

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

ACA 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

Full Range of AHCCCS Benefits

- AHCCCS Health Insurance (Medicaid)
- ALTCS
- Freedom to Work (FTW)
- Breast and Cervical Cancer Treatment Program (BCCTP)
- Medicare Savings Programs (MSP)

Other Federal and Local Programs

- Nutrition Assistance (SNAP or Food Stamps)
- Temporary Assistance for Needy Families (TANF)
- Clinic-based Sliding Fee Scale programs (SFS)
- County-based Community Assistance Programs (CAP)

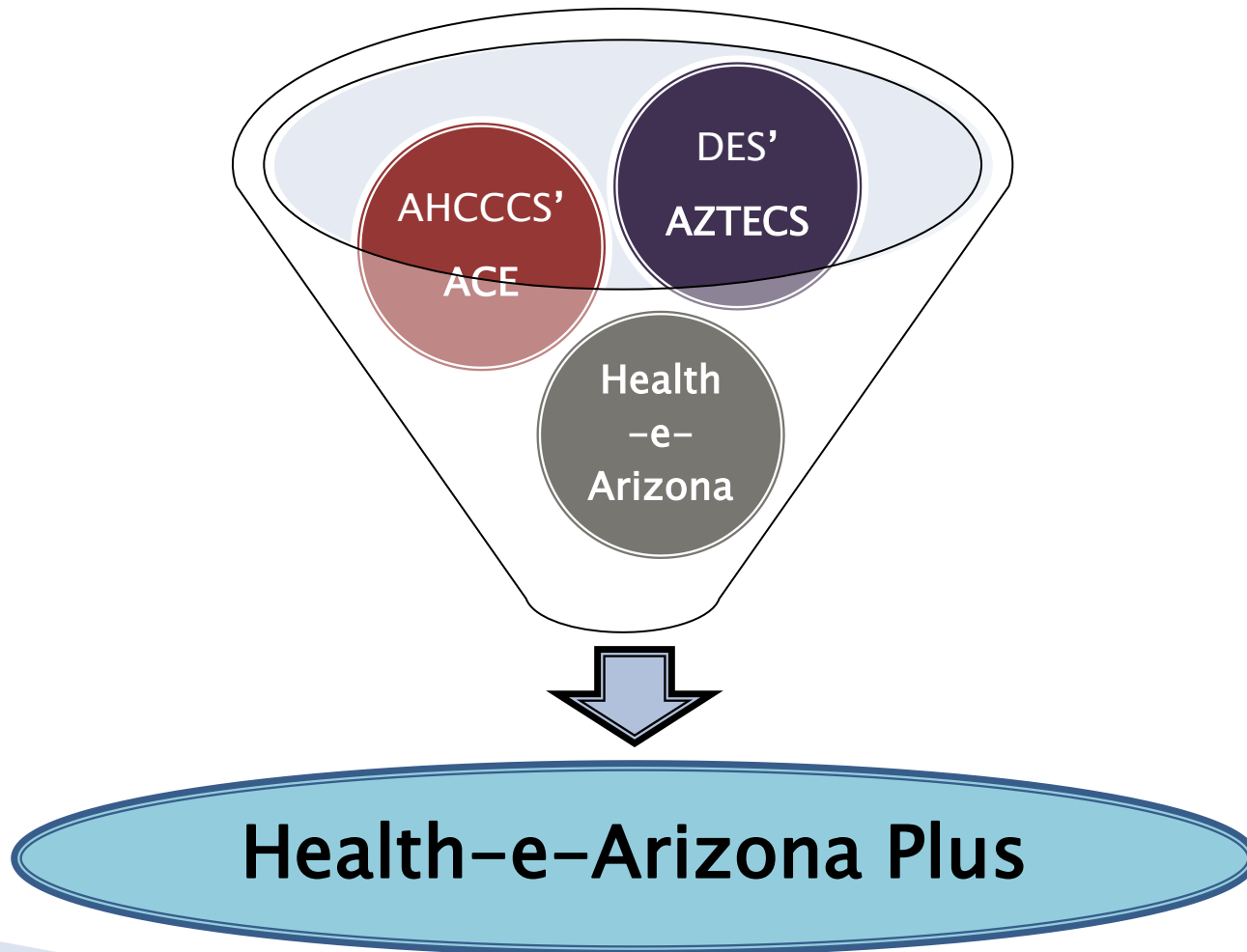
Exchange Programs

- Premium Tax Credit Program
- Cost Sharing Reduction Program
- Private Insurance, No Subsidy
- Small Business Health Opportunities Program (SHOP) for employers of 50 employees or less



