



AB 1296 Stakeholder Meeting

April 9, 2014



Topics for Discussion



- **Current web framing to CoveredCA.com web portal**
- **Updated CalHEERS release schedule**
- **AIM**




www.CoveredCA.com



Current website

The screenshot shows the homepage of the Covered California website. At the top left is the Covered California logo. To its right is a yellow navigation bar with the following links: ABOUT US, COVERAGE, RESOURCES, PROGRAMS & PARTNERS, NEWS CENTER, and LANGUAGES: ENGLISH. Below the navigation bar is a large banner image of a family (a woman, a man, and two children) riding bicycles outdoors. Overlaid on the right side of the banner is a dark grey text box with white text. The text in the box reads: 'Medi-Cal enrollment continues year-round. Covered California open enrollment for 2014 has ended.' followed by 'Open enrollment for the 2015 coverage year will begin this fall' in orange. Below this is a paragraph: 'You may still qualify for Medi-Cal or have a qualifying life event that makes you eligible for coverage through a special-enrollment period. Small businesses can sign up for health insurance plans year-round.' At the bottom of the text box are three yellow buttons: 'Apply Now', 'Account Login', and 'How To Pay'. Below the banner image is a white footer with four icons and their corresponding text: a calculator icon for 'Shop and Compare Tool', a storefront icon for 'Small Businesses', a question mark icon for 'Frequently Asked Questions (FAQs)', and a person icon for 'Find Help Near You'.




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Medi-Cal enrollment continues year-round. Covered California open enrollment for 2014 has ended.

Open enrollment for the 2015 coverage year will begin this fall

You may still qualify for Medi-Cal or have a qualifying life event that makes you eligible for coverage through a special-enrollment period. Small businesses can sign up for health insurance plans year-round.

[Apply Now](#) [Account Login](#) [How To Pay](#)

 Shop and Compare Tool  Small Businesses  Frequently Asked Questions (FAQs)  Find Help Near You



www.CoveredCA.com



Starting 4-16-2014:

Medi-Cal enrollment for 2014 continues year round

Open-Enrollment in Covered California plan has ended

Long-Term website design:

Covered California and DHCS will partner on focus group testing to determine effective website language.

Please provide feedback on website language and focus group testing approach.



CalHEERS Enrollment Screen



- **Long-term Solution**
 - Encourage applications regardless of program eligibility or life circumstances
 - Ask special enrollment period (SEP) questions after program eligibility determination
 - Consult with stakeholders on approach and timing



CalHEERS Enrollment Screen



- **Short-term Solution**

- **Options under consideration by sponsors**

- Revert to pre-April 1 Apply for Benefits page
 - Add new page for SEP questions
 - Add SEP questions within existing architecture

- **Factors to be considered**

- Need to collect required SEP information
 - Impact on Medi-Cal applicants – confusion/chilling effect
 - Timing and technical feasibility



Current Enrollment Screen



Customer Service 1-800-300-1506 (TTY: 1-888-889-4500) | [Online Chat](#) | [Find Help Near You](#) | [Help](#)
 Hello, Kim | [My Profile](#) | [Log Out](#) | [Secure Mailbox\(0\)](#) | [A A A](#) | [Español](#) |

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APPLY FOR BENEFITS 1

Start Here

Having health insurance can give you peace of mind and help make it possible for you to stay healthy. With insurance, you'll know you and your family can get health care when you need it.

Covered California can tell you if you qualify for help paying for your health insurance. You may be eligible for a free or low cost plan, or a new kind of premium assistance that lowers your monthly cost right away.

1. Medi-Cal — California's version of the federal Medicaid program. It is health insurance for low-income California residents who qualify.
2. Select "No" if you want to pay for health insurance on your own. You'll answer fewer questions, but you won't get help paying for health insurance.

Would you like to see if you can get help paying for your health insurance? * ? Yes No

What is the "life event" causing you to re-apply? * ?

When did this life event occur? * ?

