



# Washington Health Benefit Exchange

Tribal Assister Touch Base Call

May 15, 2018



# Tribal Assister Call Agenda

- 10:00 Welcome and Introductions
- 10:05 Tribal Data Review
- 10:30 Tribal Assister Survey Results
- 10:50 Questions/New Issues/Updates
- 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

Debrief Insurance Carrier Training

Deb Sosa, Tribal Liaison



2018

## Washington State Insurance Carriers Fair and Roundtable with Tribal and Urban Indian Health Programs



April 25, 2018

Emerald Queen

Ballroom and Convention Center



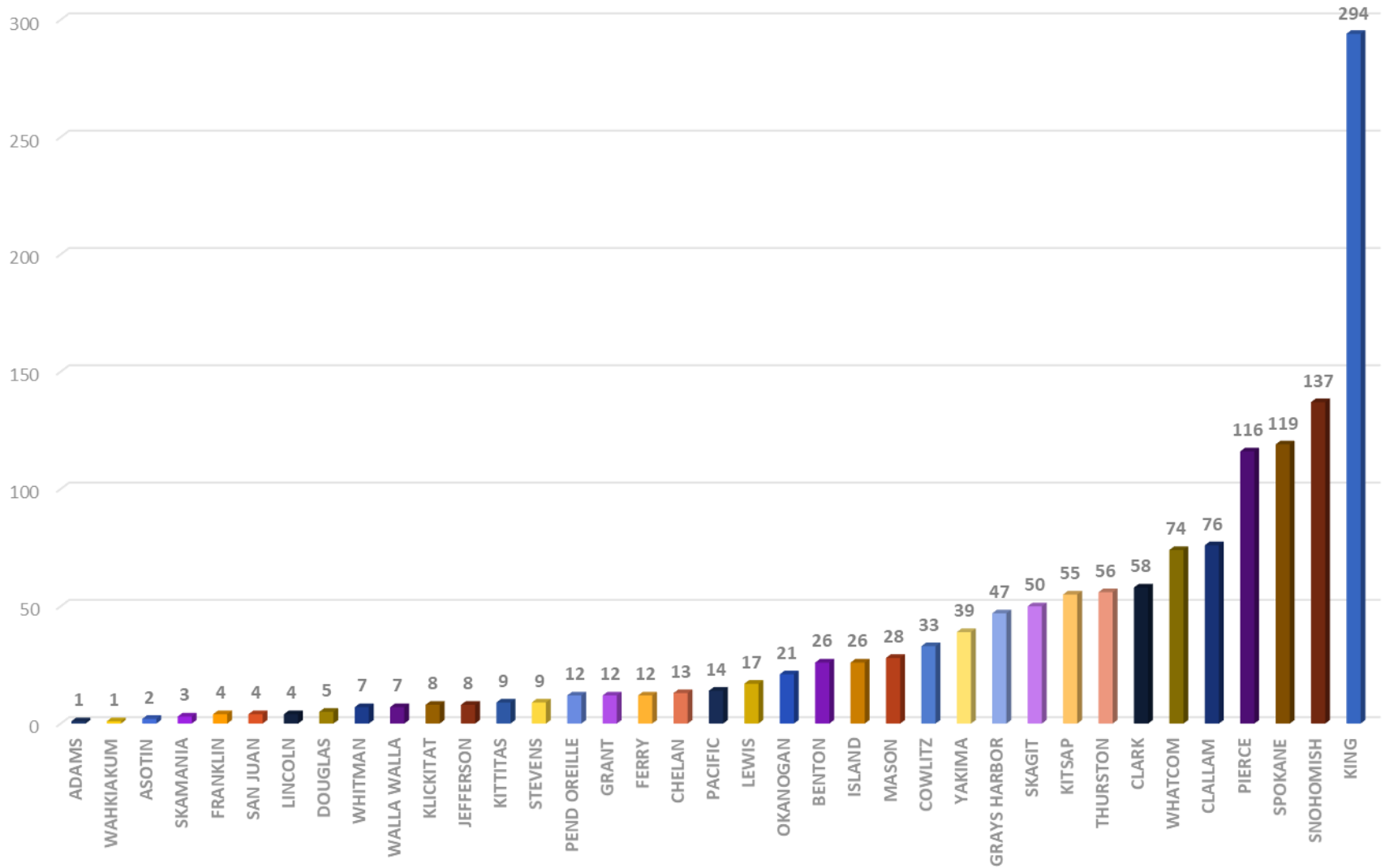