Arizona is Getting Ready >>

New Application and Eligibility System



Health-e-Arizona Plus Features

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

Health-e-Arizona Plus

Eligibility Processing

- Choose programs to apply for in the beginning of the application
- New application questions
- New verification priority:
 - 1st – Electronic
 - 2nd – Attestation
 - 3rd – Documents
- Real-time eligibility, if possible
- Link to Federally Facilitated Marketplace for Advanced Premium Tax Credit and Cost Sharing Reduction eligibility
- Streamlined renewal process

Health-e-Arizona Plus

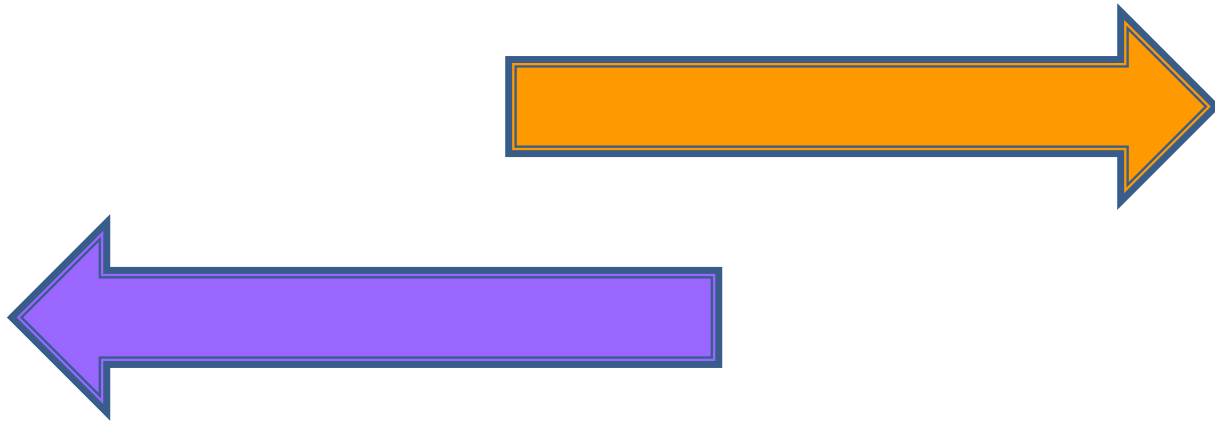
New Electronic Features

- Screening tools to help applicants know whether to apply through HEAplus or the FFM
- Real-time verification:
 - SSN
 - US citizenship
 - Immigration status
 - Income
- Voice signatures
- Online real-time notices
- Text messages
- E-mail

Changes in the Application Process

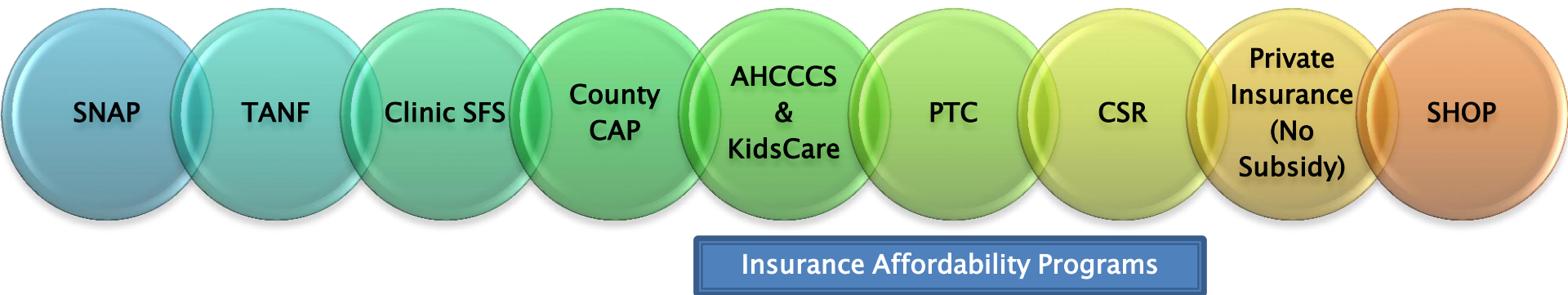
Customer Support

- Public access to computers in state offices
- Phone operators
- Interactive Voice Response (IVR)
- Application Assistors throughout Arizona
- Customer can manage applications, renewals, changes, enrollment and more in Health-e-Arizona Plus