How many members are in the household? *

How did you hear about Covered California?

What you need to know when you apply:

- Contact information
- Information about household members ?
- Current income information, if you are applying for help paying for health insurance
- Latest tax information, if you are applying for help paying for health insurance

Back
Continue



Short-term Enrollment Screen Option



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START

Overview

Apply for Benefits

Consent For Verification

APPLY FOR BENEFITS 1

Starting Questions

Apply now to see if you qualify for health insurance.

If you want to see if you qualify for free or low cost plans, select "yes" on Question #1 to see if you can get help paying for your health insurance. You'll answer questions about your income to see what help you qualify for, which could include Medi-Cal, which is open year-round. If you just want coverage without financial help, select "no."

Even if you are not eligible for Medi-Cal, you still may still be able get financial help if you have certain qualifying life events such as getting married, having a child or losing other health coverage.

To see what options are available to you, on Question #2, tell us if you've recently had a qualifying life event and tell us when this occurred. If none of these apply, don't worry, you still may be eligible for Medi-Cal based on your income. Just select "None of the above" and enter today's date in Question #3.

1. Do you want to see if you qualify for free or low cost plans? * ? Yes No

2. Do any of the following "qualifying life events" apply to you? * ? 1 2

3. Enter today's date or the date of your "qualifying life event" if there was one * ? 3 4

4. How many members are in the household? *

5. How did you hear about the Exchange?

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Save & Exit

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CalHEERS Updated Release Plan

Subject to Revision

March – May 2014

Theme: Medi-Cal and eHIT Improvements, Special Enrollment, Medi-Cal pre-ACA Renewals and Redeterminations

Completed Work:

- Medi-Cal Effective Dating/Discontinuances/Notices
- Medi-Cal Pre-ACA Conversion Renewals - Report A Change Reporting - Add a person to Pre-ACA Medi-Cal or Non-MAGI case
- Federal Poverty Level – Table Update
- eHIT Defect Resolution

Pending Work:

- eHIT Defect Resolution (ongoing)
- Changes to Special Enrollment
- MAGI Medi-Cal Negative Action
- MEDS Transactions Defect Resolution
- Federal Poverty Level/COLA Processing
- Remote Identity Proofing
- Residency Verification (MEDS & Franchise Tax Board)
- MAGI-Based Medi-Cal Aid Code Hierarchy (Former Foster Care)
- Eliminate Deprivation
- Changes for Processing Lump Sum Income

CalHEERS Updated Release Plan

Subject to Revision

June 2014

Theme: Medi-Cal and eHIT Improvements

- Include Unborn Child in Family Household for MAGI determinations
- Additional Lump Sum Income updates
- eHIT Schema Changes
- Updates for Verify Lawful Presence
- PRUCOL
- Add Servicing County if different from county of residence
- Continuous Eligibility for Children (CEC)
- Continuous Eligibility for Pregnant Women
- Enhancements for Reporting Changes for QHP enrollments
- IRS Reporting for APTC Consumers

CalHEERS Updated Release Plan

Subject to Revision

Summer

Theme: Updates to Single Streamlined Application

- Updates for CMS Requirements
- Updates to align paper and on-line application
- Updates based on advocate feedback
- Updates based on consumer / usability feedback
- Medi-cal Plan Selection

Theme: MAGI Medi-Cal and QHP Renewals

- Updates and changes required for first year renewals of MAGI and QHP Renewals

Other Items

- Integrate AIM and CHIM Programs
- Updates for Financial Management
- Full implementation of Voter Registration Requirements

CalHEERS Updated Release Plan

Subject to Revision

Fall

Theme: Second Year Open Enrollment for QHP

- Updates and changes required for second Exchange Open Enrollment

Theme: Carrier and Enrollment Improvements

- On-line payments for QHP enrollments
- Enhancements for Plan-based enrollers
- Enhancements for Issuers on-line
- Enrollment transaction enhancements



AIM Update