



# Washington Health Benefit Exchange

Tribal Assister Touch Base Call

April 17, 2018



# Tribal Assister Call Agenda

- 10:00 Welcome and Roll Call
- 10:05 AIHC Tribal Assister Training
- 10:10 AI/AN Support
- 10:20 Tax Filing
- 10:25 Partnering
- 10:30 WAH Denial Code
- 10:35 System Downtime
- 10:40 Individual Premium
- 10:45 Reminders
- 10:50 Open Discussion
- 11:00 Adjourn



# Introductions

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





# Washington Health Benefit Exchange

AIHC Tribal Assister Training

Vicki Lowe

# AIHC Tribal Assister Training



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     | Transitioning from QHPs to Medicare- Deborah Sosa, WAHBE                            |
| 11:00 am     | SHIBA Medicare Update - Vanessa Sherrill Williams                                   |
| <b>LUNCH</b> | <b>Served from 12:00noon to 1:00pm</b>  |
| 1:00 pm      | Follow up on Questions from Morning Session   |
| 1:15 pm      | Medicaid Encounter billing – 5 Encounters per day – Jessie Dean Tribal Affairs, HCA |
| 2:15 pm      | Issues with Managed Care Entities- Vicki Lowe, Lou Schmitz AIHC                     |
| 2:45 pm      | Wrap-Up – Questions and Next Steps- <i>All</i>                                      |
| 3:00 pm      | Adjournment   |



# AIHC Tribal Assister Training

- Registration
  - <https://americanindianhealthcommission.wufoo.com/forms/r151cam41tlr4fw/>





# Washington Health Benefit Exchange

AI/ AN Support Queue

Deb Sosa

# AI/ AN Support Queue

If a customer calls and they or any of their household members are American Indian/Alaska Native, we have a special team at the Call Center ready to support them!

Please transfer these individual customers to the **tribal queue extension 84418** if you need assistance with their application.







# Washington Health Benefit Exchange

Tax Filing Deadline

Deb Sosa

# Federal Tax Filing Deadline – April 17th

Tax Day is this week! Enrollees who had a Qualified health plan through *Washington Healthplanfinder* with tax credits in 2017 must file taxes and use the information on the 1095-A to complete IRS form 8962. The form 8962 is submitted with tax form 1040 (1040EZ is not accepted).

**Customers must file taxes, even if their income is below the tax filing threshold.** Customers who do not file or do not submit form 8962 may lose eligibility for tax credits.

Resource Links for Taxes and *Washington Healthplanfinder*:

- 1095A FAQ
- <https://www.wahbexchange.org/current-customers/your-1095-a-statement/1095-a-faqs/>
- 1095A Correction Requests , <https://www.wahbexchange.org/current-customers/your-1095-a-statement/1095-a-correction-requests/>
- Tax Preparation Resources <https://www.wahbexchange.org/current-customers/your-1095-a-statement/tax-preparation-resources/>





# Washington Health Benefit Exchange

Partner with Unsearchable Navigator

Deb Sosa

# Partner with Unsearchable Navigator

1. Open *Washington Healthplanfinder* account
2. Select User Tab
3. Update role to Navigator
4. Search for user (full name of navigator/tribal assister)
5. Select user name hyperlink
6. Select Find New Client's Account in users Quick Links
7. Search for customer by search criteria – first name, last name, date of birth and social security number
8. Select Search
9. Once client is located select – Select in action tab to partner with the customer





# Washington Health Benefit Exchange

WAH Denial Code

Deb Sosa

# Washington Apple Health – 552 Denial Reason Code

- If a customer has been denied with reason code “552” they have 30 days to provide the documentation requested by the Health Care Authority.
  - Within those 30 days the Health Care Authority pulls reports and follows up with customers who have provided documentation.
- If they have questions or concerns they should also be advised to call Health Care Authority for further assistance/explanation.





# Washington Health Benefit Exchange

System Downtime

Deb Sosa

# System Downtime

*Washington Healthplanfinder* outage and maintenance information page

LINK; <https://www.wahbexchange.org/news-center/outages-maintenance/>

## Changes are coming to...

- Qualified health plan restriction logic for certain qualifying life events
- Phase 2 of 3 Responsive *Washington Healthplanfinder*
- Correspondence Enhancements
- Simplified messaging through plan confirmation and next steps screens
- Conditional Eligibility request for documents visible throughout entire individual account dashboard
- Income & Deduction page enhancements
- Addition of 3 income calculators for employment, self-employment and rental income
- Separation of most combined income and deduction types to enhance the reporting flow for customers





# System Downtime

- Qualified health plan restriction logic for certain qualifying life events
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# Washington Health Benefit Exchange

## Individual Premium Breakdown Requests

Deb Sosa

# Individual Premium Breakdown Requests

- Some customers call requesting to know how much they pay in medical premiums for each member of their household.
- This could be a breakdown in medical or dental premium. The breakdown may be requested for a variety of reasons, including reimbursement through the state due to specialized medical conditions.
- When customers request this information, you should submit a Zendesk ticket using Macro Undefined/Other.
- Be sure to include ALL relevant details that don't violate PII rules.





# Washington Health Benefit Exchange

Reminders



Sign Out

- Demo Videos
- Registration and Certification
- Troubleshooting Desk Aid
- Training and Webinars
- Operator's Manual
- Washington Healthplanfinder Business
- Resources
- Newsletters
- Tribal Assister

# Support Network

Welcome to the support network home for *Washington Healthplanfinder* registered Producers. Here you will find training materials and webinars, resources and more.

## Important Resources

### Producer and Tribal Assister Email Support

- ▶ Producer Email: [producer@wahbexchange.org](mailto:producer@wahbexchange.org)
- ▶ Tribal Assister Email: [tribalassister@wahbexchange.org](mailto:tribalassister@wahbexchange.org)
- ▶ Employer Email: [employer@wahbexchange.org](mailto:employer@wahbexchange.org)

**Washington Healthplanfinder Account Login Support** – for account lockouts and issues receiving the one-time authorization code

### Producers:

- ▶ Email: [producer@wahbexchange.org](mailto:producer@wahbexchange.org)
- ▶ Hours: 8 a.m. to 5 p.m. PST Monday through Friday

**Washington Healthplanfinder Customer Support Center**

# 5.1 System Release Training!

A few people missed the webinar. But it is available whether you want to review or if you missed some of the webinar. You can watch at a time convenient to you.

Take a few extra minutes to look over your new LMS Dashboard





# My Learning Mangement System

Search this site

<b>JANUARY</b> Late January 1095-A Tax Form 8962	<b>FEBRUARY</b> Conditional Eligibility Verification deadline	<b>MARCH</b> Business as usual	<b>APRIL</b> Spring required training Begins April 16, 2018 Taxes must be filed
<b>MAY</b> Spring required training will be closed May 10, 2018 at noon	<b>JUNE</b> Summer required training begins (date TBD)		
<b>JULY</b> Summer required training will be closed (date TBD)	<b>AUGUST</b> Business as Usual	<b>SEPTEMBER</b> Navigator In-Service Day PHSKC - September 21, 2018 Fall required training	<b>OCTOBER</b> Navigator In-Service days Yakima - October 12, 2018 WAHA - October 17, 2018 BHT - October 19, 2018



# Washington Health Benefit Exchange

Open Discussion





# Washington Health Benefit Exchange

Upcoming Agenda

# Agenda Items for May 2018 Tribal Assister Call

- Any new agenda topic requests?
  - Review of Online Navigator resources?
- Tribal Assister survey
- TA data discussion- report information needed?
- Please feel free to invite staff that might find this information useful





# Contacts:

## WAHBE

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