



Washington Health Benefit Exchange

Consumer Community
Jan. 10, 2019



**HAPPY NEW
YEAR!
2019**

Agenda

- Welcome and introductions
- Open enrollment wrap up
- Tax season
- General feedback & questions
- Next steps and close



Consumer Community

The Washington Health Benefit Exchange Consumer Community is a sounding board for Washington Healthplanfinder consumer facing materials and services.

- Open to all interested consumers
 - Encourage active involvement
 - Assure consumer needs are met
 - ID potential issues and benefits
- Foster agreement on direction of Healthplanfinder
 - Generate new ideas

More information available at www.wahbexchange.org



Meeting Details

- Open public meeting – Recording for meeting minutes
- Press *6 to unmute your telephone line
- Public comment at end of meeting
- GotoWebinar
- Live Twitter Chat #HPFConsumerCommunity



Open Enrollment Wrap Up



| | OE5 (Nov. 1-Dec. 15, 2017) | OE6 (Nov. 1-Dec. 15, 2018) |
|---|----------------------------|----------------------------|
| Total health plan selections | 230,591 | 222,636 |
| <i>New</i> | 64,089 | 39,237 |
| <i>Renewing</i> | 166,502 | 183,399 |
| Total dental plan selections | 61,346 | 58,609 |
| Visitors to wahealthplanfinder.org | 835,343 | 691,374 |
| Calls to the Customer Support Center | 219,747 | 195,032 |
| Users of WAPlanfinder mobile app | 25,123 | 30,533 |

Reference: www.wahbexchange.org/washington-healthplanfinder-sign-ups-surge-past-222000-strong-final-weekend



Don't forget to Pay Your Premium

What would you like to do today?

➔ Sign In to Your Account

🔄 Renew Your Coverage

✍ Report a Change

👤 Apply Now

🍏 Free or Low-Cost Coverage

💳 Make Your Payment

📄 Get Your 1095 Tax Form



www.wahealthplanfinder.org

Home Español Customer Support



➔ SIGN IN

⚠ Open enrollment is over, but certain life changes may qualify you for a special enrollment.

Make Your Payment

Pick your insurance company:



Don't Forget to Pay Your Premium

Posted on: January 29, 2018



WA Healthplanfinder

New year, new you, new ... health plan? Make sure you pay your premium to activate your 2019 coverage! 🙌 You can find out where and how to pay here bit.ly/2F3bdg3



You've just picked a health and dental plan. The hard part is over. But there's one last step before you can start using your coverage – to pay your first month's premium. This is what activates your coverage so you can start going to your doctor or pick up prescriptions.

Your insurance company will send you a bill in the mail. [Learn how to make ongoing payments throughout the year.](#)

If you signed up for a health and dental plan, you'll receive two separate bills. Each company handles payments differently, so follow their instructions closely. Make sure to pay your premium on time each month. If you don't, you could lose your coverage.

If you have any questions about paying your premium, or if you haven't received a bill from them yet, [call your insurance company directly.](#)

www.wahbexchange.org/dont-forget-pay-premium



Tax Season

Tax Season Communications

- 1095-As will be available in customers' Washington Healthplanfinder message center after Jan. 22; 1095-Bs are only mailed to customers, not available online
- Only customers who have mail preference will receive hard copy 1095-A by mail week of Jan. 29
- Resources:
 - www.wahbexchange.org/1095a
 - www.irs.gov
 - Download WAPlanfinder
 - Blog posts, social media engagement → April 15 tax filing deadline



It's tax season! Get your 1095 tax form.

What would you like to do today?

Sign In to Your Account

Renew Your Coverage

Get Your 1095 Tax Form

Report a Change

Apply Now

Free or Low-Cost Coverage

Make Your Payment

Get Covered, Washington!

Washington Apple Health is available year-round or certain life changes may qualify you for a special enrollment period.



"I lost my job and my coverage too. But, I was able to get enrolled through Washington Healthplanfinder right away."

Looking for help with your tax form?

Get Help Today



Get Financial Help

Free or low-cost coverage through Washington Apple Health

LEARN MORE



Update Your Information

Report a change in income, address and other details

REPORT A CHANGE



Submit Your Documents

Submit from your account or use the mobile app

HOW TO SUBMIT DOCUMENTS



1095-A: Health Insurance Marketplace Statement



You get a 1095-A: Health Insurance Marketplace Statement because you were covered by a Qualified Health Plan last year.


1 Use your 1095-A to complete IRS Form 8962: Premium Tax Credit.


- If you get multiple 1095s, you'll need all of them to complete Form 8962



2 File your Form 8962 with the rest of your tax documents to:

- Figure out the tax credit amount you're eligible for, and
- Reconcile any tax credits you used to lower your premiums

 You won't get tax credits in the future if you don't file your taxes, file correctly with Form 8962, and file on time.

 More information at:
www.wahealthplanfinder.org

 **washington
healthplanfinder**
click. compare. covered.



Get your 1Q95-A right on your phone

WAPlanfinder Mobile App

DOWNLOAD TODAY



www.wahbexchange.org/mobile





Questions?
Comments?
Ideas?



Next Steps

- 1095-As and Bs for 2018 available by end of January
- Tax filing deadline is April 15, 2019
- Next meeting is scheduled for Thursday, Feb. 7 from 10-10:30 a.m.





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