



# Washington Health Benefit Exchange

One-Time Income Discrepancy

# Issue

There is a defect with income calculation, ONLY when a household claims One-Time Lump Sum Income.

The Eligibility Service is not correctly calculating the income correctly for HIPTC/QHP households.

This causes individuals who should be otherwise eligible for the tax credit to be denied for being over income.

The Eligibility Service is factoring One-Time income as monthly income

I.e., Individual reports One-time income as 12,000.00

The Eligibility Service calculates income as 12,000.00 Monthly income; causing the individual to be ineligible for free or low cost programs.

The Eligibility Service should have taken the  $12,000.00 / 12 = \underline{\$1,000.00 \text{ Monthly Income}}$ .

Please Note:

This defect does not impact WAH determinations.



# Issue contd.

There is an additional defect that has been logged with HPF regarding the display of the household's income.

HPF will need to update how one-time income is displayed. HPF should be converting this to monthly income before displaying, which it is currently not.

Please Note:

The Exchange does not do any conversion of income prior to sending over to the ES for the purposes of determining eligibility.

Once the ES is able to correct the issue, it will be a display issue only until the Exchange can prioritize to have the display error resolved.



# Background Information

The Exchange will collect self-attested and FTI data and send to the Eligibility Service. The Eligibility Service will receive the income and a frequency for the income. The Eligibility Service will then calculate the income to a MONTHLY income amount.

The following are the various types of frequency values the Exchange collects and sends to the ES.

<input type="checkbox"/> Annually	<input type="checkbox"/> Monthly
<input type="checkbox"/> One Time	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Semi Annually	<input type="checkbox"/> Weekly
<input type="checkbox"/> Bi-Weekly	

The ES will convert to monthly values, with the following calculations:

<input type="checkbox"/> Annually	(Divide by 12)
<input type="checkbox"/> Quarterly	(Divide by 3)
<input type="checkbox"/> Semi-Annually	(Divide by 6)
<input type="checkbox"/> Weekly	(Multiply by 4.3)
<input type="checkbox"/> Bi-Weekly	(Multiply by 2.15)
<input type="checkbox"/> One Time	(Divide by 12)-only for HIPTC/CSR programs

Important Note: Any INCOME types with a frequency of one-time (OT) shall only be counted toward the individual's Medicaid/AEM/CHIP eligibility ONLY when the date received is within the current calendar month.



# Resolution

Because there are many variables with this defect. The resolution for this issue is to submit a Zen desk when the following occurs:

- Household is reporting One-Time Lump Sum income and is found eligible for HIPTC or QHP
  - Except, if the individual is found eligible for WAH, there is not reason to submit this as income calculations are functioning as per design for WAH determination.

Include the following in the Zen desk information (exactly as it appears below):

- Subject Line: One-Time Lump Sum Income Miscalculation
- Details: What program the individual was denied for (QHP/HIPTC) and any additional information as to what else could be going on with application.

Error Type	Error Description	Zen Desk Problem Ticket	ETA on Resolution
One-time income miscalculation	One-time lump sum income is not correctly converted to monthly income for HIPTC households	#40041	N.A.