



First Friday Forum

Kelly Aaron (she/her)
Navigator Support Manager

12/3/2021

Agenda

Open Enrollment 9

- The Adventure Tour
- Open Enrollment Reports

Washington Healthplanfinder System Releases

- System Issues Identified
- Releases 9.1 and 9.2

Additional Updates

- Tax Credit Eligibility
- Health Premium History Display

Open Enrollment 9



The Adventure Tour

City	Date	Time	Location
Moses Lake	Dec. 3	5:00 - 8:00 p.m.	Moses Lake Street Party Sinkiuse Square on Third Ave
Walla Walla	Dec. 4	9:00 a.m. - 7:00 p.m.	Farmer's Market and Holiday Parade 106 W Main Street
Bellingham	Dec. 7	4:00 - 9:00 p.m.	First Friday Shop Local 1336 Cornwall Ave.
Tri-Cities	Dec. 9	TBD	Columbia Center Mall After School Pop-Up 1321 N Columbia Center Blvd, Kennewick, WA
Vancouver	Dec. 10	11:00 a.m. - 5:00 p.m.	Vancouver Mall Outdoor Courtyard 8700 NE Vancouver Mall Dr.
Wenatchee	Dec. 11	10:00 a.m. - 6:00 p.m.	Pybus Public Market 7 N Worthen Street
Olympia	Dec. 17	3:30 - 9:00 pm	Oly on Ice 529 4th Ave. W
Seattle	Dec. 18	10:00 a.m. - 4:00 p.m.	Children's Home Society in Kent 215 5th Ave. S, Kent, WA
Yakima	Dec. 19	2:00 p.m. - 6:00 p.m.	Los Hernandez Tamales 3706 Main St., Union Gap, WA
Spokane	Jan. 7	1:00 - 8:00 p.m.	Spokane First Friday 1318 W 1st Ave.



[Adventure Tour Events](#)

Open Enrollment Reports

Manual Renewal



Act Now to Renew Your Coverage



YOUR COVERAGE ENDS DEC. 31

Your coverage won't be renewed unless you take action.



TIME IS RUNNING OUT


Renew before December 15 for coverage starting January 1, 2022.



HOW TO RENEW FOR 2022

Select the "Update application and renew coverage" quick link on your account dashboard. You can stay on your current plan if you are satisfied with it.

Submit an Application







It looks like you started an application on *Washington Healthplanfinder* but haven't finished it yet.

Enroll by December 15 to begin coverage on January 1, 2022.

Select a Plan





It looks like you started an application on *Washington Healthplanfinder* but haven't enrolled in coverage yet.

Auto Renewal and Cross Mapping report also available.

Washington Healthplanfinder System Releases

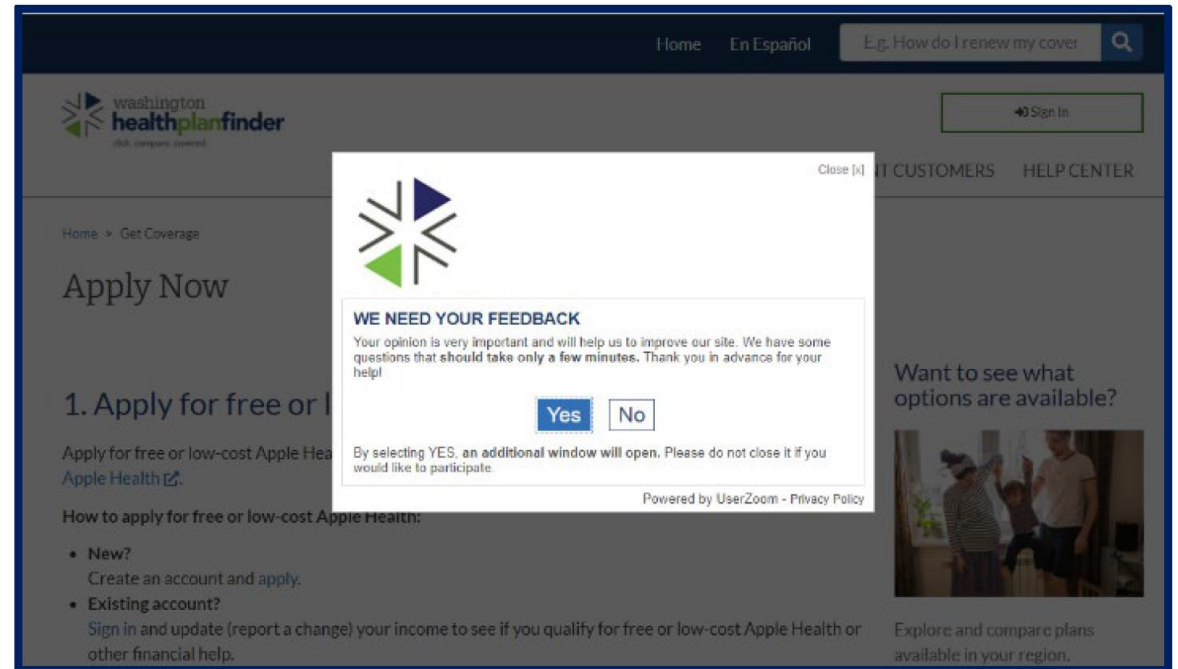


System Release 9.1

System release went live November 18.

