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

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

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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

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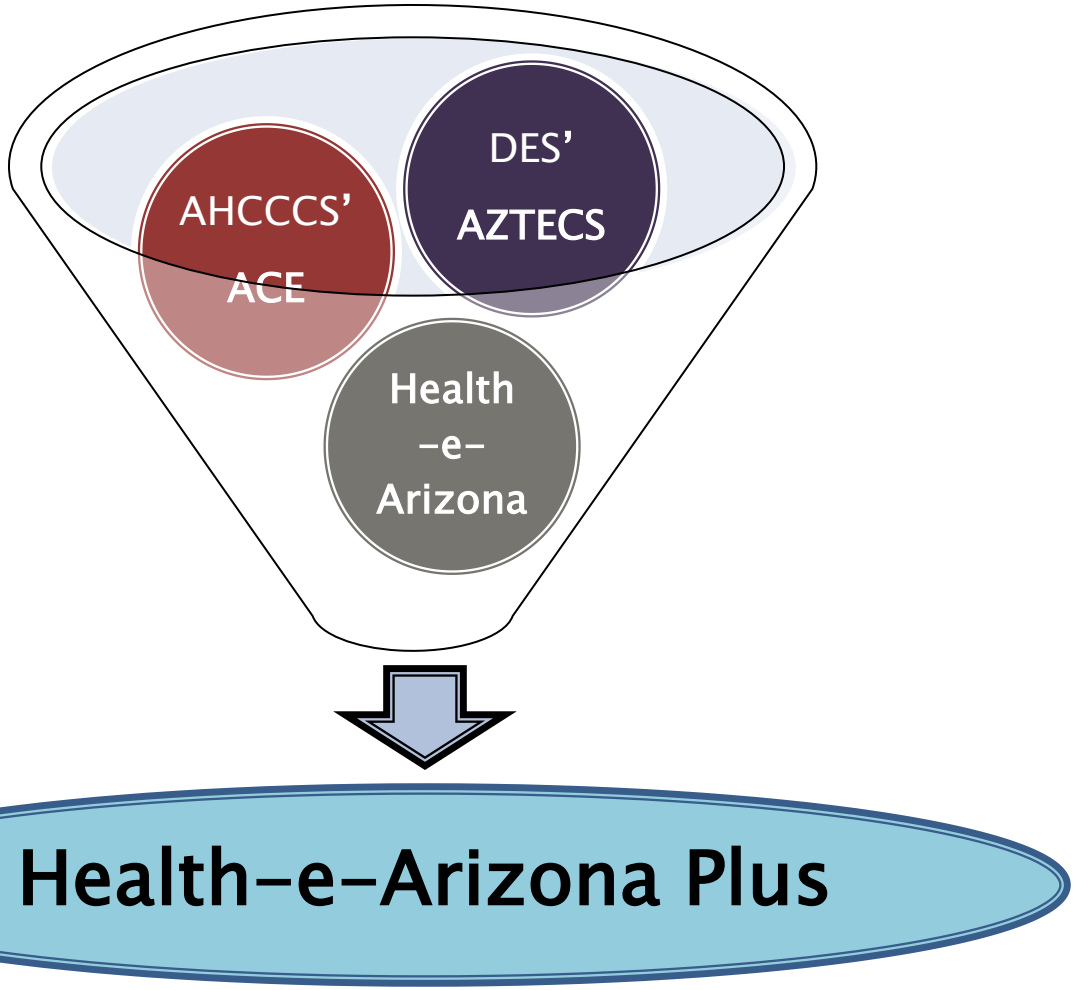
ACA Required Application Methods

