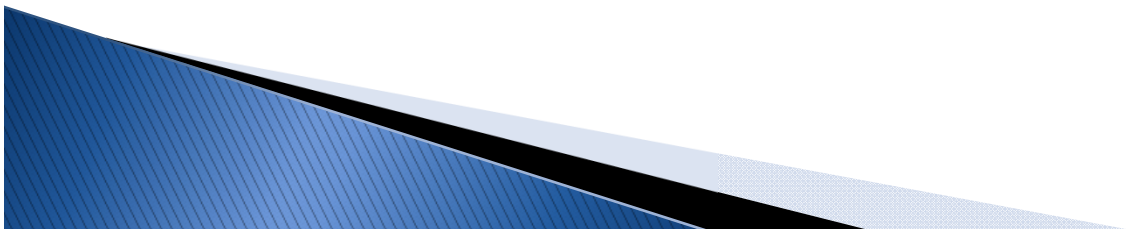
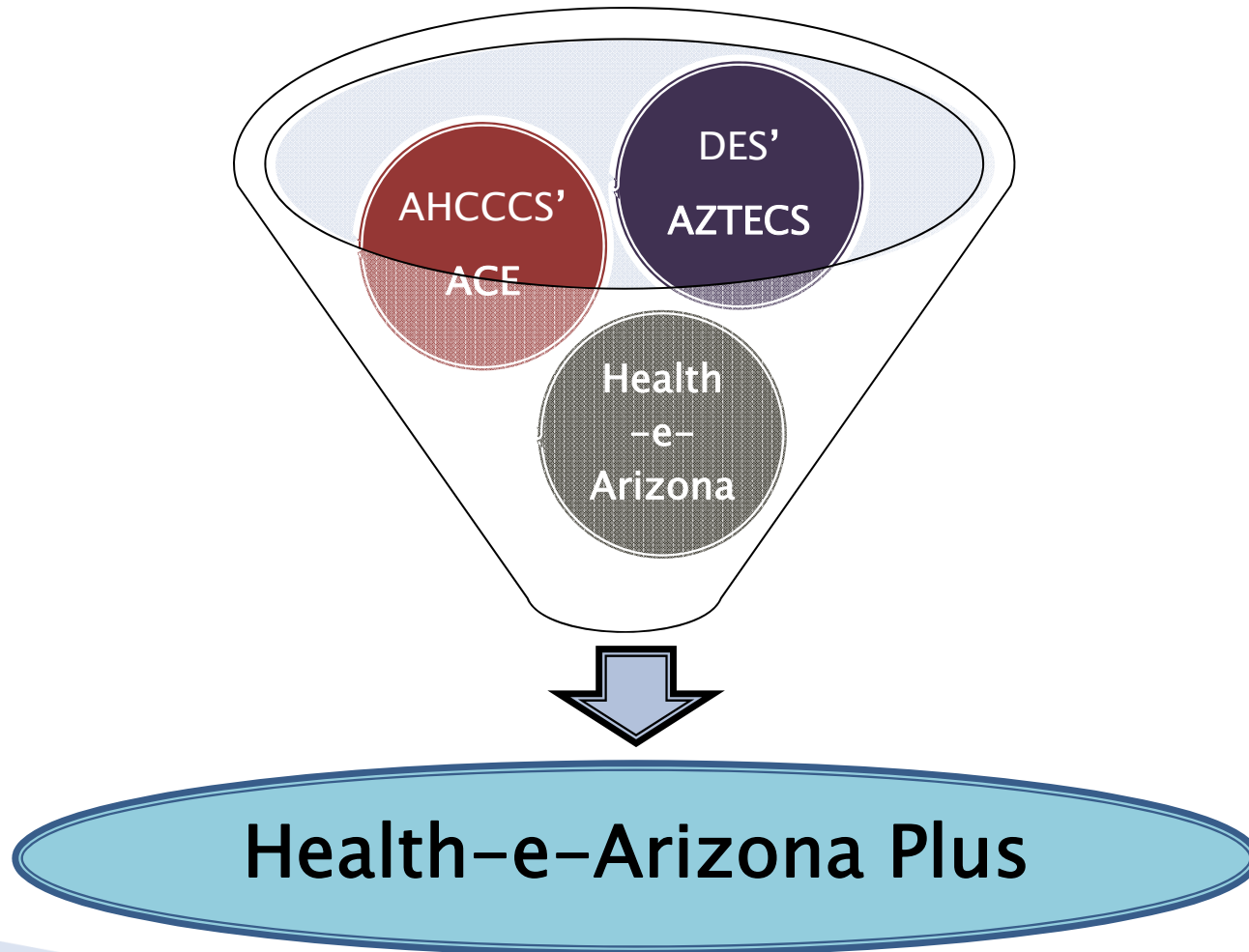




