Coming October 1, 2013:

Health-e-Arizona Plus and Integration with the Federally Facilitated Marketplace
ACA Requirements for States

Medicaid changes 1/1/14

- Technology changes
- Eligibility determination methods

Provide access to the Federally Facilitated Marketplace 10/01/13
A CA Technical Requirements

Provide *Online access* for individuals to:
- Apply and renew eligibility
- Manage eligibility information

Use *Electronic matching* for verification
- Citizenship and immigration, SSN, and Employment
- Other eligibility factors

Simplify *verification and submission* of documents
- Digitization of documents
- System verification
Between Arizona and the Federally Facilitated Marketplace, Consumers Have a Wide Range of Program Options

<table>
<thead>
<tr>
<th>Full Range of AHCCCS Benefits</th>
<th>Other Federal and Local Programs</th>
<th>Exchange Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>• AHCCCS Health Insurance (Medicaid)</td>
<td>• Nutrition Assistance (SNAP or Food Stamps)</td>
<td>• Premium Tax Credit Program</td>
</tr>
<tr>
<td>• ALTCS</td>
<td>• Temporary Assistance for Needy Families (TANF)</td>
<td>• Cost Sharing Reduction Program</td>
</tr>
<tr>
<td>• Freedom to Work (FTW)</td>
<td>• Clinic-based Sliding Fee Scale programs (SFS)</td>
<td>• Private Insurance, No Subsidy</td>
</tr>
<tr>
<td>• Breast and Cervical Cancer Treatment Program (BCCTP)</td>
<td>• County-based Community Assistance Programs (CAP)</td>
<td>• Small Business Health Opportunities Program (SHOP) for employers of 50 employees or less</td>
</tr>
<tr>
<td>• Medicare Savings Programs (MSP)</td>
<td></td>
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</tr>
</tbody>
</table>
Arizona is Getting Ready
New Application and Eligibility System

AHCCCS’

ACE

DES’

AZTECS

Health

e

Arizona

Health–e–Arizona Plus
Apply for All Insurance Affordability Programs, plus More

- AHCCCS, KidsCare, Medicare Savings Programs & ALTCS
- Advanced Premium Tax Credits & Cost Sharing Reductions
- Nutrition Assistance, Cash Assistance and Community Discount Programs

Robust online help tools

- Learn More
- FAQs
- Video

More electronic communication tools

- E-mail
- Text Messaging
- Interactive Voice Response (IVR) Integration
Increased Electronic Data Exchange

Integration with Federal Hub

Building a State Hub

Electronic application transfer

Goal = Real-time online eligibility
<table>
<thead>
<tr>
<th>Eligibility Processing</th>
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</thead>
<tbody>
<tr>
<td>• Choose programs to apply for in the beginning of the application</td>
</tr>
<tr>
<td>• New application questions</td>
</tr>
<tr>
<td>• New verification priority:</td>
</tr>
<tr>
<td>• 1\textsuperscript{st} – Electronic</td>
</tr>
<tr>
<td>• 2\textsuperscript{nd} – Attestation</td>
</tr>
<tr>
<td>• 3\textsuperscript{rd} – Documents</td>
</tr>
<tr>
<td>• Real-time eligibility, if possible</td>
</tr>
<tr>
<td>• Link to Federally Facilitated Marketplace for Advanced Premium Tax Credit and Cost Sharing Reduction eligibility</td>
</tr>
<tr>
<td>• Streamlined renewal process</td>
</tr>
</tbody>
</table>
# Health–e–Arizona Plus

<table>
<thead>
<tr>
<th>New Electronic Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Screening tools to help applicants know whether to apply through HEAplus or the FFM</td>
</tr>
<tr>
<td>• Real–time verification:</td>
</tr>
<tr>
<td>• SSN</td>
</tr>
<tr>
<td>• US citizenship</td>
</tr>
<tr>
<td>• Immigration status</td>
</tr>
<tr>
<td>• Income</td>
</tr>
<tr>
<td>• Voice signatures</td>
</tr>
<tr>
<td>• Online real–time notices</td>
</tr>
<tr>
<td>• Text messages</td>
</tr>
<tr>
<td>• E–mail</td>
</tr>
</tbody>
</table>
# Changes in the Application Process

<table>
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<tr>
<th>Customer Support</th>
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</thead>
<tbody>
<tr>
<td>• Public access to computers in state offices</td>
</tr>
<tr>
<td>• Phone operators</td>
</tr>
<tr>
<td>• Interactive Voice Response (IVR)</td>
</tr>
<tr>
<td>• Application Assistors throughout Arizona</td>
</tr>
<tr>
<td>• Customer can manage applications, renewals, changes, enrollment and more in Health-e-Arizona Plus</td>
</tr>
</tbody>
</table>
Application Options
Consumers Have a Wider Range of Program Options

SNAP = Supplemental Nutrition Assistance Program (Nutrition Assistance)
TANF = Temporary Assistance for Needy Families (Cash Assistance)
Clinic SFS = Clinic-based Sliding Fee Scale programs
County CAP = County-based Community Assistance Programs (CAP)(Pima and Santa Cruz Counties)
PTC = Premium Tax Credit Program
CSR = Cost Sharing Reduction Program
SHOP = Small Business Health Opportunities Program
Many Programs are Accessed Through Health-e-Arizona Plus

Health-e-Arizona Plus

SNAP  TANF  Clinic SFS  County CAP  AHCCCS & KidsCare  PTC  CSR  FFM

Apply for

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FFM =府府府府

Start Here

Apply for

Referral to FFM
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Start Here
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Referral to FFM
Link to FFM

Private Insurance (No Subsidy)
SHOP
Applications started at the FFM

Health-e-Arizona Plus

FFM

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Health-e-Arizona Plus

SNAP  TANF  Clinic SFS  County CAP

FFM

AHCCCS & KidsCare  PTC  CSR  Private Insurance (No Subsidy)  SHOP

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FFM

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Integration with FFM

Arizona

Federally Facilitated Marketplace
Exchange of Data between HEAplus and FFM

Application data will be transferred electronically.

Arizona intends to transfer data to the FFM in real time.

The FFM process is still in development.
Health-e-Arizona Plus Includes

Self Service  Consumer Assistance  Screening  Applications  Automated Renewals  Change Reporting  On-line Verification  On-line Notices  Community Assistors
Arizona Wants to Avoid Consumer Confusion

- HEAplus
- Federally Facilitated Marketplace

Questions mark for overlap.
## Arizona’s Plan to Avoid Consumer Confusion

The following features and capabilities will be offered in association with Health-e-Arizona Plus:

- Community-Based Assistor Training and Support
- Consumer Supports such as:
  - Interactive Voice Response (IVR)
  - Call Center
  - Frequently Asked Questions
  - Help Text
  - Learn More information links
- A system that generally will feel familiar to applicants and those who assist them as it is based on Health-e-Arizona
Upcoming Milestones

09/01/13
Consumer Support Line

10/01/13
Health-e-Arizona Plus goes live
QHP open enrollment begins

01/01/14
Medicaid changes are effective
QHP enrollment is effective