



# First Friday Forum

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Navigator Support Manager

2/4/2022

# Agenda

## Open Enrollment 9

- 2022 Open Enrollment 9
- Child Care Sponsorship Program

## Special Enrollment Periods

## Upcoming Training

- Diversity, Equity and Inclusion
- Winter Training

# Open Enrollment 9



# 2022 Open Enrollment 9



**240,000**

Washingtonians signed up for 2022 coverage.



**73%**

Customers receiving monthly savings on their health plan.



**42%**

Customers are paying less than \$100 per month.



**80,000**

Customers signed up for a Cascade Care plan.

Read full press release [here](#).

# Child Care Sponsorship Program

- \$0 premium for employees with income up to 300% of FPL who enroll in a silver Cascade Care plan through *Washington Healthplanfinder*.
- The Exchange administers the program and makes payments to carriers on behalf of eligible employees.
- Exchange certified Navigators at Yakima Neighborhood Health Services are helping employees across the state sign up.
- 2,000 employees are covered thru *Washington Healthplanfinder*.

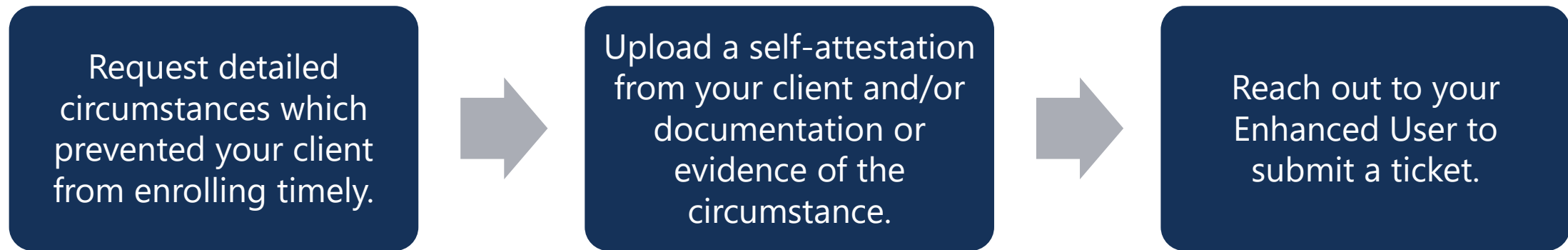


# Special Enrollment Periods



# Exceptional Circumstances

Exceptional Circumstance is defined by the Washington Health Benefit Exchange and not the customer. In general, Exceptional Circumstances are unanticipated and unexpected events beyond the control of the customer that prevent enrollment during open enrollment or during their SEP.



Our Enrollment Team will review these requests on a **case-by-case basis**—approval is not guaranteed.

# SEP Questionnaire Update

COBRA SEP question has been added to the SEP Questionnaire

## Changes in circumstance:

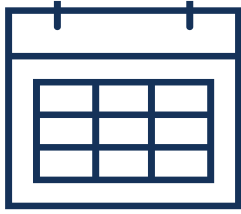
- ☐ Denied Washington Apple Health (Medicaid)
- ☐ Gained citizenship or lawful presence in the U.S.
- ☐ Is a survivor or victim of domestic violence or spousal abandonment, or is a dependent of one, and had coverage in the last 60 days
- ☒ No longer eligible for COBRA benefits, losing COBRA premium assistance within the next 60 days, or have lost COBRA premium assistance in the last 60 days.

Date of COBRA expiration \*

E.g. 10/14/2014



# SEP Reminders and Resources



60- day SEP  
period



Submit documentation  
to the carrier



Report eligible qualifying  
life event

[Special Enrollment Period Training Deck](#)

[Special Enrollment Quick Guide](#)

[Special Enrollment Period Page](#)

[SEP Qualifying Life Events Page](#)

[Qualifying Life Events for Special Circumstances](#)

[Survivors of Domestic Violence SEP](#)



# Training



A diverse group of seven people, including a woman with long curly hair, a man with glasses and a beard, a man with a beard and glasses, a woman with dark hair, a man with glasses and a beard, a woman with dark hair, and a woman with blonde hair, are sitting on the floor against a teal background. They are engaged in conversation and using technology like laptops and tablets.