# Washington Health Benefit Exchange

Tribal Data Review

Deb Sosa, Tribal Liaison

# AI/AN QHP Enrollment By County

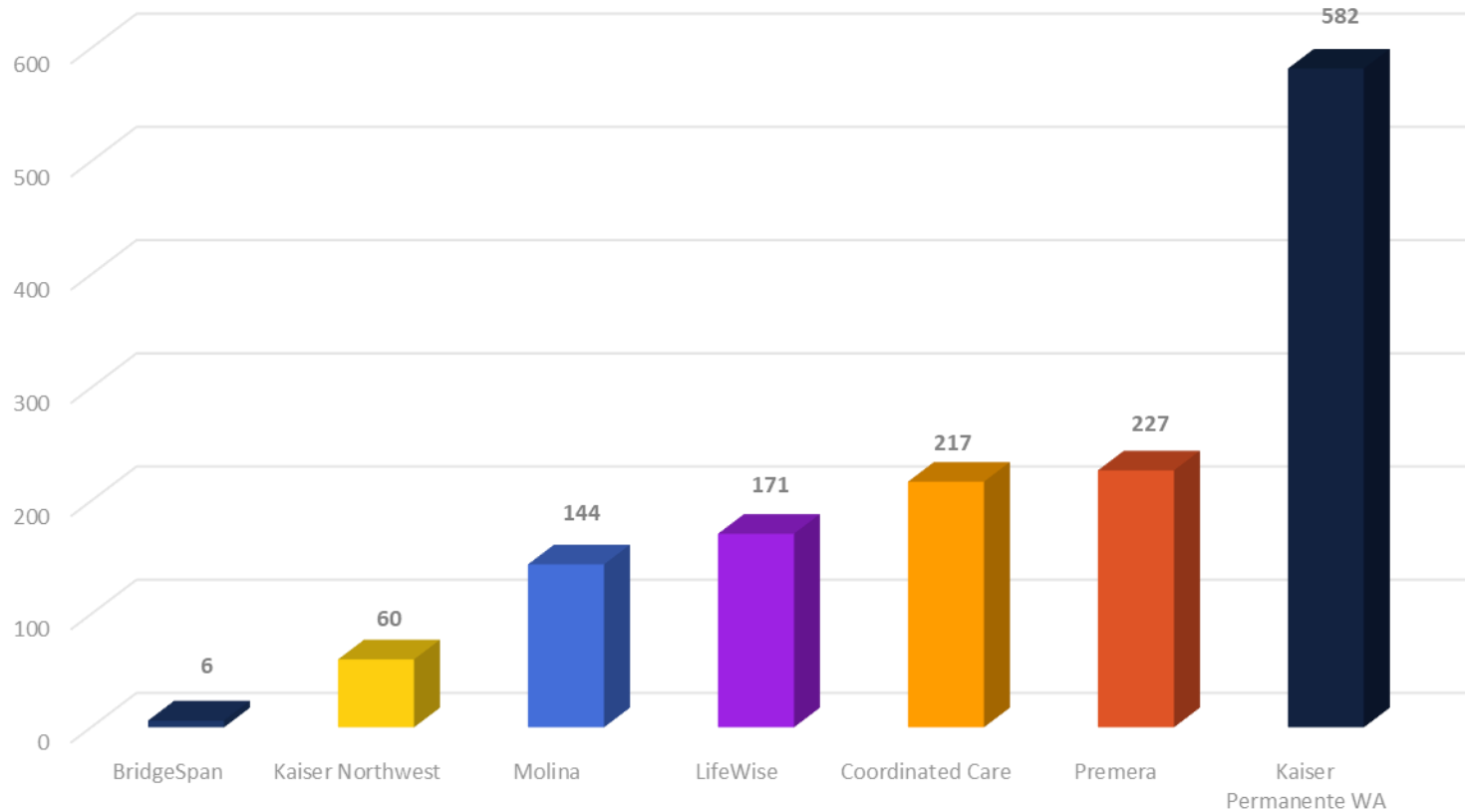


AI/AN QHP Enrollment Total: 1407

As of 4/16/18

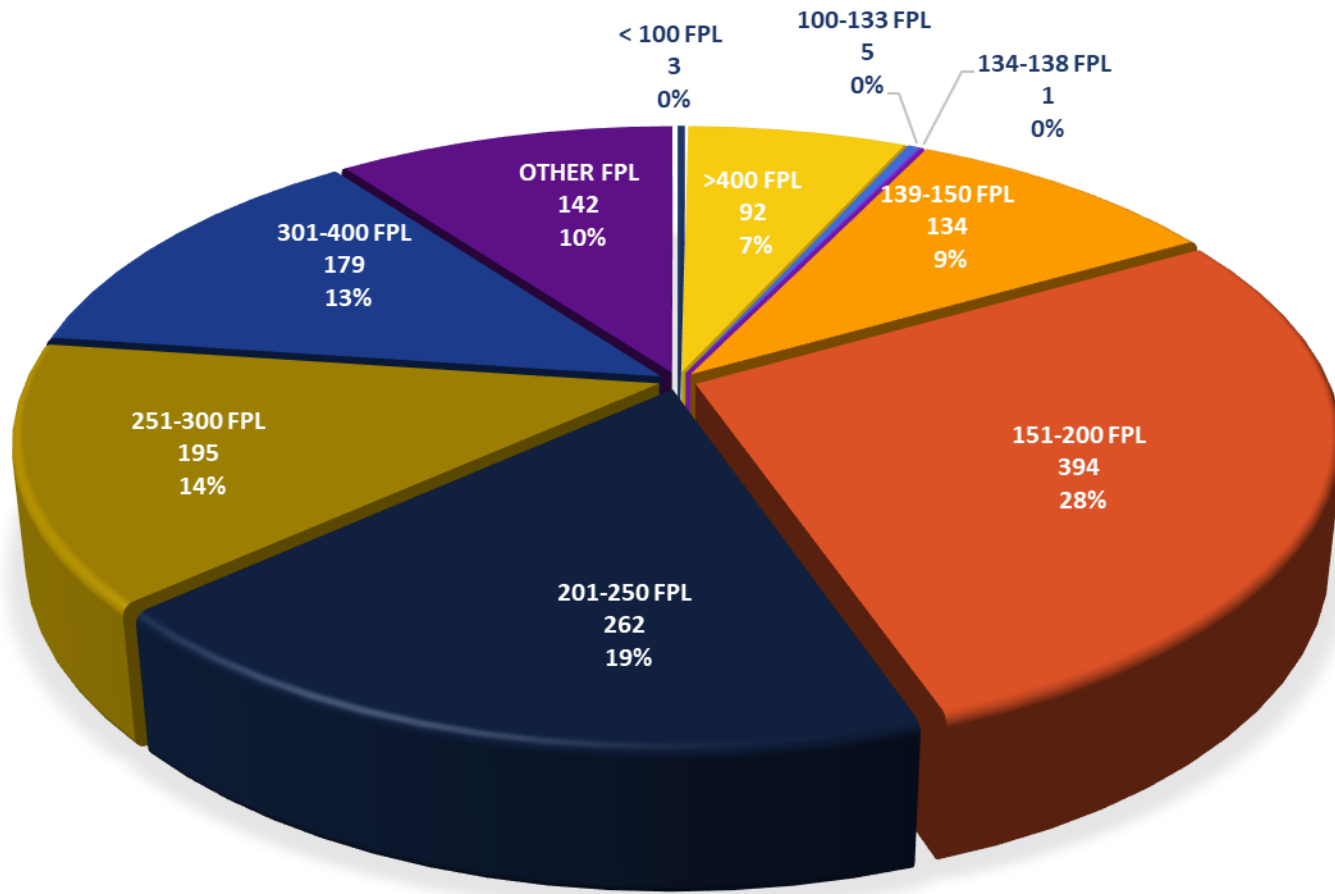


# AI/AN QHP Enrollment By Carrier

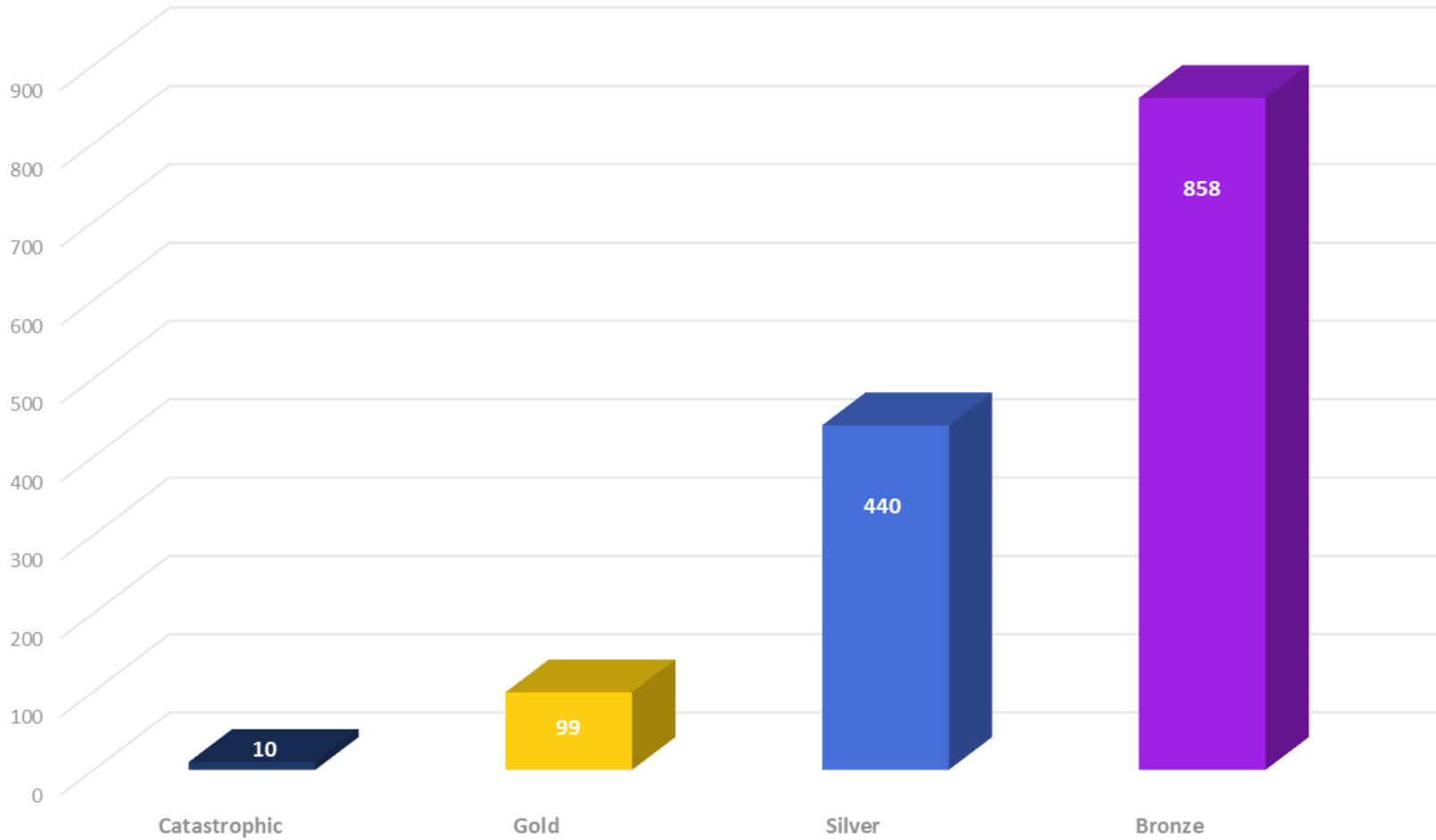




# AI/AN QHP Enrollment By Poverty Level



# AI/AN QHP Enrollment By Metal Level





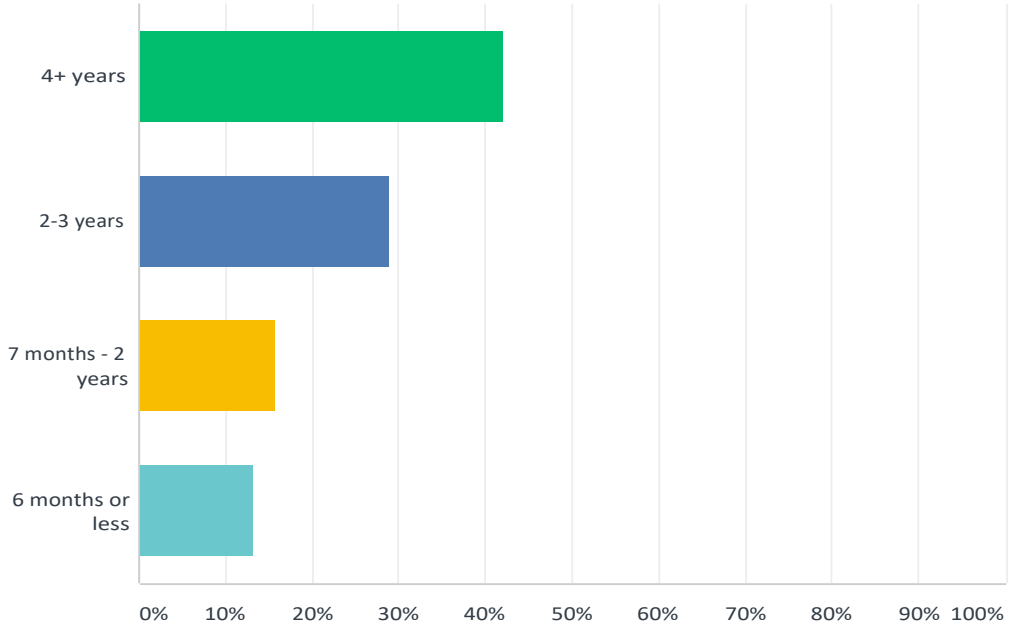
# Washington Health Benefit Exchange

Tribal Assister Survey

Deb Sosa, Tribal Liaison