- Online
- Mail
- Phone
- In Person

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

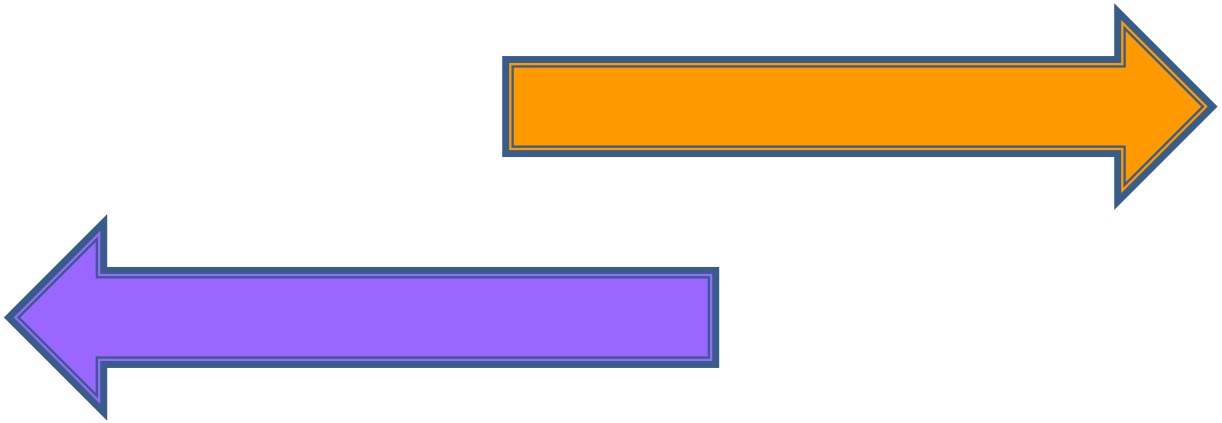
- Integration with Federal Hub
- Building a State Hub
- Electronic application transfer

Goal = Real-time online eligibility

Changes for the Consumer

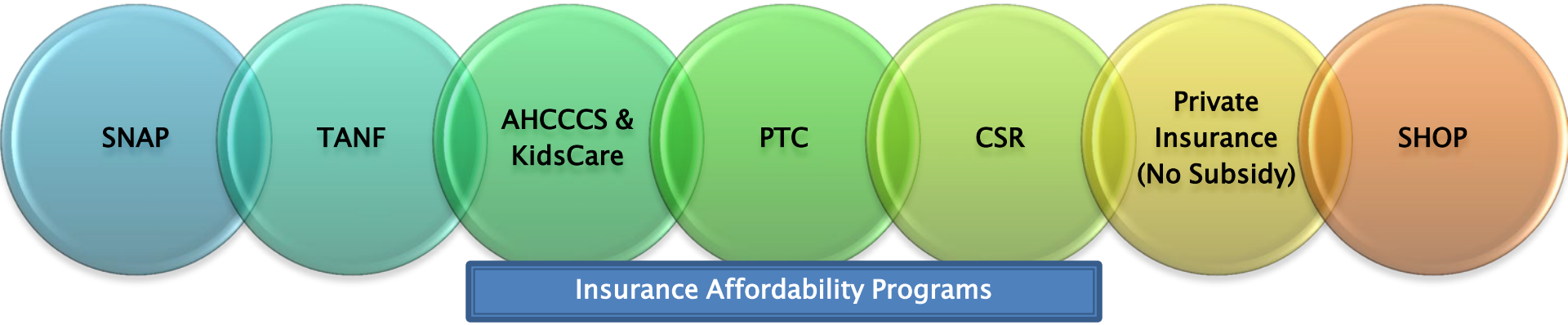
Consumer Support

- Public access to kiosks in DES lobbies
- HEAplus Customer Support Center:
  - Call Center Operators
  - Interactive Voice Response (IVR)
- Community Assistors throughout Arizona
- Consumer can manage applications, renewals, changes, enrollment in Health-e-Arizona Plus