## Diversity, Equity and Inclusion (DEI) Opportunity

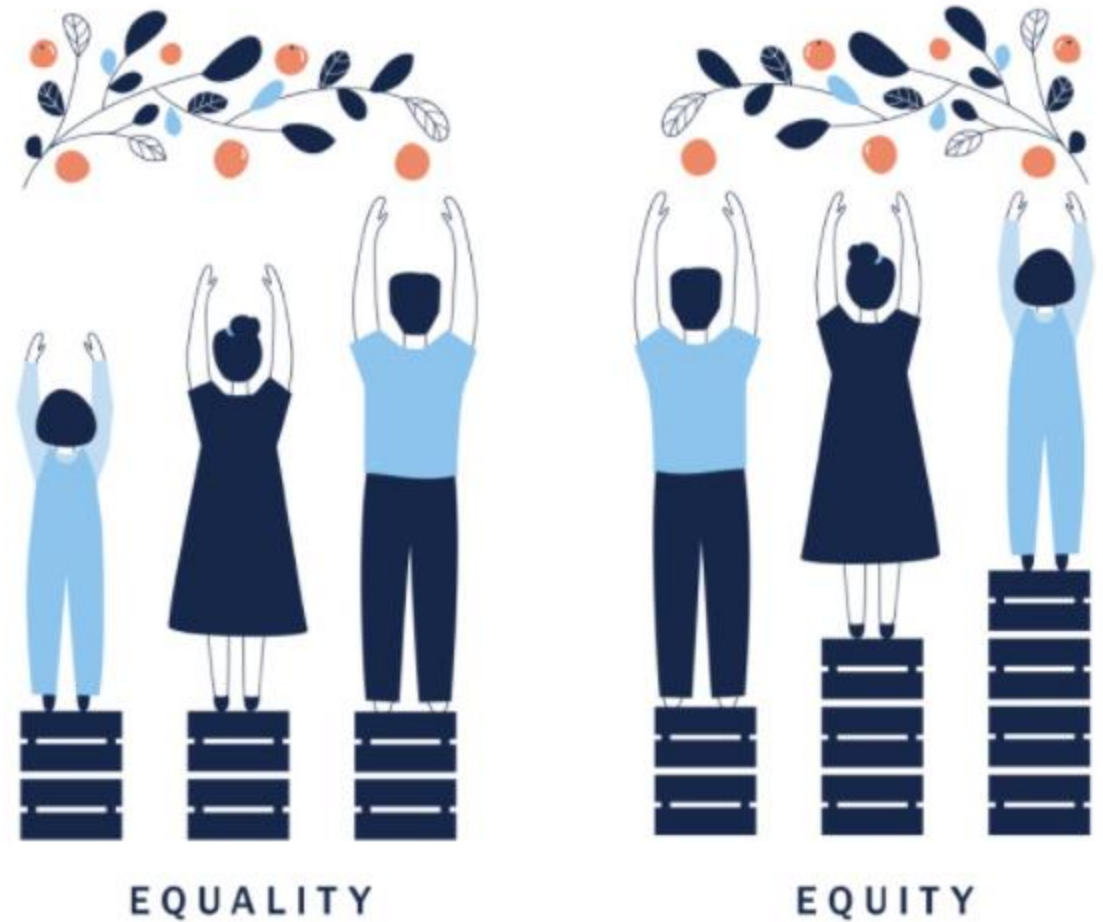
Assisters play a powerful role in addressing multiple inequities by helping historically excluded communities access health coverage and care.

### Why is DEI Important?

- Increase cultural awareness, knowledge and communication.
- Build awareness of unconscious bias.
- Foster a comfortable environment where folks are free to be their authentic selves.
- Understand and empathize with those that are different from us.

# DEI Related Concepts

- Unconscious and Implicit Bias
- Diversity, Equity and Inclusion
- Racial Justice and Equity Lens
- American Indian/Alaska Native: Tribal Community and Relations
- Social Determinants of Health
- Systemic Racism and Healthcare
- Recognizing Power and Privilege
- Stereotyping and Reducing Prejudice
- Cultural Awareness
- Addressing Microaggressions
- How DEI can Influence Healthcare



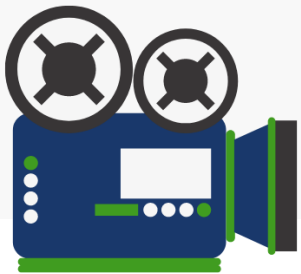
# DEI Delivery Options



LMS Required Training: Quarterly



Newsletter: Articles, Webinars, Videos, Art, Facts



Videos/Webinars: Documentaries, Virtual Presenters






# Winter Training

- Role of the Navigator (Roles 1, 2 & 4)
- Qualifying Life Events & Special Enrollment Periods (Roles 2 & 4)
- Conditional Eligibility Verification (Roles 2 & 4)
- Taxes and *Washington Healthplanfinder* (Roles 2 & 4)

Complete by February 28<sup>th</sup>, 2022, to retain access to *Washington Healthplanfinder*.

# ***Washington Healthplanfinder System Release***

The *Washington Healthplanfinder* system release is scheduled for early March.

The background of the slide features a complex, abstract graphic. It includes various icons such as padlocks, gears, and hexagons, along with data visualizations like bar charts, line graphs, and pie charts. The overall color scheme is a mix of teal, blue, and yellow, with a sense of motion and connectivity.

Streamline  
display of  
savings  
amounts within  
the application

Ensure  
consumers  
understand the  
value of the  
savings

Provide users  
with the ability to  
identify which  
plans qualify for  
savings

# Questions?







[WWW.WAHEALTHPLANFINDER.ORG](http://WWW.WAHEALTHPLANFINDER.ORG) | [WWW.WAHBEXCHANGE.ORG](http://WWW.WAHBEXCHANGE.ORG)