# Q1 Please select the box that best represents how long you have been a tribal assister

:  
 Answered: 38      Skipped: 0



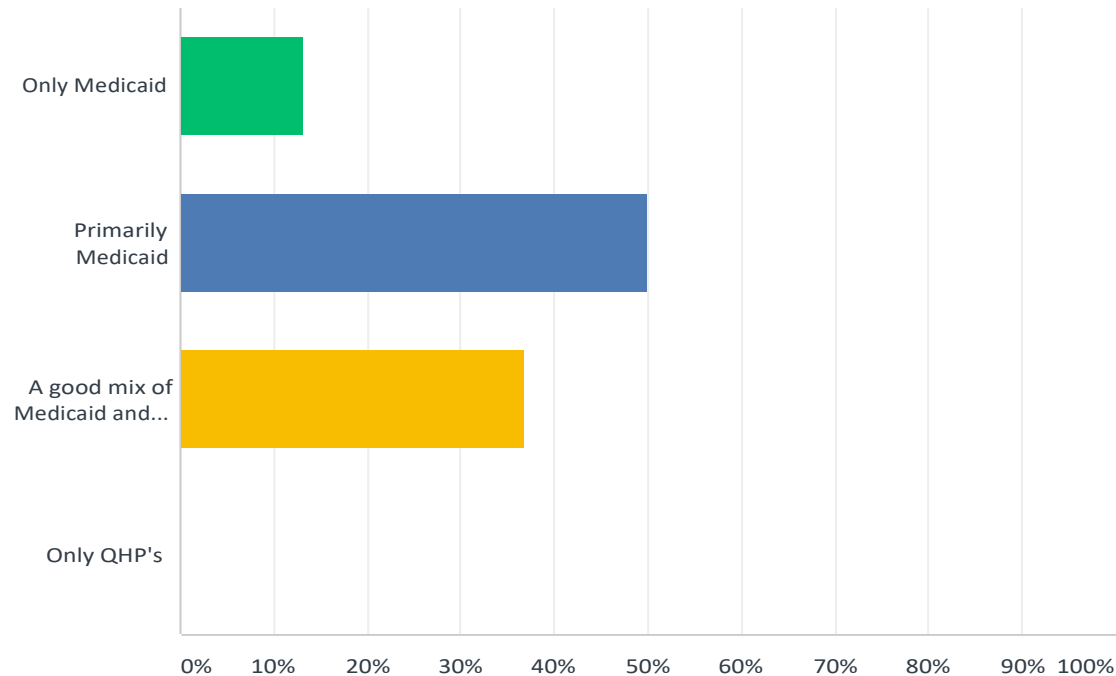
ANSWER CHOICES	RESPONSES	
4+ years	42.11%	16
2-3 years	28.95%	11
7 months - 2 years	15.79%	6
6 months or less	13.16%	5
<b>TOTAL</b>		<b>38</b>



# Q2 Please select the box that best identifies the scope of the applications you complete:

Answered: 38

Skipped: 0



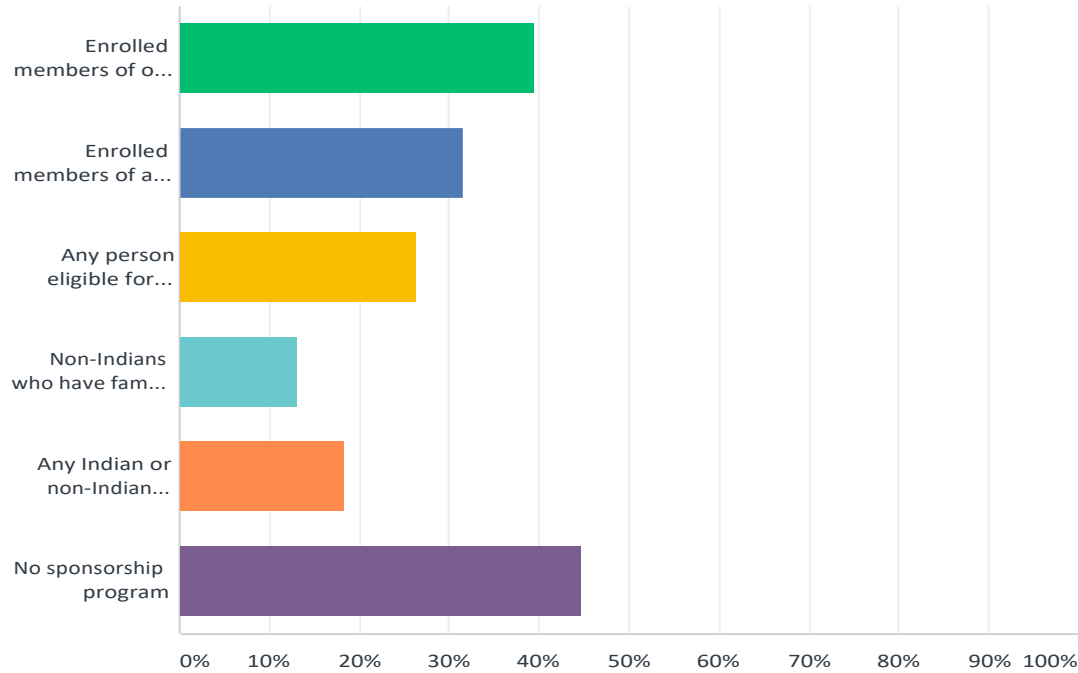
ANSWER CHOICES	PERCENTAGE	RESPONSES
Only Medicaid	13.16%	5
Primarily Medicaid	50.00%	19
A good mix of Medicaid and QHP's	36.84%	14
Only QHP's	0.00%	0
<b>TOTAL</b>		<b>38</b>



# Q3 Our tribe has a sponsorship program. We serve(chose all that apply):

Answered: 38

Skipped: 0

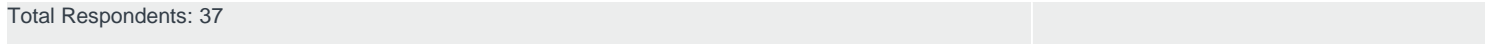


ANSWER CHOICES	RESPONSES	
Enrolled members of our tribe	39.47%	15
Enrolled members of any tribe and ANSCA corporation who live within our CHSDA	31.58%	12
Any person eligible for IHS direct care at our clinic	26.32%	10
Non-Indians who have family or social ties to our community	13.16%	5
Any Indian or non-Indian person needing assistance	18.42%	7
No sponsorship program	44.74%	17
Total Respondents: 38		

