



Washington Health Benefit Exchange

Tribal Assister Touch Base Call

January 16, 2018



Introductions

- Deb Sosa, Tribal Liaison, HBE
- Vicki Lowe, Executive Director - AIHC
- Monica Chambers, Senior Administrative Assistant, HBE



Tribal Assister Call

January 16, 2018

Agenda

- 10:00 Welcome and Roll Call
- 10:05 GOP Tax Bill & Individual Mandate
- 10:10 Conditional Eligibility Verification
- 10:20 CHIP Plan
- 10:30 Insurers' Fair and Roundtable and Tribal Assisters' Workshop
- 10:35 Training Opportunities
- 10:45 Certifying a New Tribal Assister
- 10:50 Open Discussion
- 11:00 Adjourn





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GOP Tax Bill & Individual Mandate

Deb Sosa

Tax Bill – What does this mean?

- For 2018, individuals who can afford health insurance, but choose not to enroll for coverage will be **required to pay a penalty**, unless they qualify for an exemption AND request it.
- Financial help, for those who qualify, to help lower the cost of health coverage through Washington Healthplanfinder **REMAINS IN PLACE**
- The tax bill removes the penalty placed on individuals who choose not to purchase health insurance coverage starting in 2019.

Coverage Year	Penalty Applies
2017 – filing taxes in 2018	YES
2018 – filing taxes in 2019	YES
2019 – filing taxes in 2020	NO





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Conditional Eligibility Verification

Deb Sosa

Updated Conditional Eligibility Training Deck

- Need help figuring out what documents are accepted for conditional eligibility categories? Please save this helpful guide to your desktop.
- Taxes and the *Washington Healthplanfinder* Training Deck ;
 - https://wahbexchange.sharepoint.com/operations/Training_Business_Process/SitePages/Training%20Materials.aspx
 - Reconciliation and Tax Filing Process
 - Individual Mandate Exemptions
 - Tax Credit Scenarios

REMINDER; to Access Partner Login page;

Login is Client

Password Cl1#nt!





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CHIP Plan

Vicki Lowe

Insurers' Fair and Roundtable and Tribal Assisters' Workshop

- April 25-26 2018
- Emerald Queen
- **Registration:**
<https://americanindianhealthcommission.wufoo.com/forms/r151cam41tlr4fw/>





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Training Opportunities

Deb Sosa

Training Opportunities

- See updated **Customer Support Cross Program/Agency Guide**
https://hpfed.wahbexchange.org/SiteCollectionImages/Cross%20Agency%20Desk%20Aid%202017_7_27.pdf
- Please join us bi-weekly to discuss hot enrollment topics!
 - Jan 11, 2017 12:15pm—12:45pm
 - Feb 8, 2017 12:15pm—12:45pm
- Lunchtime Support for Navigators and Brokers. This is an opportunity to discuss questions and ideas about the *Washington Healthplanfinder* system and program policies.
 - Jan 2, 2017 12:15pm—12:45pm
 - Jan 16, 2017 12:15pm—12:45pm
 - Jan 23, 2017 12:15pm—12:45pm





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Certifying a New Tribal Assister

Deb Sosa

Certification Process for New Tribal Assisiters

- See word document.





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Upcoming Agenda

Agenda Items for Feb 2018 Tribal Assister Call

- Any new agenda topic requests?
- Please feel free to invite staff that might find this information useful





Reminders

Unsearchable Navigators/Tribal Assisters

- Navigators and **Tribal Assisters** **can** choose to be unsearchable to customers. This means customers (and account workers) cannot find them via the **Find a Navigator** functionality on *Washington Healthplanfinder* corporate page.
- Account workers (**HBE staff, Tribal Assisters and Navigators**) can search for unsearchable privileged users.
 - Need to find them through **User Search** after logging into the *Washington Healthplanfinder* user account. Select **Navigator** role and then search by user full name and/or email address used for their privileged user account



Navigator / Tribal Assister Access Assistance

Need assistance with topics below, please
email:navigator.lms@wahbexchange.org

- Account Lockouts
- Self-Service Unlock and Password Reset
- Manual Password Reset
- Issues receiving Authorization Codes
- Email Address Updates
- Partnership Issues
- Account Creation/Disable



Important 1095A

- Do not Re-print 1/16 – 1/19 Do not select reprint for any year 1095A from a customer's dashboard, between Tuesday, January 16th – Friday, January 19th
- Reprints of 1095A's can resume Saturday, January 20th
- All 1095's for 2017 will be visible on the customers dashboard for printing January 20th and will be sent to customers starting January 20th according to the customers notification preference



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