Arizona is Getting Ready >>>
for Health-e-Arizona Plus



New Application and Eligibility System



Increased Electronic Data Exchange

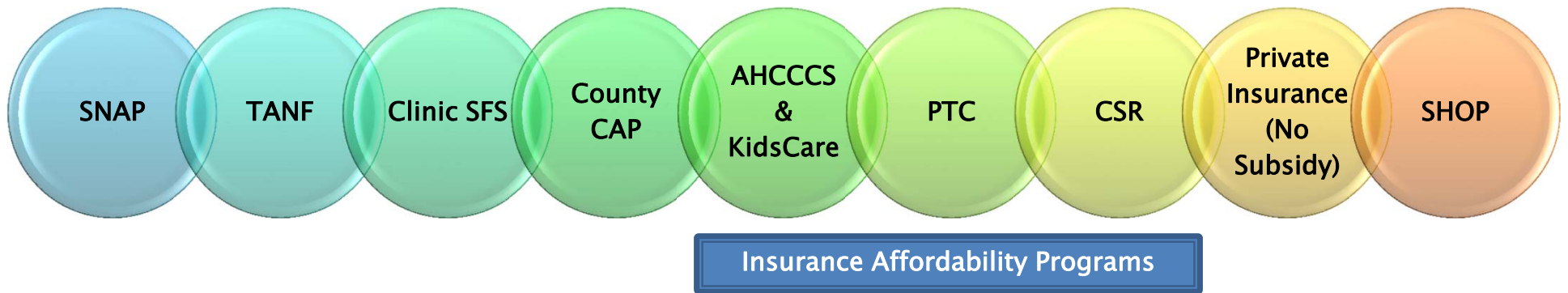
Integration with Federal Hub

Building a State Hub

Electronic application transfer

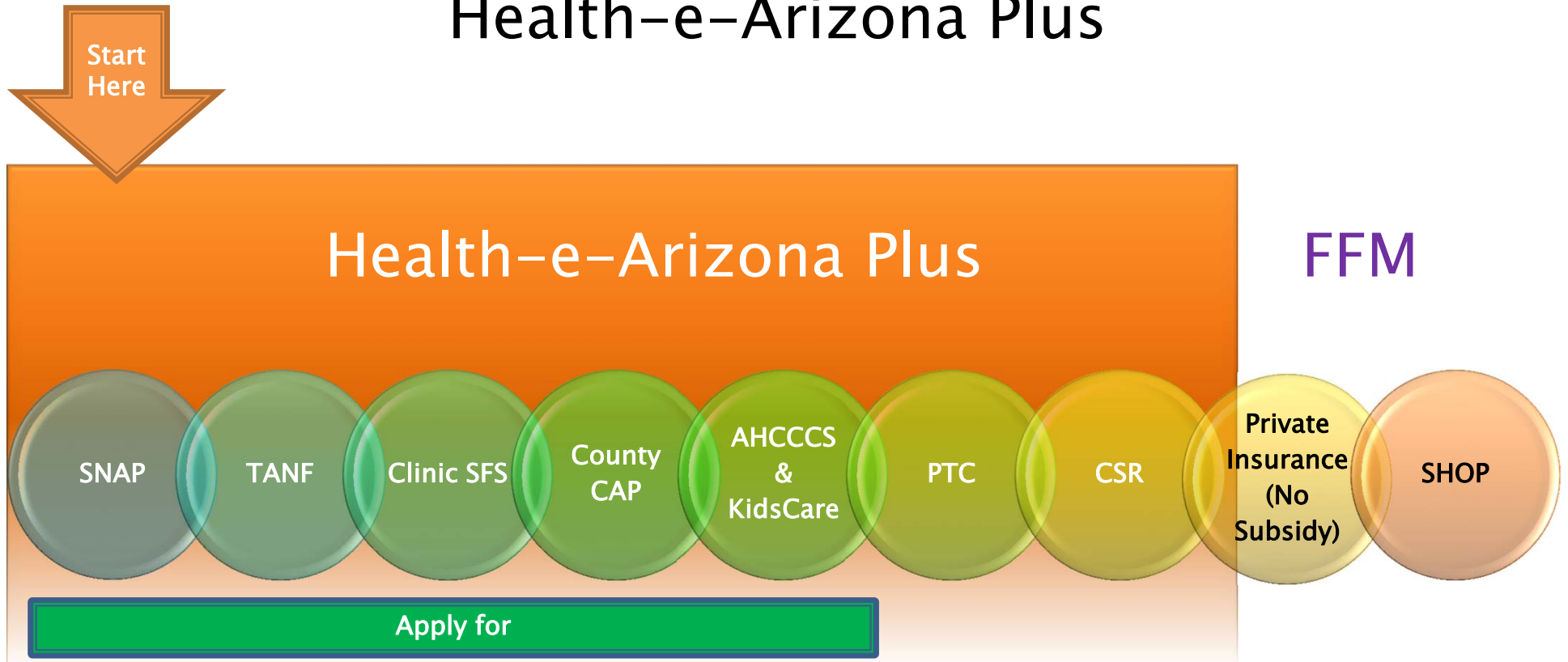
Goal = Real-time online eligibility

Consumers Have a Wider Range of Program Options