When a customer lands on the “Apply Now” page on *Washington Healthplanfinder*, they will receive a modal asking them to participate in a survey.

Customers can select yes or no. If they select yes, a survey will come up at the end of their time in the system.



System Release 9.1

Customers will see a message that if their other health insurance coverage is ending within 60 days, they do not need to report it.

Do any members seeking coverage have health insurance that is not Washington Apple Health (Medicaid) and not from Washington Healthplanfinder? If this other health insurance is ending within 60 days, you do not need to report it. * ?	Yes	No
Note: Select 'Yes' to see health insurance types you need to report.		

If a customer tries to use special characters in their username, an updated message will appear informing them:

- **Current message:** Do not include any special characters in your username.
- **Future message:** Use only letters (A-Z), numbers (0-9) and periods (.) in your username.

ACCOUNT INFORMATION

Username *

⚠ At least 6 characters

HPF*20!

Password *

⚠ At least 8 characters



System Issues Identified

Tax Credit Amount Retained Incorrectly

Problem: The tax credit amount from 2021, retained on the 2022 enrollment after auto-renewal/change reporting.

Mitigation: We are implementing daily data fixes to apply the correct tax credits and notify the carrier.

Fix: This is slated for *Washington Healthplanfinder* Release 9.2 on 12/16/2021.

Dual Apple Health and Qualified Dental Plan (QDP) Eligibility

Problem: Applications return Apple Health eligibility along with active QDP eligibility.

Mitigation: We are implementing daily data fixes to manually close the QDP eligibility.

Fix: This is slated for *Washington Healthplanfinder* Release 9.2 on 12/16/2021.

Apple Health Enrollment not Displaying on Dashboard

Problem: Active Apple Health enrollments are not displayed on Account Home Dashboard.

Additional Updates




Tax Credit Eligibility Denial

When processing applications for Qualified Health Plan autorenewal, some clients may have been denied tax credits for their 2022 health plan due to "One of three reasons".

Reminder! To find the denial reason, review your client's eligibility results by selecting the "View Current Eligibility Results" link in their account.

The following individual(s) are not eligible for Qualified Health Plan with Tax Credits due to the following:

Name	Reason
	<p>You may have been denied tax credits for the following reasons:</p> <ul style="list-style-type: none">• You may not have allowed Washington Healthplanfinder to check your tax information.• You may not have filed your taxes yet for a past year that you got tax credits.• Your income may be too high.

Tax Credit Eligibility Denial


To help assist your client, please verify the following:

- Your client's income is correctly reported
- Their tax filing status is correct
- Their household includes all tax dependents
- Household relationships are correct
- If your client was not offered Employer Sponsored Insurance (ESI), this question has not been marked as yes in error
- They have not marked they are enrolled in 'Other' coverage
- The Federal Tax Information (FTI) box on the eSignature page is checked. This allows the Exchange to verify your client's tax information
- They filed a federal tax return for any prior year they received tax credits and included Form 8962 when they filed

Tax Credit Eligibility Denial

A common reason an individual may be denied, is that they did not give consent to the Exchange to verify their tax return with the Internal Revenue Service (IRS) or their consent has expired.

Access the “My Profile” tab on your client’s Dashboard to see if they need to authorize the Exchange to verify their tax return. If you see ‘Do not renew tax credits’, they have not given authorization.

Renewal Information	
Authorization to verify tax return Do not renew tax credits	

Steps to update their authorization:

1. Access client’s account and Report a Change
2. Select tax authorization box on eSignature page
3. Resubmit application and review updated Eligibility Results in HPF or CSA

Update: Health Premium History Display

The Premium History section is shown when there is any active or initiated Qualified Health Plan enrollment. It is displayed within the 'Payments' tab.

Health Premium History for Current Year

Dental and Washington Apple Health premiums are not included.

November

SD

Shane, 42

Carrier name	Kaiser Permanente
Plan name	Kaiser Permanente Cascade Silver
Monthly premium	\$1,550.00
Monthly savings	-\$500.00 (Tax credits)
	-\$250.00 (State Subsidy)
Monthly premium paid	\$800.00

JD

Jane, 40

CD

Chris, 20

Carrier name	Kaiser Permanente
Plan name	Kaiser Permanente Cascade Silver
Monthly premium	\$1,550.00
Monthly savings	-\$500.00 (Tax credits)
	-\$350.00 (State Subsidy)
Monthly premium paid	\$700.00

Questions?





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