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

Start Here

Health-e-Arizona Plus

FFM

SNAP

TANF

Clinic SFS

County CAP

AHCCCS & KidsCare

PTC

CSR

Private Insurance (No Subsidy)

SHOP

Apply for

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Link to FFM

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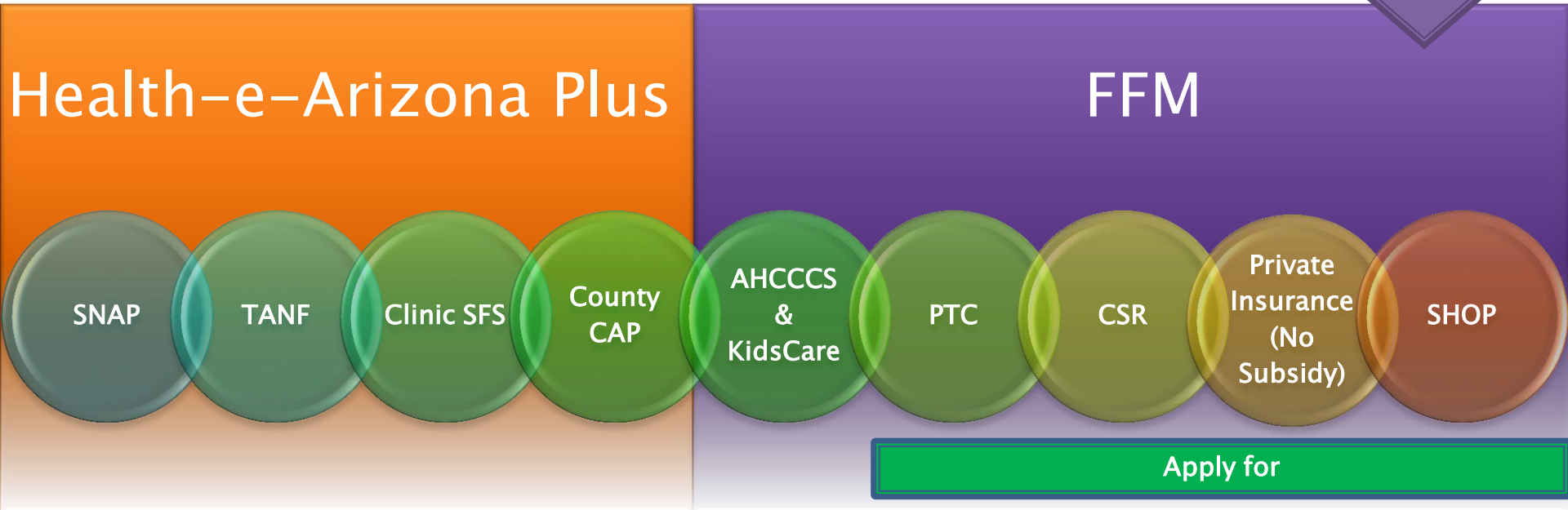
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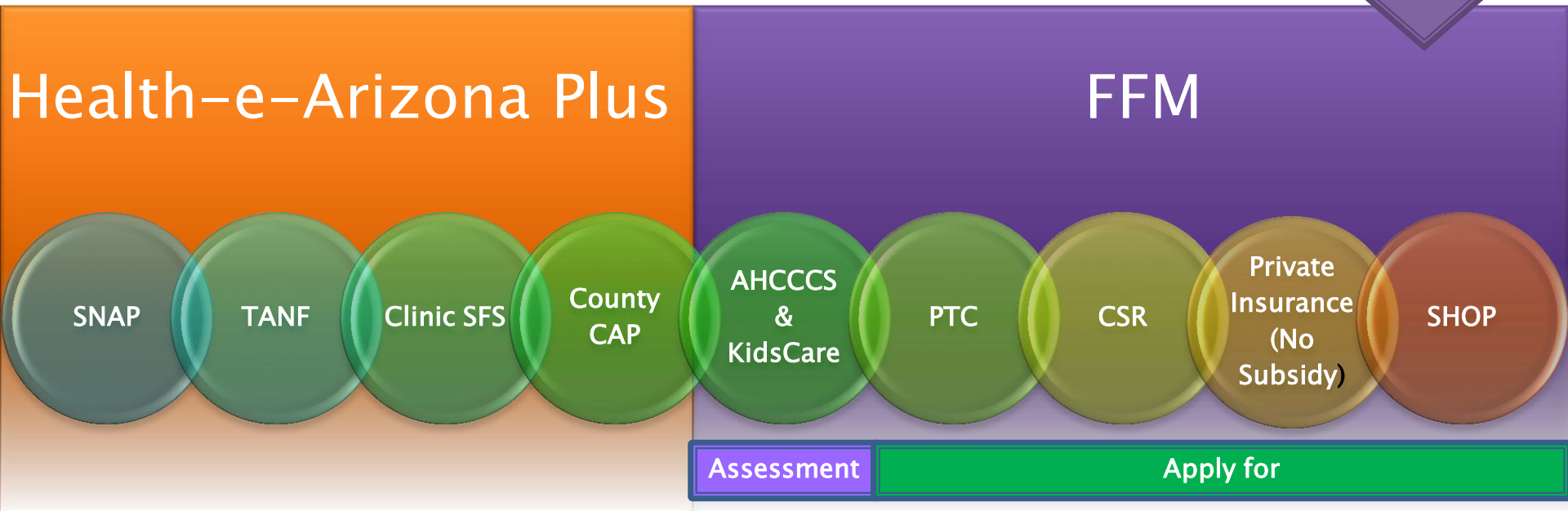
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Applications started at the FFM