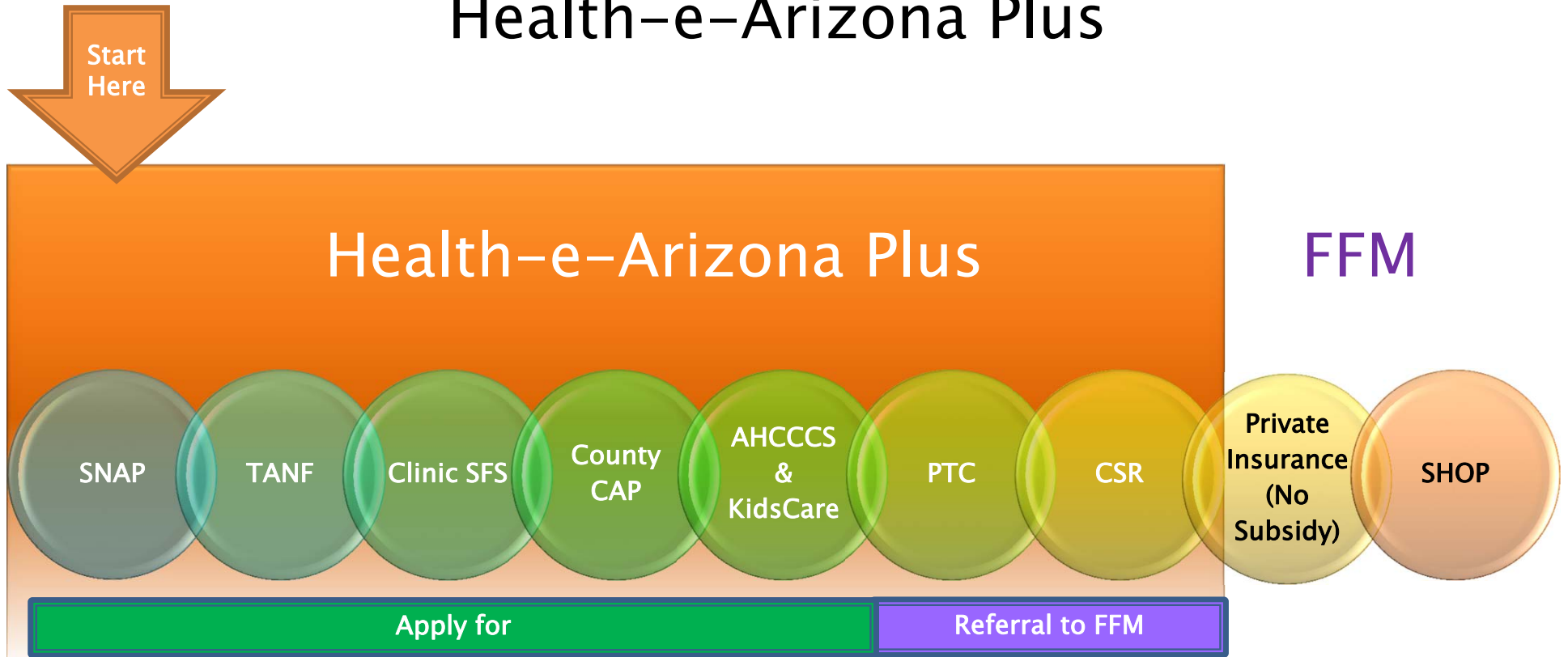
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TANF = Temporary Assistance for Needy Families (Cash Assistance)
Clinic SFS = Clinic-based Sliding Fee Scale programs
County CAP = County-based Community Assistance Programs (CAP)(Pima and Santa Cruz Counties)
PTC = Premium Tax Credit Program
CSR=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