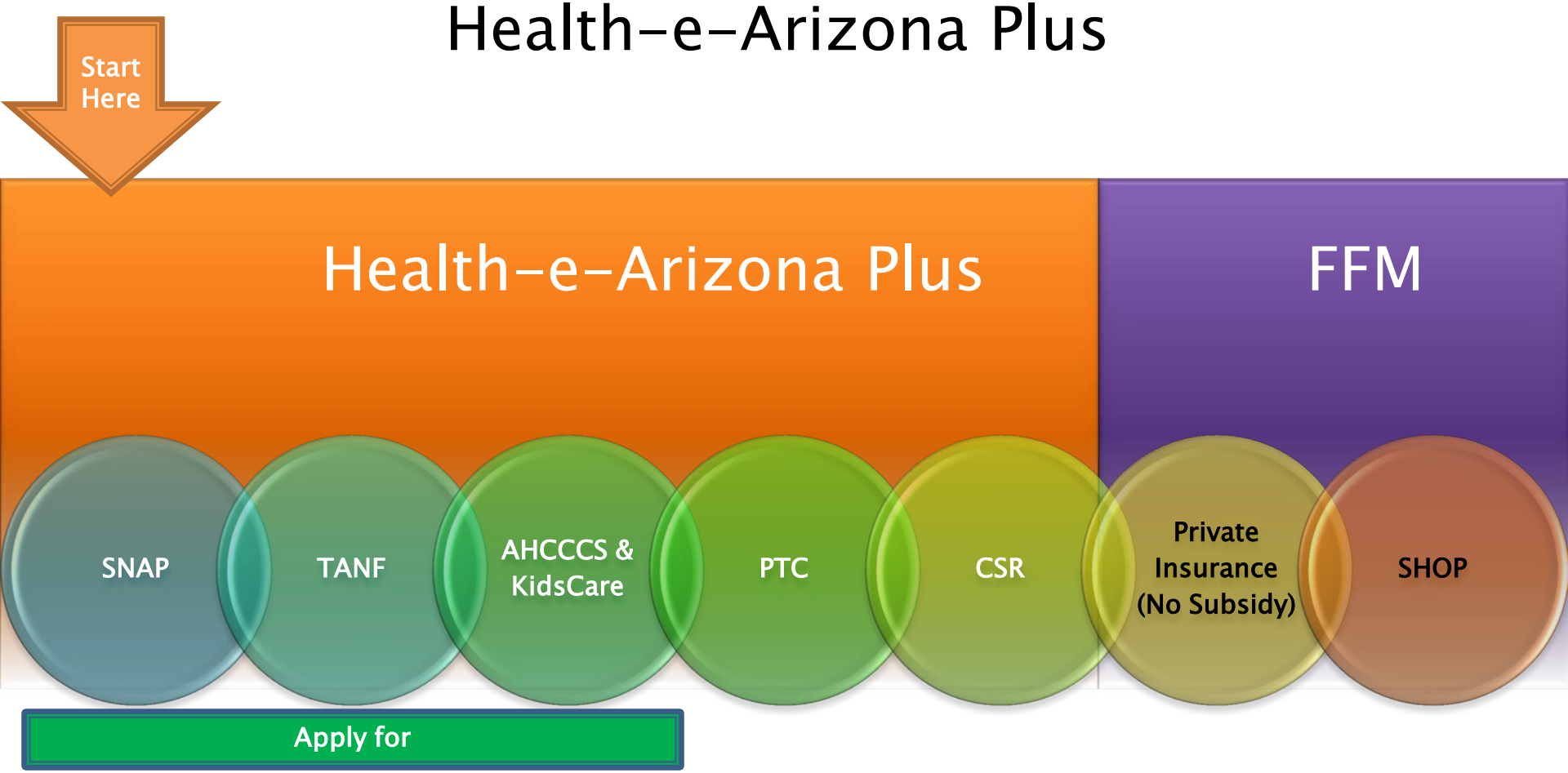
Application Options

Consumers Have a Wider Range of Program Options



SNAP = Supplemental Nutrition Assistance Program (Nutrition Assistance)
