

Washington Healthplanfinder – September 2019 System Release

System Release Outage

Washington Healthplanfinder will go down on Wednesday, September 18 at 10 p.m. PST and is scheduled to go live Thursday, September 19 at 8 a.m. PST.

Correspondence Updates

The following letters have been updated:

- Washington Apple Health Termination (EE011): Reconsideration text has been changed from “by the due date”, to “by the end date.”
- Washington Apple Health Information Request (EE005): Appeal rights have been removed.
- Enrollment Deadline for Coverage (EE002): Individual names, customer coverage end dates, and plan selection dates have been added.
- Coverage Termination (EE012): Updated language on Voluntary disenrollment, QHP disenrollment and plan name has been added.
- Plan Selection Confirmed (EE019): New premium amount displays when change made, health and dental plan name displayed, and tax credit eligibility displayed.

26 year olds and Qualified Health Plans

Effective September 19th, 2019, 26-year old's will remain enrolled in their qualified health plan through their parents' application through the end of the plan year.

- If a change is reported on their application, the 26-year-old is disenrolled from their plan and messaging in the application and eligibility results letters occurs. To remain enrolled, they have two options:
 - 26-year-old can complete their own application, or
 - Contact *Washington Healthplanfinder* customer support for assistance and request to keep their plan through the end of the plan year.

Broker and Navigator Reports

Brokers and Navigators now have a Report Tab that allows them to create reports for the following report types:

- Age 19: Individuals who are within 90 days of their birthdate (either past or upcoming).
- Age 26: Individuals who are within 90 days of their birthdate (either past or upcoming).
- CEV: Individuals seeking coverage and determined Conditionally Eligible.
- SEP: Individuals in a Special Enrollment Period (SEP).
- Book of Business: List of all currently enrolled clients.

Generated reports cannot be exported or printed and a disclaimer for the use of the reports will appear.





Open Enrollment system enhancements

- The system will provide current and next year eligibility when an individual uses Report a Change during 11/16 – 12/30 on an application for Qualified Health Plan without tax credits. Please note, this functionality already exists for the free-and-low cost individuals.
- The Shop Plans button will exist for individuals who have not selected a health plan between the dates of 11/1/2019 – 12/30/2019.
- If an individual wants to change their already selected plan between 12/16 – 12/30, they must call the customer support center for assistance. A Special Enrollment Period may open to allow for plan selection on their application during Open Enrollment.
- Pediatric dental plans are not viewable in anonymous browsing. Individuals must log into, or create an account to view all available dental plans.
- A link to archived payments will be available on the Payment Tab for individuals who enrolled and made payments prior to September 2015.

Plan Preview

Beginning mid-October, individuals will be able to preview qualified health and dental plans for the upcoming plan year. A “Remind Me” button will allow individuals to enter their email address for an email reminder for when Open Enrollment begins.