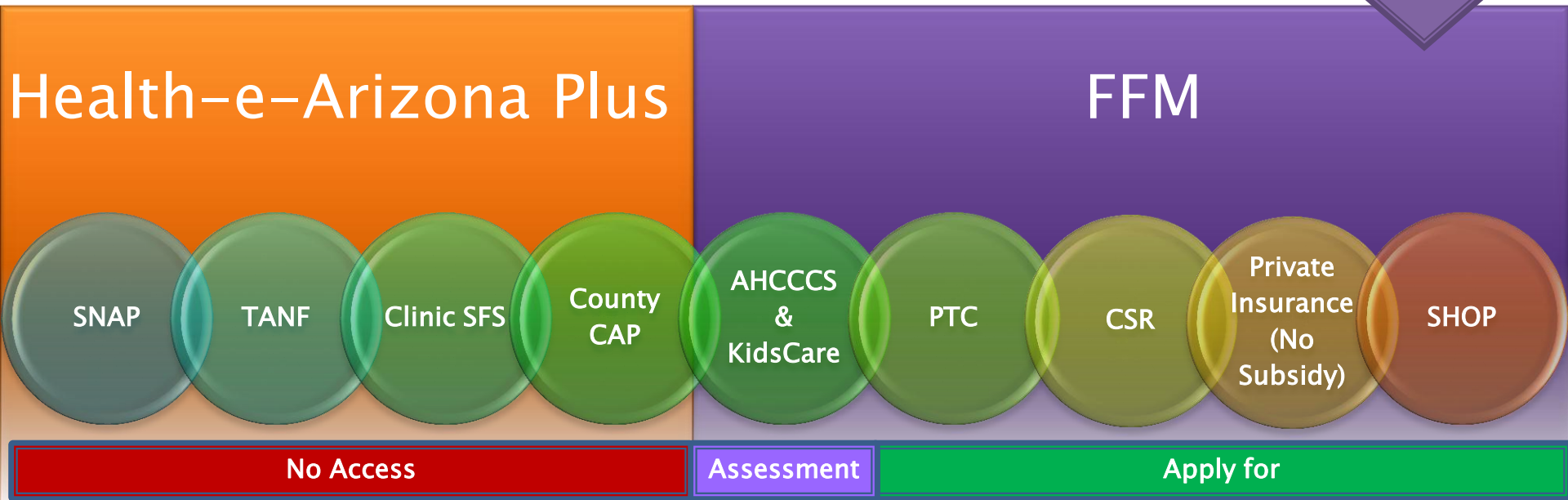
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