TANF = Temporary Assistance for Needy Families (Cash Assistance)
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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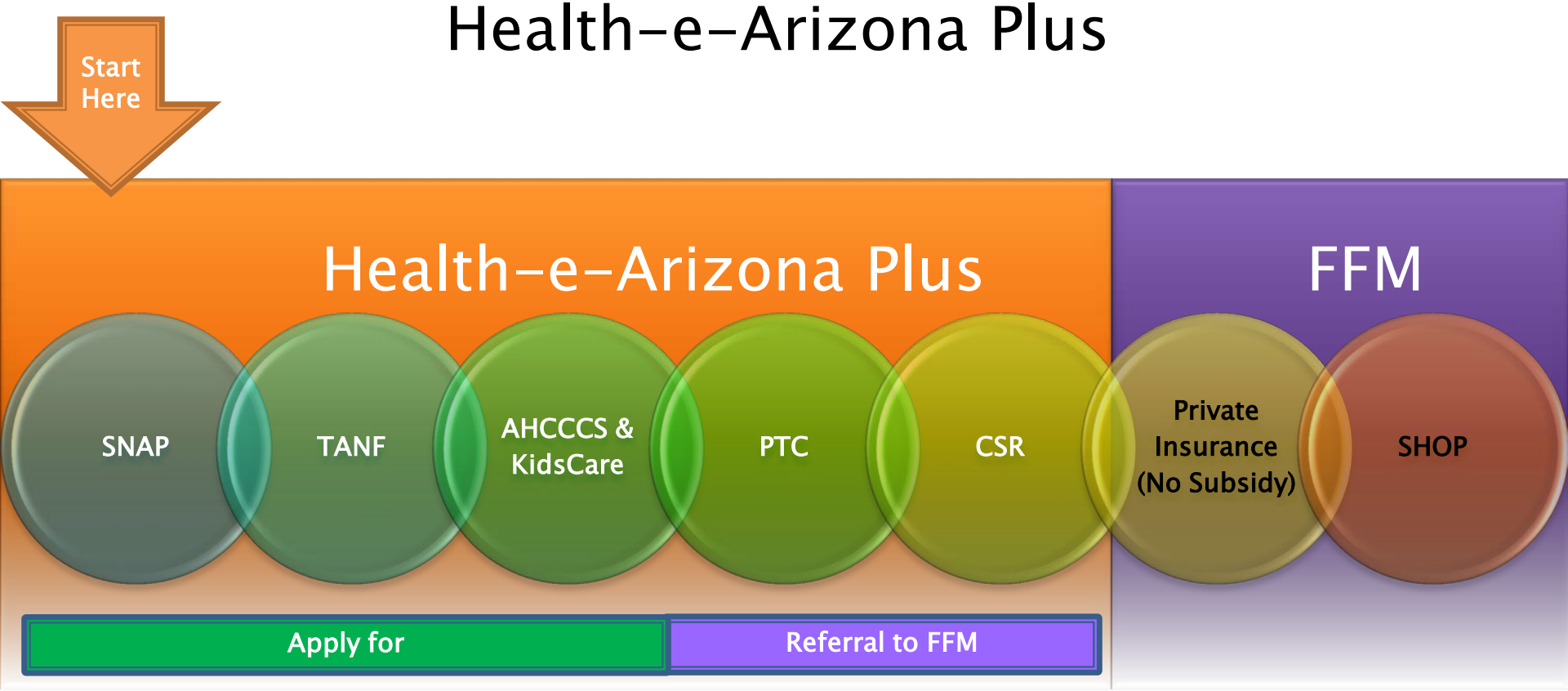