Many Programs are Accessed Through Health-e-Arizona Plus



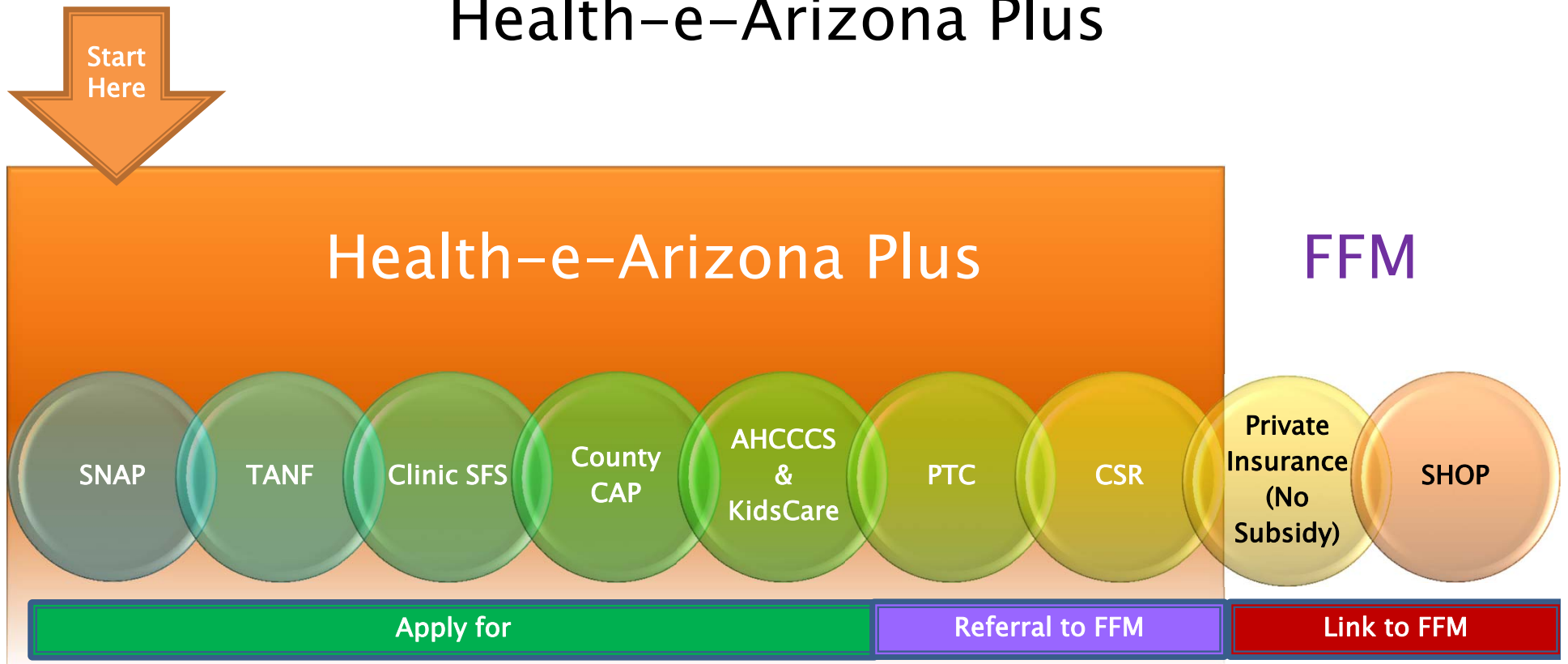
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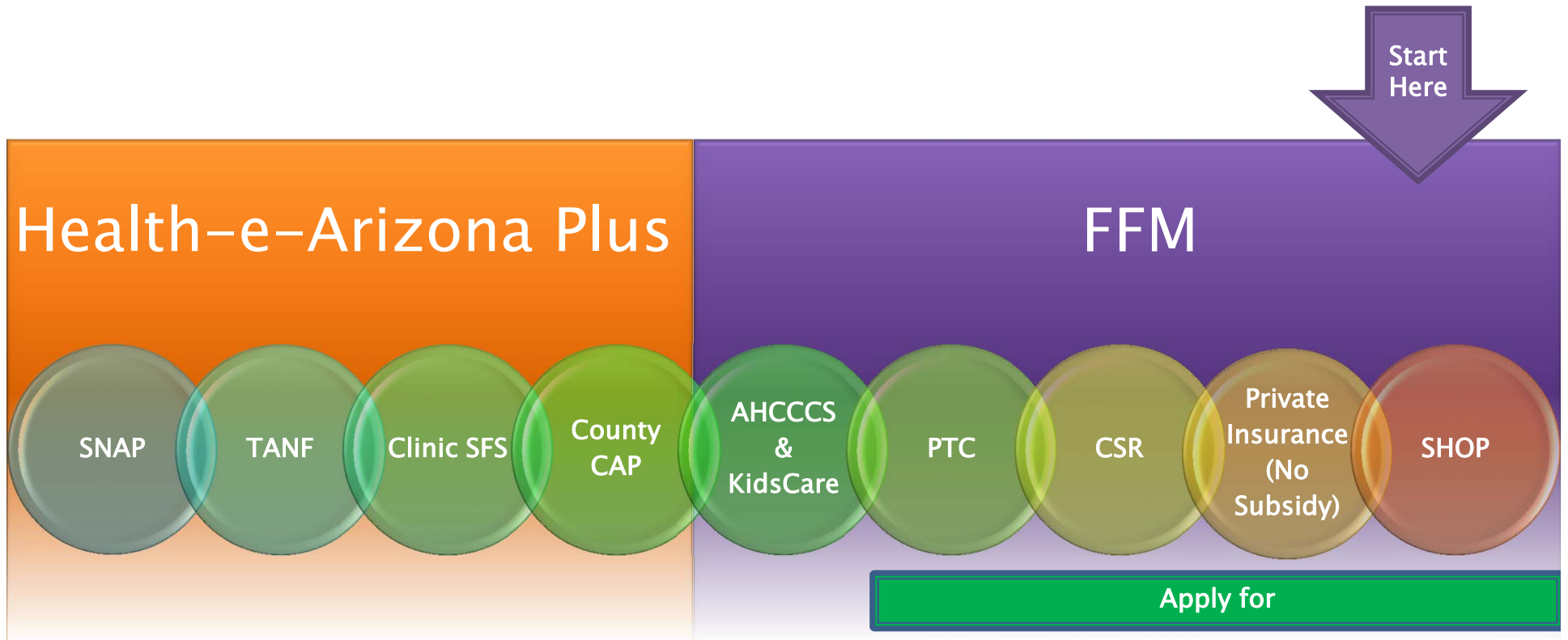