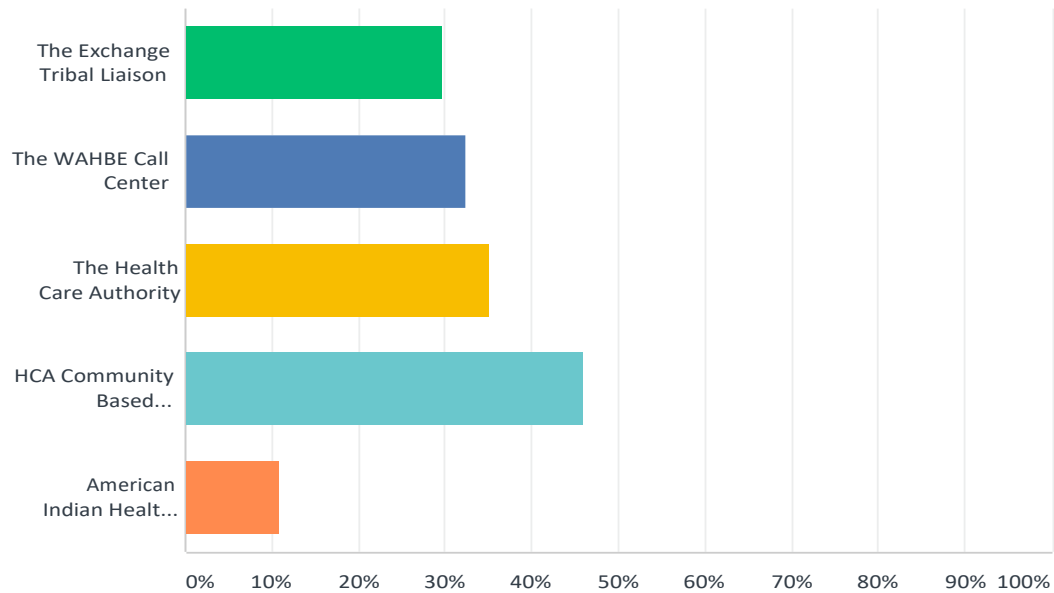


# Q4 When I need application assistance, I usually reach out to (chose all that apply)

Total Respondents: 37



Answered: 37 Skipped: 1

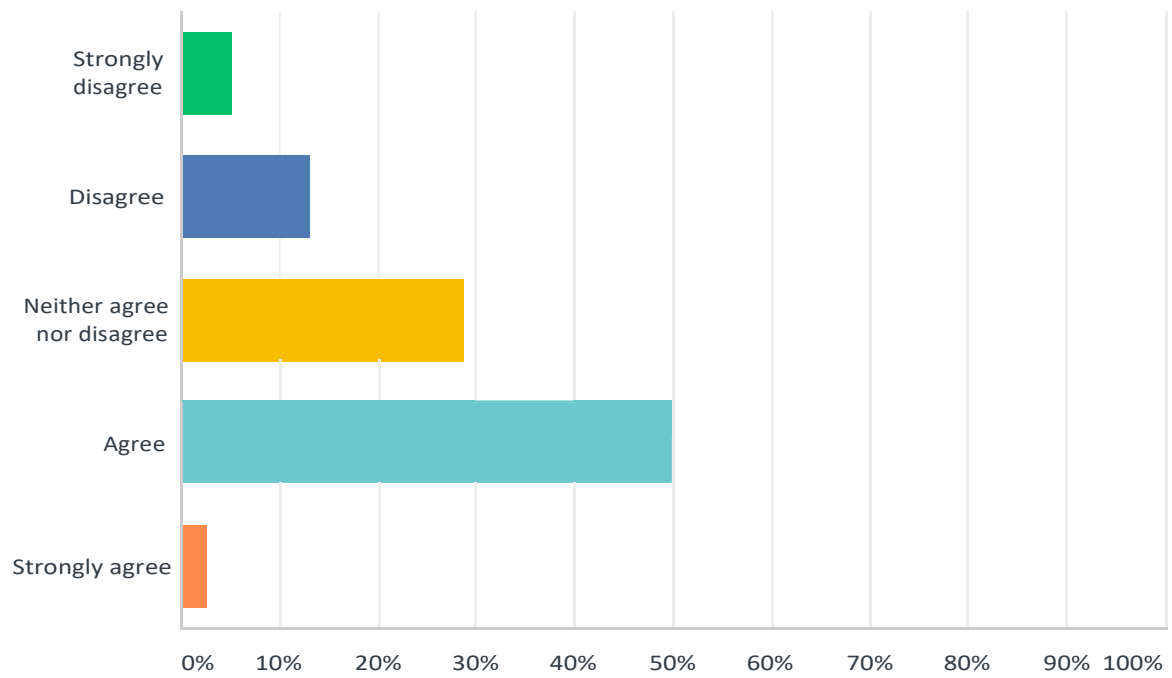


ANSWER CHOICES	RESPONSES	
The Exchange Tribal Liaison	29.73%	11
The WAHBE Call Center	32.43%	12
The Health Care Authority	35.14%	13
HCA Community Based Specialist	45.95%	17
American Indian Health Commission	10.81%	4



# Q5 The Washington Health Benefit Exchange provides application support in a timely manner:

Answered: 38      Skipped: 0



ANSWER CHOICES	RESPONSES	COUNT
Strongly disagree	5.26%	2
Disagree	13.16%	5
Neither agree nor disagree	28.95%	11
Agree	50.00%	19
Strongly agree	2.63%	1
<b>TOTAL</b>		<b>38</b>