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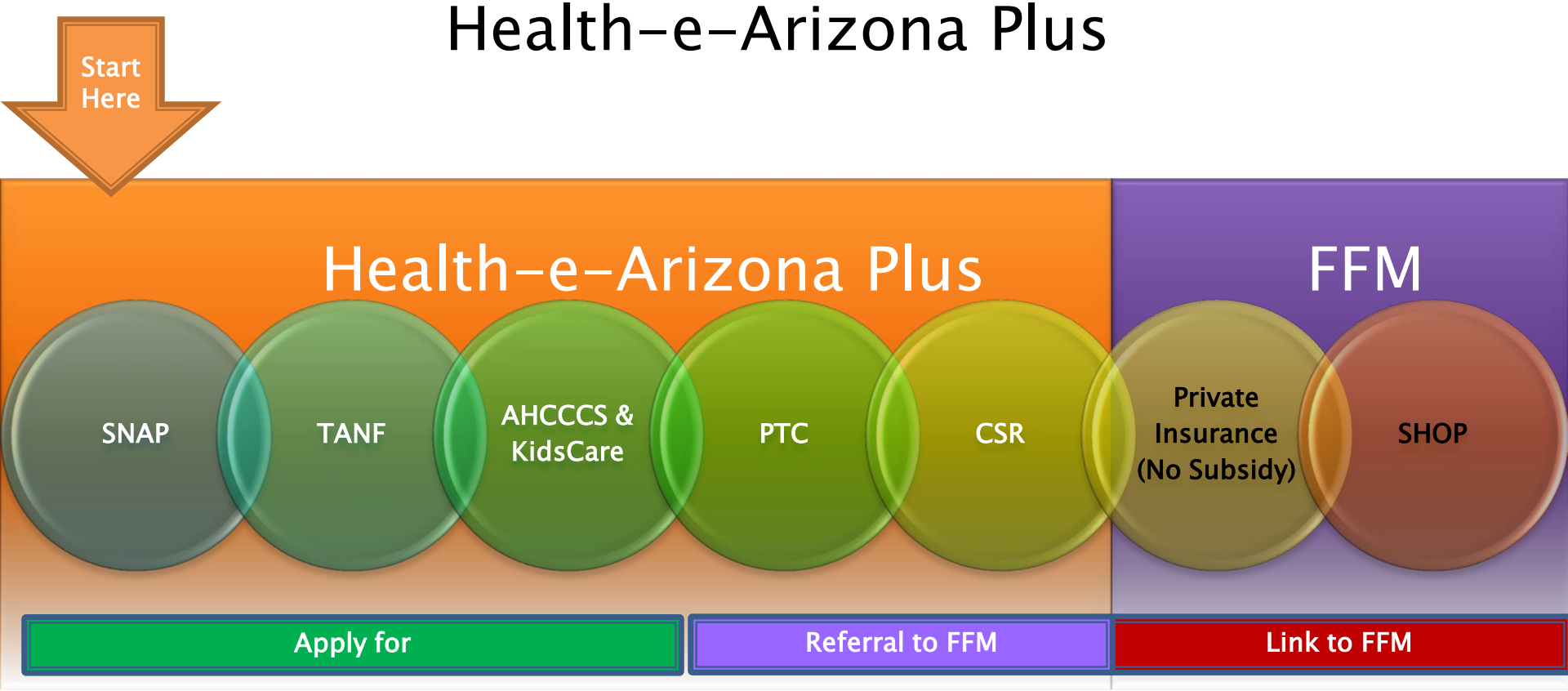