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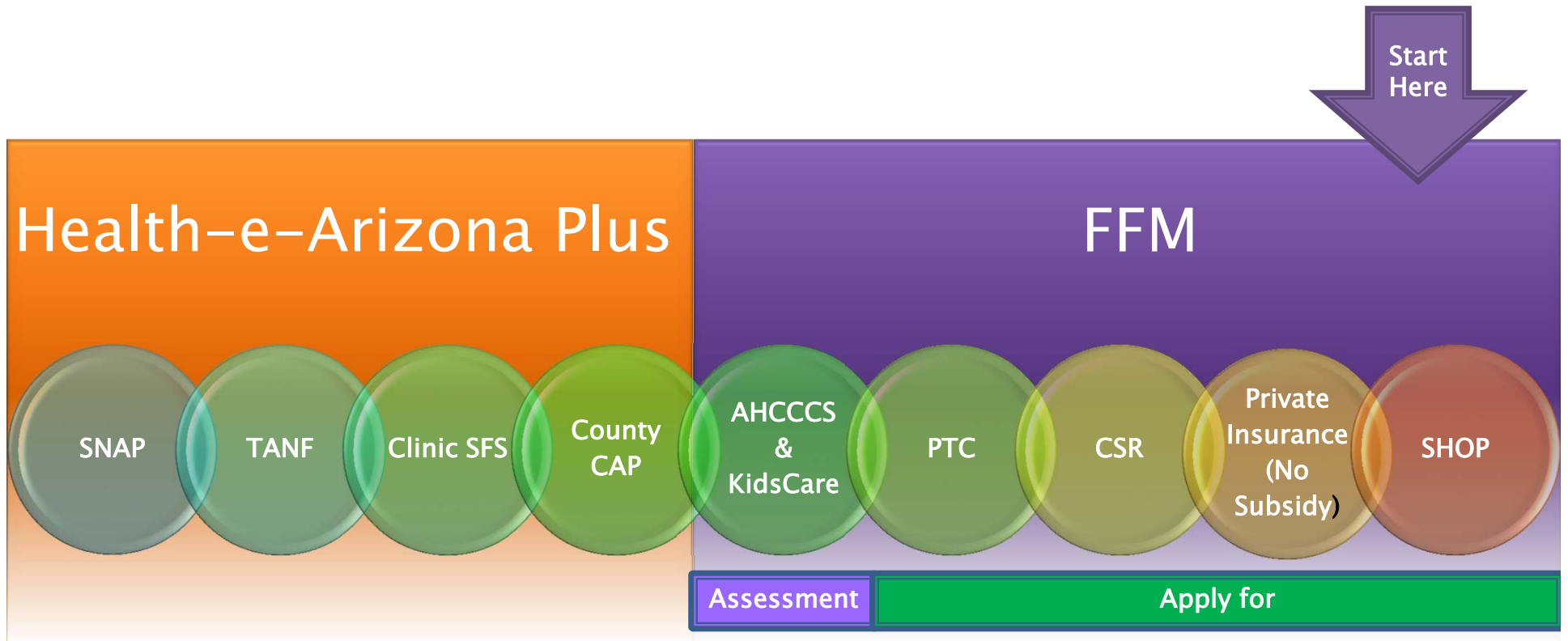
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Applications started at the FFM