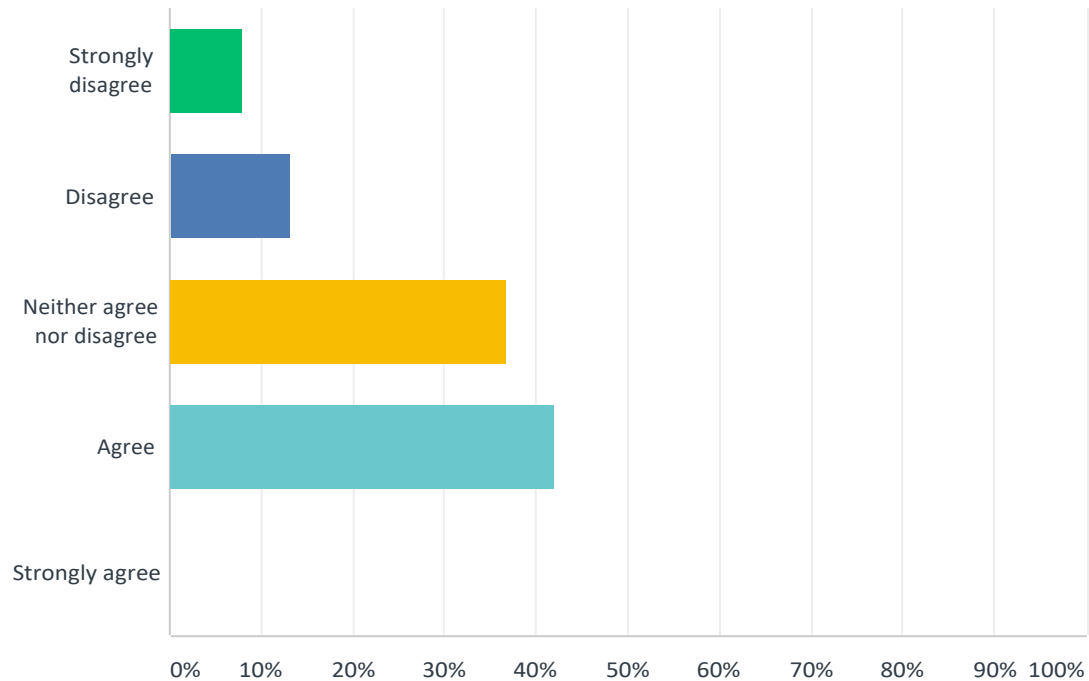




# Q6 The Washington Health Benefit Exchange staff are knowledgeable of the issues specific to American Indians and Alaska Natives.

Answered: 38

Skipped: 0

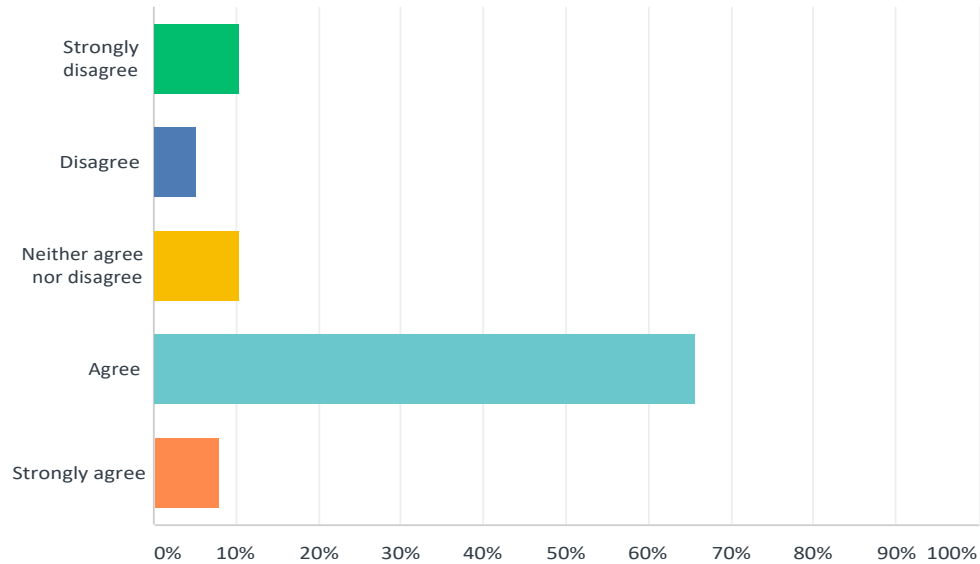


ANSWER CHOICES	RESPONSES	
Strongly disagree	7.89%	3
Disagree	13.16%	5
Neither agree nor disagree	36.84%	14
Agree	42.11%	16
Strongly agree	0.00%	0
<b>TOTAL</b>		<b>38</b>



# Q7 I understand when I need to contact the Washington Health Benefit Exchange for application issues and when I need to contact Health Care Authority or community specialists for Apple Health assistance.

Answered: 38 Skipped: 0

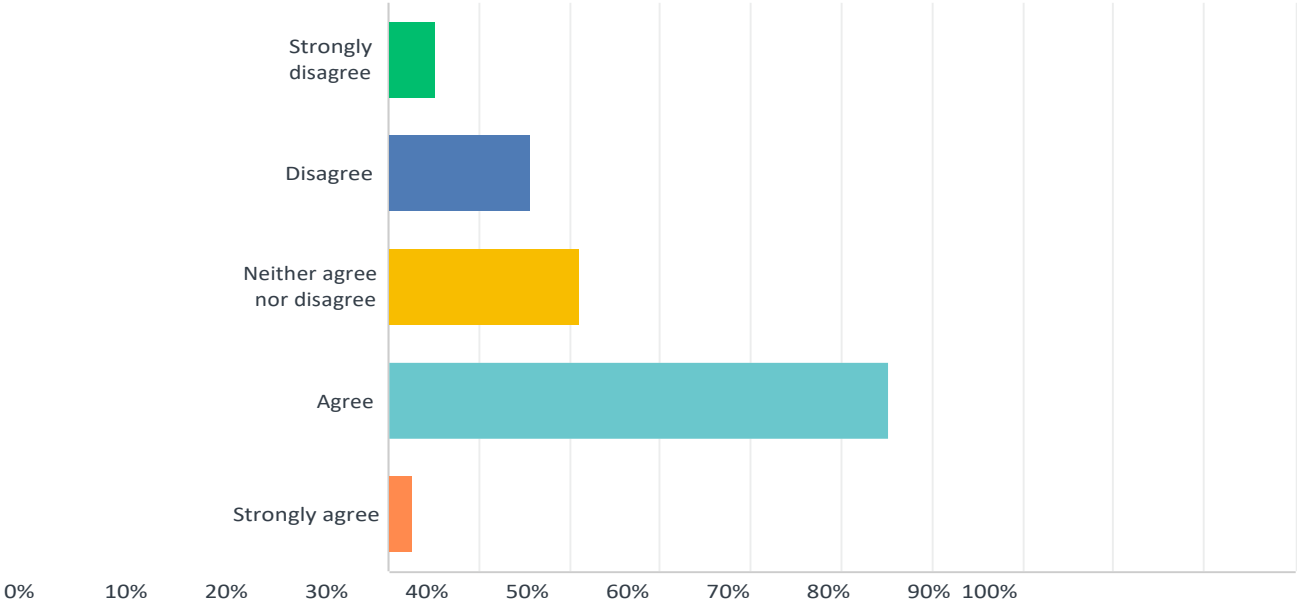


ANSWER CHOICES	RESPONSES	
Strongly disagree	10.53%	4
Disagree	5.26%	2
Neither agree nor disagree	10.53%	4
Agree	65.79%	25
Strongly agree	7.89%	3
<b>TOTAL</b>		<b>38</b>



# Q8 It is clear to me who I need to contact at the Washington Health Benefit Exchange and how to contact them when I have questions regarding Healthplanfinder or other issues.

Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly disagree	5.26%	2
Disagree	15.79%	6
Neither agree nor disagree	21.05%	8
Agree	55.26%	21
Strongly agree	2.63%	1
<b>TOTAL</b>		<b>38</b>

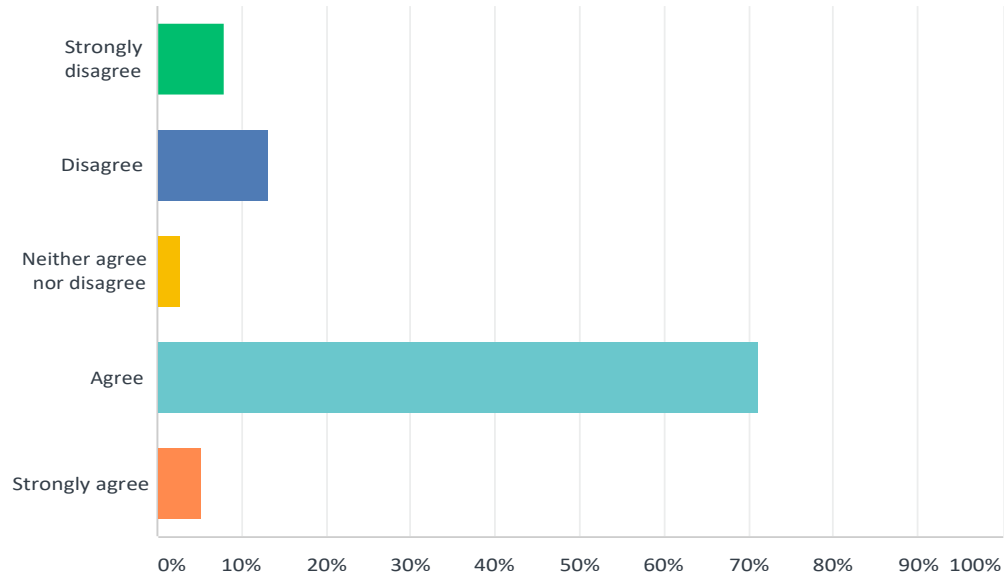


- **Q9 What suggestions do you have to make the Washington Health Benefit Exchange's application support better to meet your needs?**
- Answered: 19                  Skipped: 19



# Q10 The Learning Management System (LMS) support, materials, and training provided by the Washington Health Benefit Exchange meets my needs to enroll my members into health coverage.

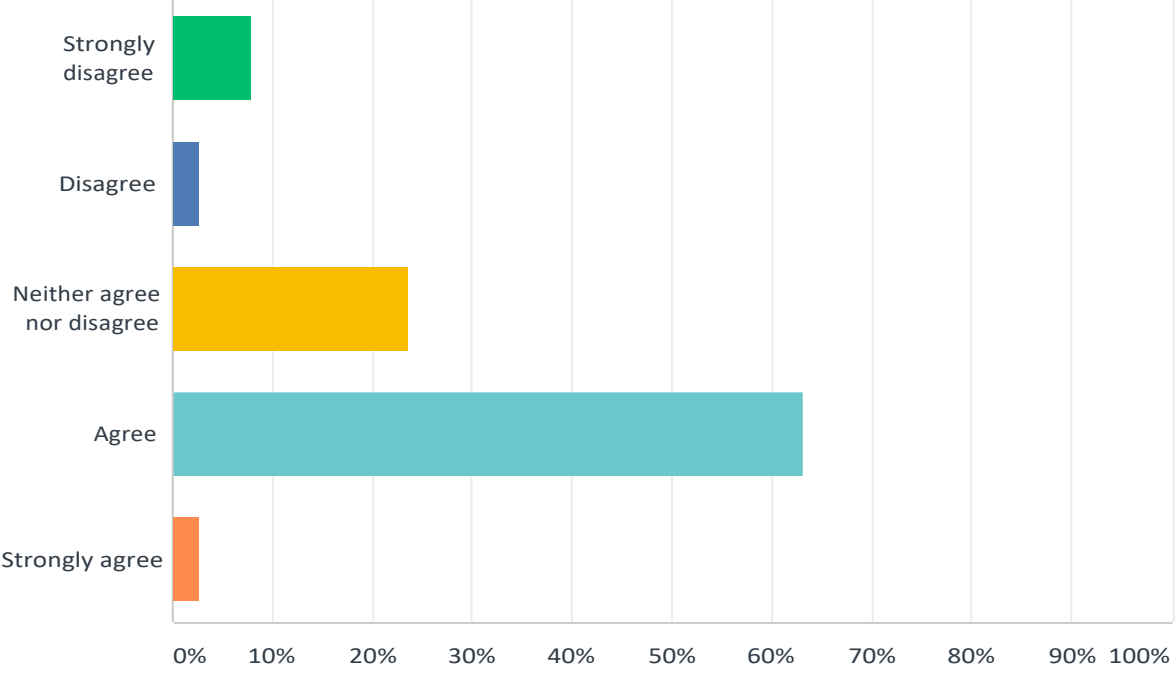
Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly disagree	7.89%	3
Disagree	13.16%	5
Neither agree nor disagree	2.63%	1
Agree	71.05%	27
Strongly agree	5.26%	2
<b>TOTAL</b>		<b>38</b>



