

Change Agent Update

Covered California, DHCS, CalHEERS, and CWDA

September 17, 2013



Agenda

- Introductions
- Webinar Reminders
- Questions and Answers
- Resources
- Next Session
- Questions and Closing Comments



Webinar Reminders

Friendly Reminders:

During this webinar, the line will be placed on mute.

At the end of the webinar, questions will be addressed. Please use the GoToWebinar question 'chat' area to submit a question during the presentation. Please keep your questions within the context of the subject matter being discussed.

Some answers may need to be researched and will become content for future calls.

Questions and Answers

Question 1

- Q. Once county eligibility workers have completed program and system training and passed the certification, when will they receive their CalHEERS user ID and password information and how will that information be delivered to them?
- A. CalHEERS user ID and temporary passwords will be sent by e-mail directly to the users beginning the week of September 23.

Question 2

Q. Will clerical workers have to pass the certification exam to receive their user ID and password?

A. No. Clerical Workers only need to successfully complete their program and system training to receive their CalHEERS user ID and password. System training for clerical workers can be either:

- ADM-800c (EX10) – Create and Manage a Consumer Account CBT course

or

- ADM-820i (EX30) – CalHEERS Application, Eligibility, and Enrollment ILT course

Clerical workers CalHEERS user IDs and passwords will be sent by e-mail directly to the users.

Question 3

- Q. When a consumer uses the Covered California Shop and Compare tool at www.coveredca.com and completes the required information, will that information get transmitted to the individual consumer's application?
- A. No. The Covered California Shop and Compare tool is intended to support anonymous shopping, and there is no linkage between it and the consumer's official application.

Question 4

Q. What are the technical, system, and internet browser requirements to support CalHEERS?

A. There are no technical or security requirements. CalHEERS is a web application delivered securely over the internet. To verify that users can reach the Covered California domain, IT staff should confirm that users can access the public <https://apply.coveredca.com> website.

CIT #0056-13 (distributed Monday, September 16) provides a side-by-side comparison of the internet browsers that support CalHEERS, their levels of compatibility, and challenges users faced when using each.

Question 4 (cont.)

Browser Type	Internet Explorer	Firefox	Safari	Google Chrome
Minimum Version	8 or higher	22 or higher	5 or higher	29 or higher
Compatibility Level	Acceptable Compatibility	Good Compatibility	Good Compatibility	Optimal Compatibility
User Experience	<p>Users experienced the following compatibility challenges when using this browser:</p> <ul style="list-style-type: none"> • Text not wrapping properly in notices. • Notices not being sent to the secure mailbox and email count does not increment properly. • Notice format is shifted on the screen. • Upload and download of files not working correctly. • Pages are shifted. • Inconsistency in browser behavior (e.g., functionality that worked once may not work when used a second time). • Cannot resize comment box. <p>Issues appeared to be worse in IE version 10, and it prevented the CalHEERS pages from presenting correctly.</p>	<p>Users experienced the following compatibility challenges when using this browser:</p> <ul style="list-style-type: none"> • Some text truncated in notices. • Data in fields were not wrapping. • When the browser is not viewed in full screen, the top of the page is cut off even when the user scrolls to the top. • Browser compatibility issues in some GetInsured (GI) pages. • When viewing GI pages, a white box appears at bottom of the page. 	<p>Users experienced the following compatibility challenges when using this browser:</p> <ul style="list-style-type: none"> • When the browser is not viewed in full screen, the top of the page is cut off even when the user scrolls to the top. 	<p>Users experienced no compatibility challenges when using this browser. However, because of Chrome's caching features, it is recommended that Administrators disable the caching features so certain information is not stored in cache.</p>

Question 5

Q. Will Covered California share Service Center scripts with the counties?

A. Yes. We will send the following scripts or guiding principles to the Change Agents for:

- A Covered California Service Center Representative transferring a call to a County/Consortia Call Representative (included in program training)
- Speaking with consumers about MAGI Medi-Cal eligibility
- Discussing or pointing consumers to the Voter Registration link
- Discussing APTC and plan selection

Question 6

- Q. Will Covered California provide the counties with marketing material and health plan information, such as brochures, to provide to the consumer?
- A. Covered California has developed marketing materials with a variety of users as targeted audiences. To access the electronic version of materials that can be printed and provided to consumers, go to <http://www.coveredca.com/collateral.html>.