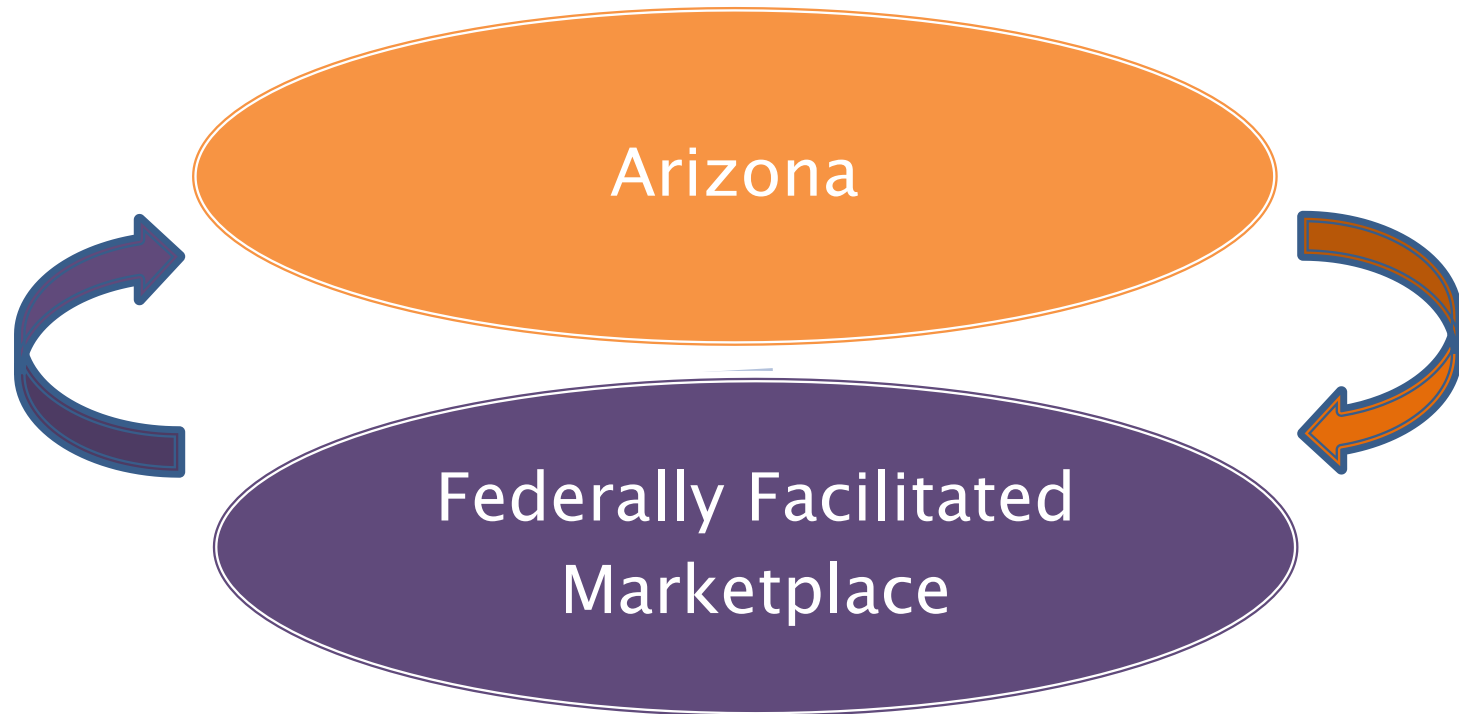
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Integration with FFM