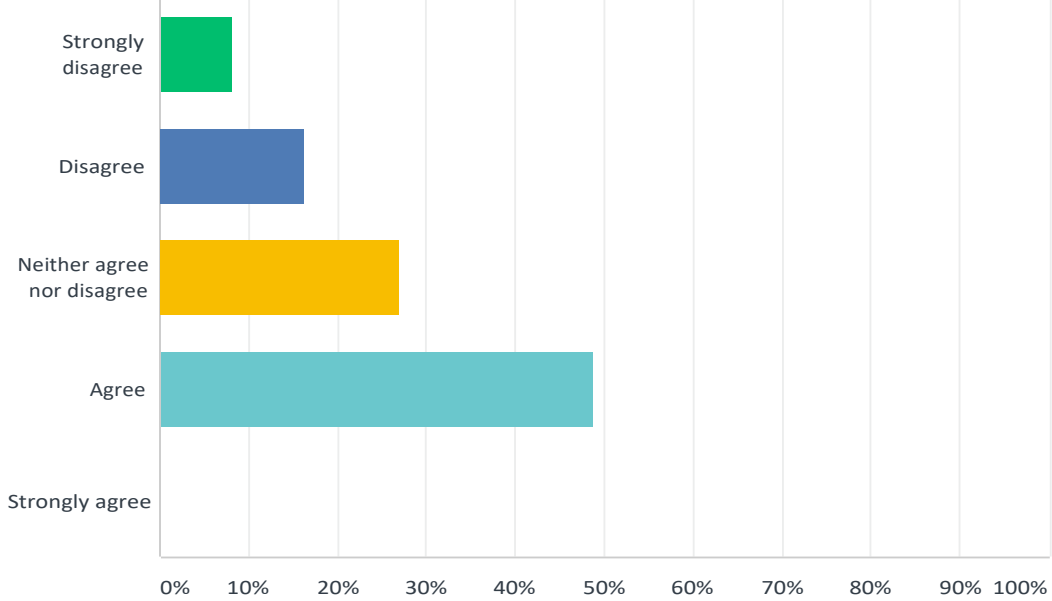
# Q11 The Washington Health Benefit Exchange provides useful information regarding Healthplanfinder changes and other issues in a timely manner.



ANSWER CHOICES	RESPONSES	
Strongly disagree	7.89%	3
Disagree	2.63%	1
Neither agree nor disagree	23.68%	9
Agree	63.16%	24
Strongly agree	2.63%	1
<b>TOTAL</b>		<b>38</b>



# Q12 The Washington Health Benefit Exchange provides information regarding Healthplanfinder changes and other issues, and this information clearly addresses how it applies to American Indians and Alaska Natives.



ANSWER CHOICES	RESPONSES	
Strongly disagree	8.11%	3
Disagree	16.22%	6
Neither agree nor disagree	27.03%	10
Agree	48.65%	18
Strongly agree	0.00%	0
<b>TOTAL</b>		<b>37</b>



# Q13 What recommendations do you have to make the Learning Management System training better?

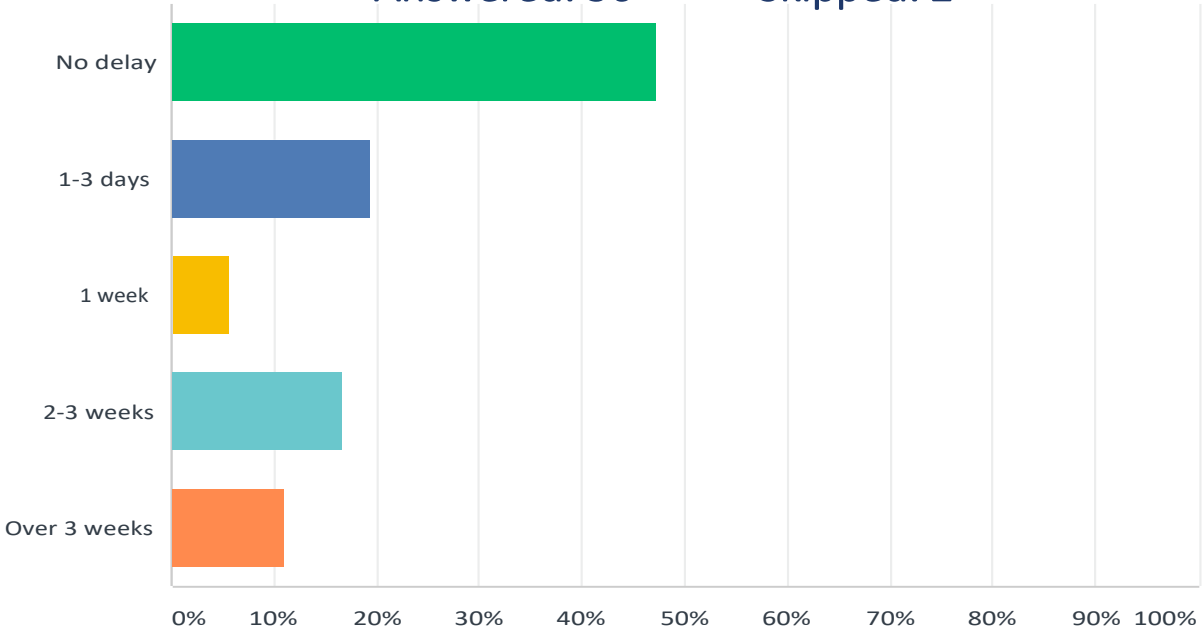
Answered: 15      Skipped: 23





# Q14 I have had clients who were delayed in enrolling in health coverage due to Healthplanfinder or Apple Health application support for the following timeframe:

Answered: 36      Skipped: 2



ANSWER CHOICES	RESPONSES	
No delay	47.22%	17
1-3 days	19.44%	7
1 week	5.56%	2
2-3 weeks	16.67%	6
Over 3 weeks	11.11%	4
<b>TOTAL</b>		<b>36</b>



# Q15 What suggestions do you have to make the application support better?

Answered: 18 Skipped: 20



# Q16 How can the Tribal Newsletter be more helpful?

Answered: 16 Skipped: 22



Q17 Are there tools, resources or training that would help you to enroll your tribal members more seamlessly?

Answered: 18 Skipped: 20



Q18 Do you find the AIHC/Exchange monthly Tuesday Tribal touch base calls helpful? Why or why not?

Answered: 23 Skipped: 15





# Washington Health Benefit Exchange

Questions/New Issues/Updates

Deb Sosa, Tribal Liaison

# Medicare Aging out report

- Release of Medicare aging out report – On hold





# Washington Health Benefit Exchange

Upcoming Agenda



# Agenda Items for June 2018

## Tribal Assister Call

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





# Contacts:

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