overview of WAHBE Tribal Support

- **WAHBE Corporate Website**

- <https://www.wahbexchange.org/>
- <https://www.wahbexchange.org/partners/>
- <https://www.wahbexchange.org/support-network/>

- **HBE Web Resources**

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

- **Tribal Assister Monthly Calls**

- <https://www.wahbexchange.org/webinars/>

- **LMS and training Modules**

- **Call Center**

**Toll-Free:** 1-855-923-4633    **TTY/TDD:** 1-855-627-9604

**Hours:** 7:30 a.m. to 5:30 p.m. Monday – Friday

**Email:** [customersupport@wahbexchange.org](mailto:customersupport@wahbexchange.org)

- **Web Resource on Indian Health**

<https://www.wahbexchange.org/new-customers/who-can-sign-up/tribal-members/>



# WAHBE Corporate Website

- <https://www.wahbexchange.org/>
- Partner Sign In
  - <https://www.wahbexchange.org/partner-sign-in/>
  - <https://www.wahbexchange.org/support-network/>

Login: Client

Password: Cl1#nt!



# HBE Web Resources

- HBE Web resources
  - <https://www.wahbexchange.org/resources/>
- AI/AN Guide
  - [https://www.wahbexchange.org/wp-content/uploads/2017/12/HBE SN 170107 AI AN.pdf](https://www.wahbexchange.org/wp-content/uploads/2017/12/HBE_SN_170107_AI_AN.pdf)



# Tribal Assister Monthly Calls

- Tribal Assister section- Links to Webinars and Resources shared at the monthly Tribal Assister Meeting calls
- <https://www.wahbexchange.org/webinars/>



# Customer Support Center

- For help with your *Washington Healthplanfinder* application or to get answers about coverage, call our Customer Support Center. Help is available in 175 languages. Language and disability accommodations are provided at no cost.
- **Toll-Free:** 1-855-923-4633
- **TTY/TDD:** 1-855-627-9604
- **Hours:** 7:30 a.m. to 5:30 p.m. Monday – Friday
- **Email:** [customersupport@wahbexchange.org](mailto:customersupport@wahbexchange.org)
- If you've contacted *Washington Healthplanfinder* regarding an issue with your application, please be aware that it may take time to review your issue.



# LMS and Training Modules

- URL: <https://hpfed.wahbexchange.org>

What you need to know about AI/AN income exemptions

## Income Exemptions for AI/AN

- Alaska Native Corporations and Settlement Trusts;
- distributions from property held in trust;
- distributions and payments from fishing, natural resource extraction and harvests;
- distributions from ownership of natural resources and improvements;
- payments from ownership of items that have unique religious, spiritual, traditional, or cultural significance according to Tribal Law or custom; and,
- student financial assistance from Bureau of Indian Affairs (education programs).

Link to Guidance Document developed by the American Indian Health Commission for WA State:  
<http://www.aihc-wa.com/files/2013/10/AIHC-AI-AN-Income-Exemptions-for-Medicaid-MAGI-Determinations-7-8-14.pdf>



# Web Resource on Indian Health

General information regarding Indian & Tribal health services in Washington State.

- <https://www.wahbexchange.org/new-customers/who-can-sign-up/tribal-members/>

## Tribal Members

Additional information & resources :

- [I'm far away from my home clinic. How do I enroll in Indian Health in Washington?](#)
- [What tribes provide services to tribal members from outside of Washington?](#)
- [What are my options to get health care services?](#)
- [Am I eligible for Washington Apple Health \(Medicaid\)?](#)
- [Am I eligible for Alaska Native/American Indian coverage?](#)
- [Is there someone that can help me through the application process and answer my questions?](#)
- [What is the tribal sponsorship program?](#)
- [Can I qualify for an exemption from purchasing coverage?](#)





# Washington Health Benefit Exchange

Open Discussion





# Washington Health Benefit Exchange

Reminder

# Tribal Assisters Verifications

- Customer must be enrolled in a federally recognized tribe.
- Federal regulations do not allow % of Indian Blood or proof that the individual is a descendant to resolve the verification.
- No need to upload any documents, if you have confirmed enrollment/membership through some other method.
- If you're unsure, upload the document and let the Conditional Eligibility Verification team work with Deb to confirm enrollment/membership.
- WAHBE's CEV Team sees all AI/AN applications even if you've manually verified the customer's status.





# Washington Health Benefit Exchange

Upcoming Agenda

# Agenda Items for April 2018

## Tribal Assister Call

- Any new agenda topic requests?
  - Review of Online Navigator resources?
- Please feel free to invite staff that might find this information useful





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