Health-e-Arizona Plus for Public Assistance in Arizona and Integration with the Federally Facilitated Marketplace (FFM)

40 Days to GO LIVE
Federal Marketplace

- Premium Tax Credits
- Cost Sharing Reductions
- Qualified Health Plan enrollment

Arizona

- AHCCCS (Medicaid)
- KidsCare (CHIP)
ACA Requirements for States

Medicaid changes 1/1/14

- Technology changes for enhanced funding
- Medicaid Restoration
- Eligibility determination methods (MAGI)
- Single Streamlined Application
- Automated Renewals
- Prior Quarter Eligibility
- Hospital Presumptive Eligibility

Provide access to the Federally Facilitated Marketplace 10/01/13
AACA 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

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ACA Technical Requirements

Expand/Enhance enrollment systems to:

- Integrate new programs, rules and functionalities
- Operate at increased volumes
- Apply the streamlined eligibility and verification processes to other Federal and State programs

Notify parties of eligibility, renewal and other needed communication by:

- Email
- Cell Phone /text messaging
- Online

Reuse stored eligibility information to:

- Assist with keeping consumers eligible
ACA Required Application Methods

- Online
- Mail
- Phone
- In Person
Arizona is Getting Ready
New Application and Eligibility System

Health-e-Arizona

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
### Changes for the Consumer

<table>
<thead>
<tr>
<th>Consumer Support</th>
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<tbody>
<tr>
<td>- Public access to kiosks in DES lobbies</td>
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<tr>
<td>- HEAplus Customer Support Center:</td>
</tr>
<tr>
<td>- Call Center Operators</td>
</tr>
<tr>
<td>- Interactive Voice Response (IVR)</td>
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<tr>
<td>- Community Assistors throughout Arizona</td>
</tr>
<tr>
<td>- Consumer can manage applications, renewals, changes, enrollment in Health-e-Arizona Plus</td>
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</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)
PTC = Premium Tax Credit Program
CSR = Cost Sharing Reduction Program
SHOP = Small Business Health Opportunities Program

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

Insurance Affordability Programs
Many Programs are Accessed Through Health-e-Arizona Plus

Health-e-Arizona Plus

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Apply for

FFM

Private Insurance (No Subsidy)

Start Here
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Private Insurance (No Subsidy)
FFM
Link to FFM
Start Here
Apply for
Referral to FFM
Applications started at the FFM

Health-e-Arizona Plus

SNAP  TANF  AHCCCS & KidsCare  PTC

FFM

Private Insurance (No Subsidy)  CSR  SHOP

Snap = Supplemental Nutrition Assistance Program (Nutrition Assistance)
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Applications started at the FFM

Health-e-Arizona Plus

- SNAP
- TANF
- AHCCCS & KidsCare

FFM

- PTC
- CSR
- Private Insurance (No Subsidy)
- SHOP

Assessment

Apply for

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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.
Arizona Wants to Avoid Consumer Confusion

HeAplus vs. Federally Facilitated Marketplace

[Diagram showing overlapping circles with question marks]
<table>
<thead>
<tr>
<th>Features and capabilities offered in association with Health-e-Arizona Plus</th>
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<tbody>
<tr>
<td>• Community-Based Assistor Training and Support</td>
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<tr>
<td>• Consumer Supports such as:</td>
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<tr>
<td>• Frequently Asked Questions</td>
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<tr>
<td>• Help Text</td>
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<td>• Learn More information links</td>
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<tr>
<td>• A system that generally will feel familiar to applicants and those who assist them as it is based on Health-e-Arizona</td>
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Upcoming Milestones

10/01/13
HEAplus Customer Support Center

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

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