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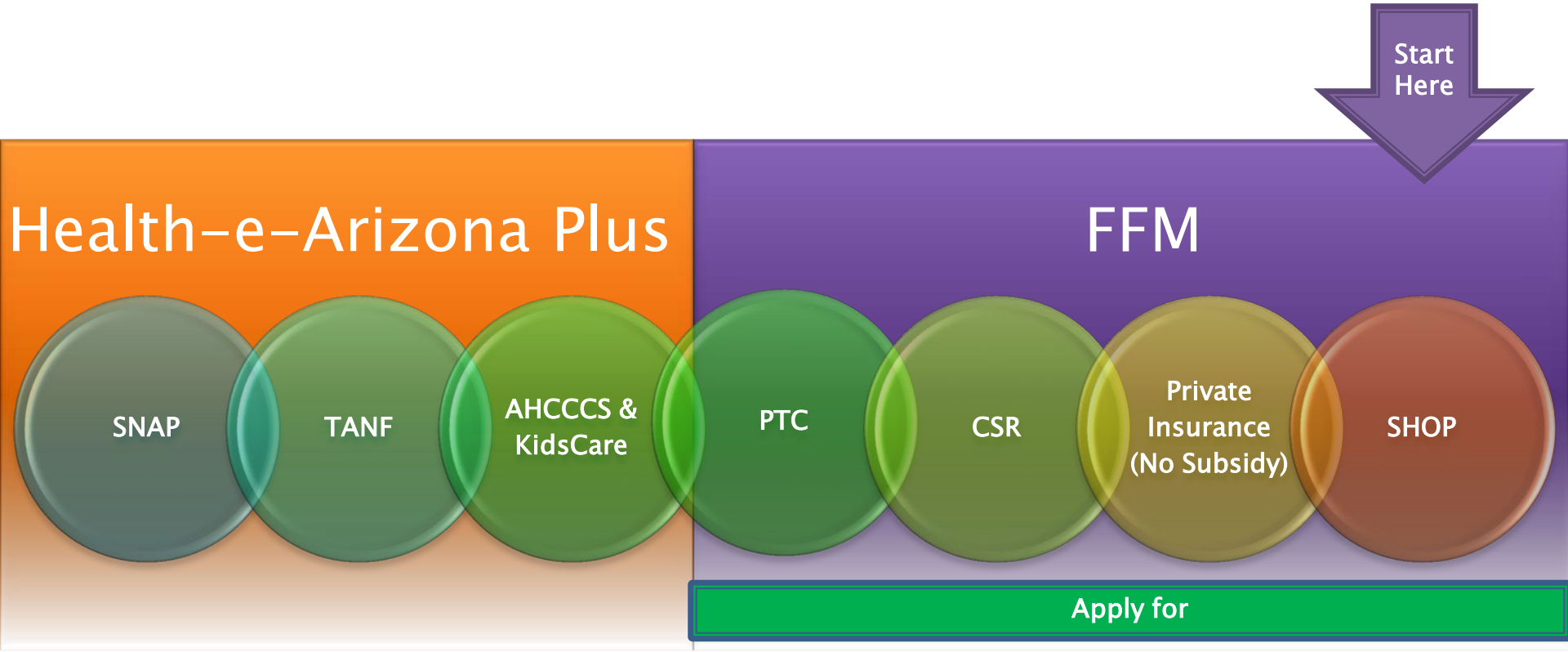

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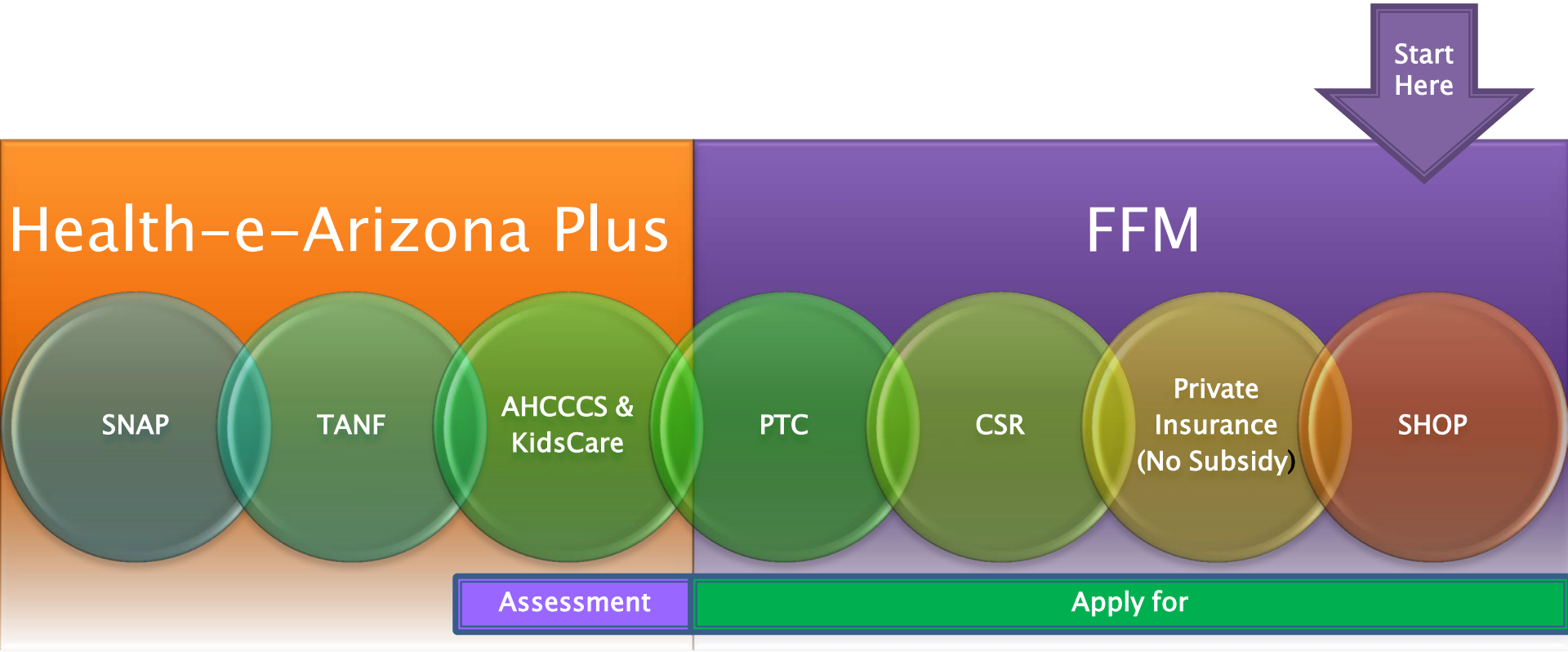