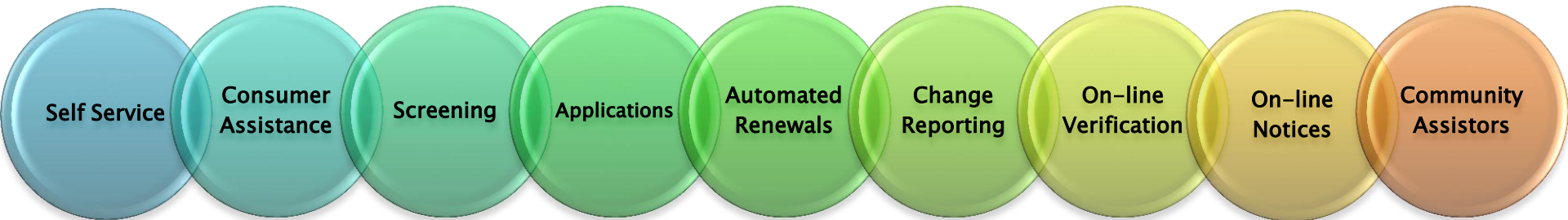
Exchange of Data between HEAplus and FFM

Application data will be transferred electronically.

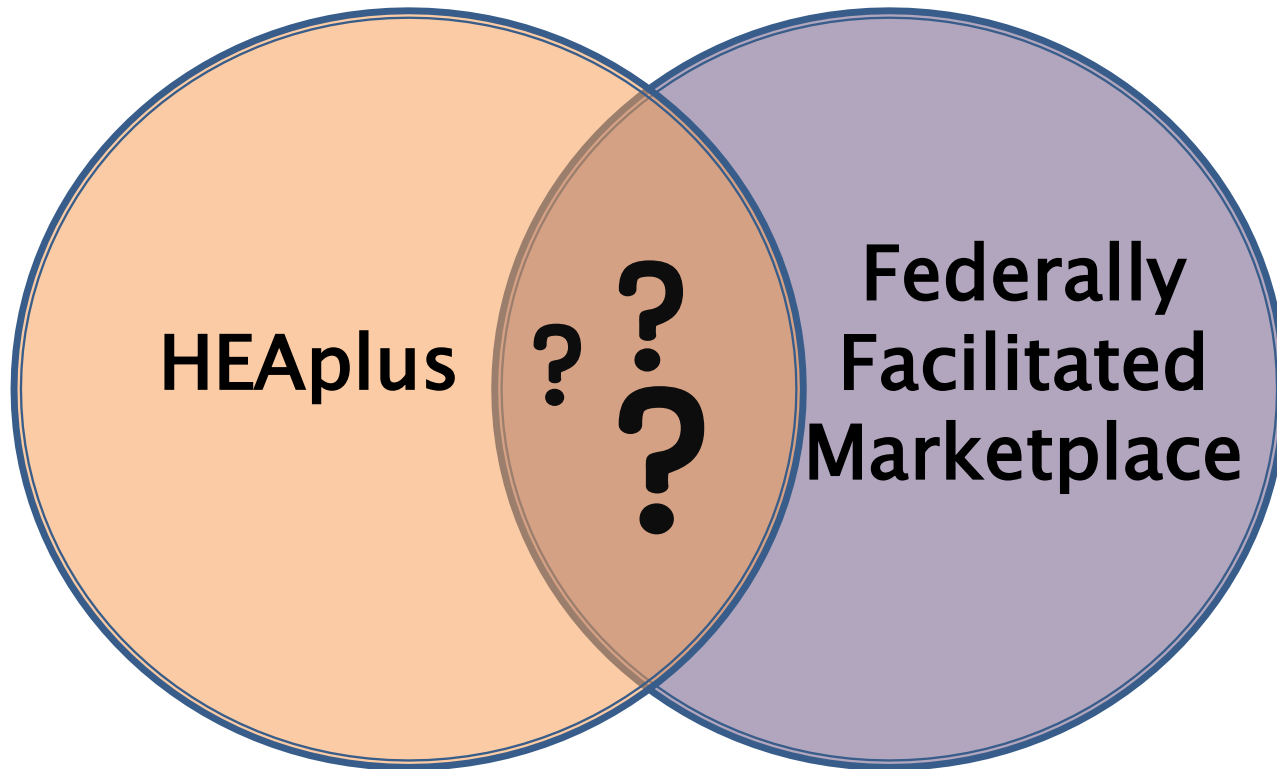
Arizona intends to transfer data to the FFM in real time.

The FFM process is still in development.

Health-e-Arizona Plus Includes



Arizona Wants to Avoid Consumer Confusion



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

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

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