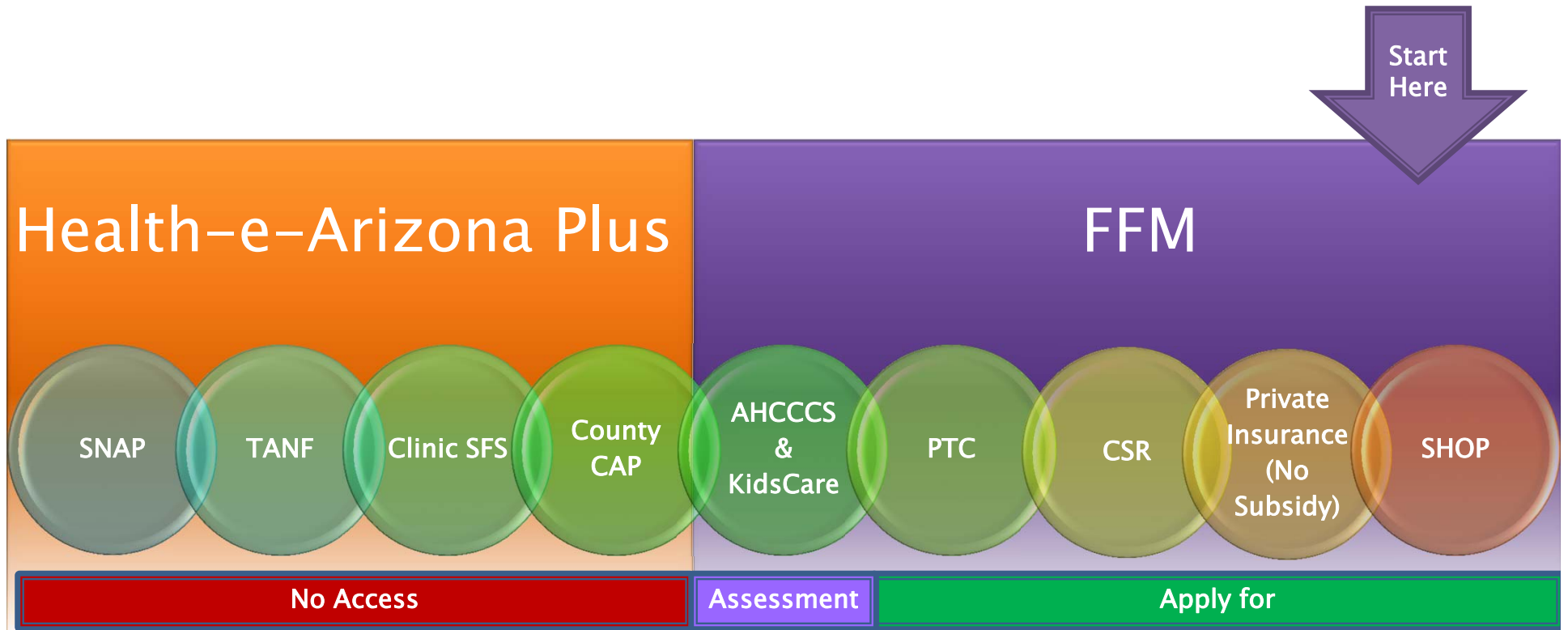
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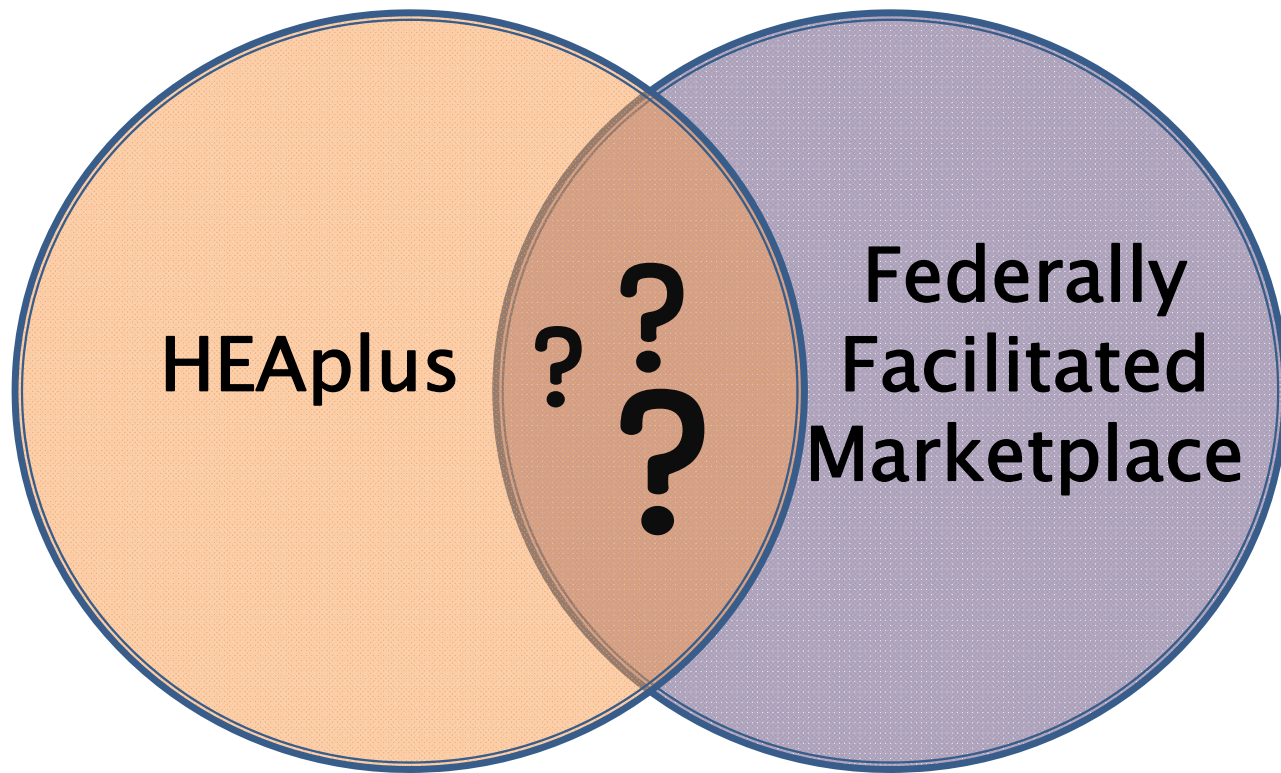
Exchange of Data between HEAplus and FFM

Application data will be transferred electronically.

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

The FFM process is still in development.

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

09/15/13

HEAplus
Customer
Support
Center

01/01/14

Medicaid changes
effective
QHP enrollment effective

10/01/13

HEAplus goes live
QHP open enrollment
HEAplus Phase II
begins