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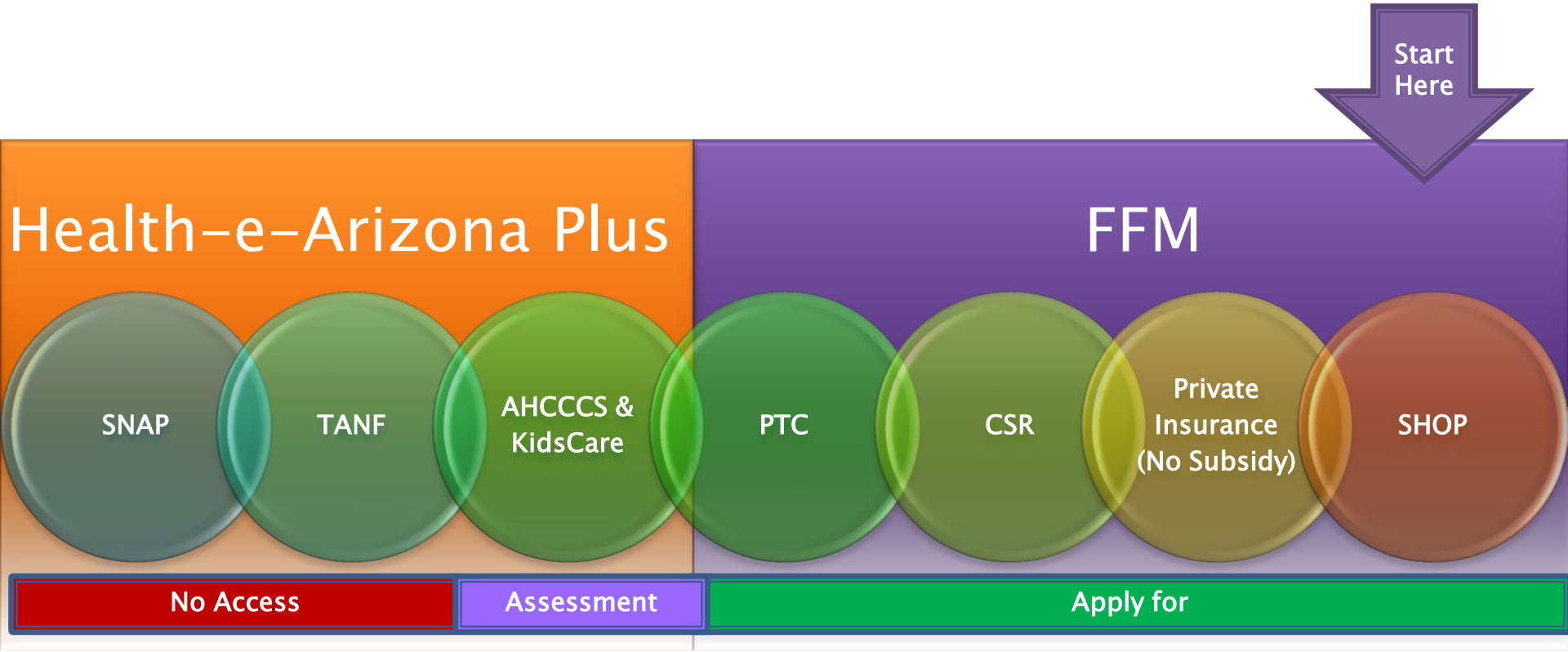