For printable health plans, go to:

http://www.coveredca.com/news/PDFs/CC_Health_Plans_Booklet-rev1-8-6.pdf

For printable children's dental plans, go to:

http://www.coveredca.com/news/PDFs/CC_Childrens_dental_plan_rates.pdf

Question 7

Q. Is it possible to get refresher training on plan selection? Specifically, we need to better understand how to explain to our consumers the metal levels (i.e., bronze, silver, gold) and actuarial levels (i.e., high versus low deductibles).

A. Yes. We will provide:

- An all-county web conference to review general plan selection and recent program-related updates. We will provide a date and time as soon as possible.
- CalHEERS Training Team Open Office Sessions to review how to use CalHEERS to facilitate plan selection.
 - These sessions start the week of September 23 and are held daily, at different times throughout the week, to accommodate Training Coordinators' schedules.
 - Details, including times and call-in information, are being communicated out to the Training Coordinators.

Question 8

Q. If a consumer is not ready to make a plan selection during the call or the office visit, what are the next steps?

A. If the consumer is not ready to make a plan selection during the interview, then:

- If it is an **in-person interview**, the county eligibility worker can provide them with a print out of the plans available to them and any additional information that is available and/or direct them to the pages online that they can review once they create an account and sign in.
- If it is a **phone interview**, the county eligibility worker can either direct them to the pages containing the plan information that they can see after creating and signing into an account or mail them a print-out of the plan information.
- In **either situation**, the county eligibility worker can provide them with either the county phone number or Covered California Service Center phone number so they can call back when they are ready to make a decision.

Question 9

- Q. If a consumer is covered under a Covered California program and comes into a county office, what are the counties' responsibilities? Do the counties perform updates to the consumer's account in CalHEERS?
- A. Taking into consideration the “No Wrong Door” approach, county staff would assist the consumer. For example, county staff can help with plan selection on APTC cases if the consumer requests assistance.

Question 10

- Q. If a consumer is self-employed or has some employees, can the county eligibility workers help him/her apply for health benefits and insurance?
- A. Counties do not have access to the employee or SHOP features within CalHEERS. You may refer these consumers to the SHOP Service Center for assistance (877.453.9198 or <https://apply.coveredca.com>).

Question 11

- Q. What are the time frames that a consumer has to select a health plan and pay the initial premium? If the consumer does not pay the premium on time, what is the consequence?
- A. During the open enrollment period, October 1, 2013 - March 31, 2014:
- Consumers need to choose a plan and pay for it during that period. Payments are due four business days prior to the date that coverage begins.
 - If the consumer does not pay the premium, then they will be disenrolled.
 - If the consumers enrolling during this period are Native Americans or Alaskans, they are exempt from this process and may enroll at any time.

Question 12

- Q. What is the processing timeframe when the county is notified of the need to obtain manual verifications on MAGI Medi-Cal applications?
- A. Processing timeframes for MAGI Medi-Cal have not changed. The county eligibility worker has 45 days to process for regular applications and 90 days for disability applications.

Question 13

- Q. If applying for MAGI Medi-Cal, APTC, or CSR, what happens if the consumer does not agree to have their information validated by the Federal Data Services Hub? Is there a manual process for the consumer to submit verifications?
- A. If the consumer refuses to allow information to be validated through the Federal Data Hub Services, eligibility cannot be determined. The following is a list of items that can be provided with and without Federal Hub verification:

Self-attestation is acceptable for Medi-Cal for:

- Age
- Date of birth
- Family size
- Pregnancy
- SSN if verified through the hub
- Citizenship if verified through the hub

Self-attestation is not allowed for Medi-Cal for:

- Residency
- Income

(continued on next slide)

Question 13 *(cont.)*

Self-attestation is acceptable for APTC for:

- Age
- Date of birth
- Family size
- Household income
- Residency
- Pregnancy
- Any other information needed to determine eligibility

Resources

Resources

If you have a question about using CalHEERS or processes around CalHEERS, you can email AskCalHEERS@calheers.ca.gov.

If you have a question about the Covered California program or training, you can email cewtraining@covered.ca.gov.

Next Session

Next Session

- The next session is scheduled for the week of September 23. The specific date and time will be sent in a subsequent e-mail.

Questions and Closing Comments