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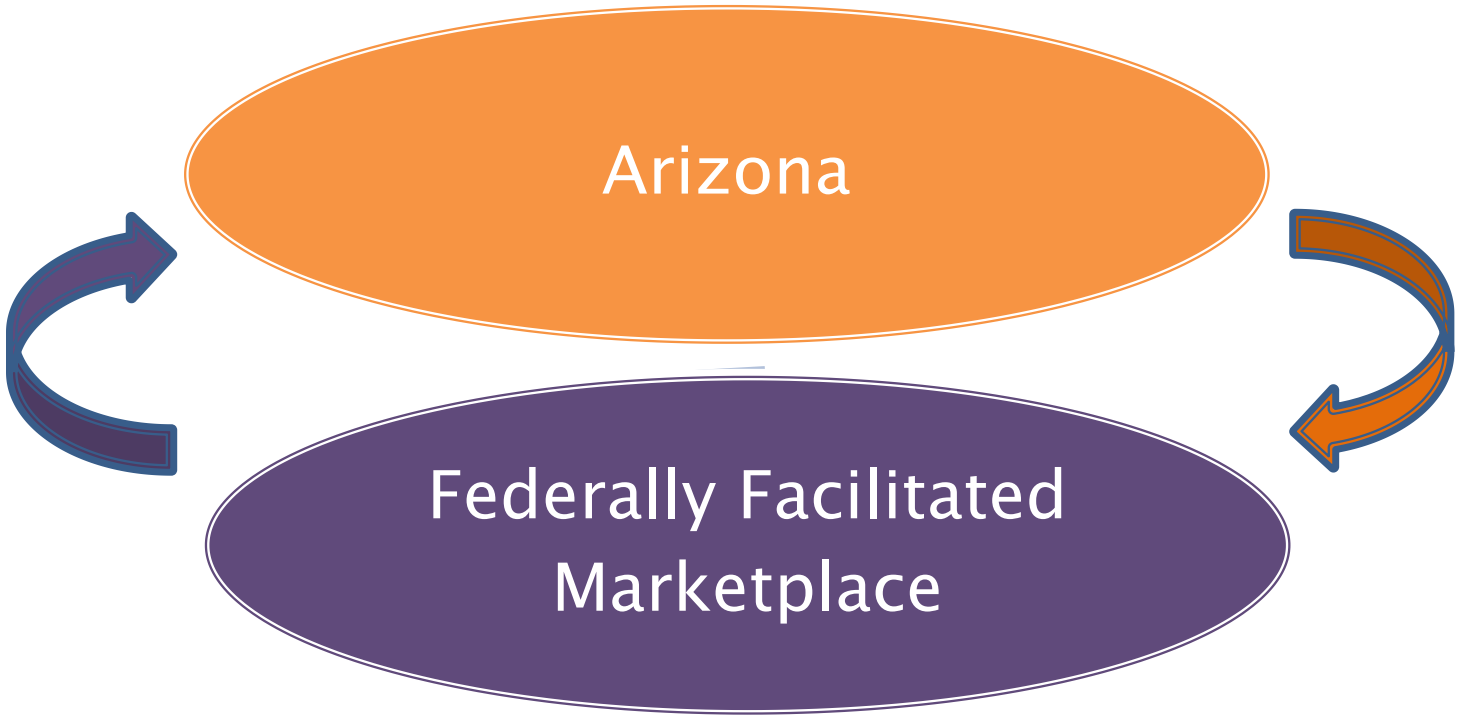
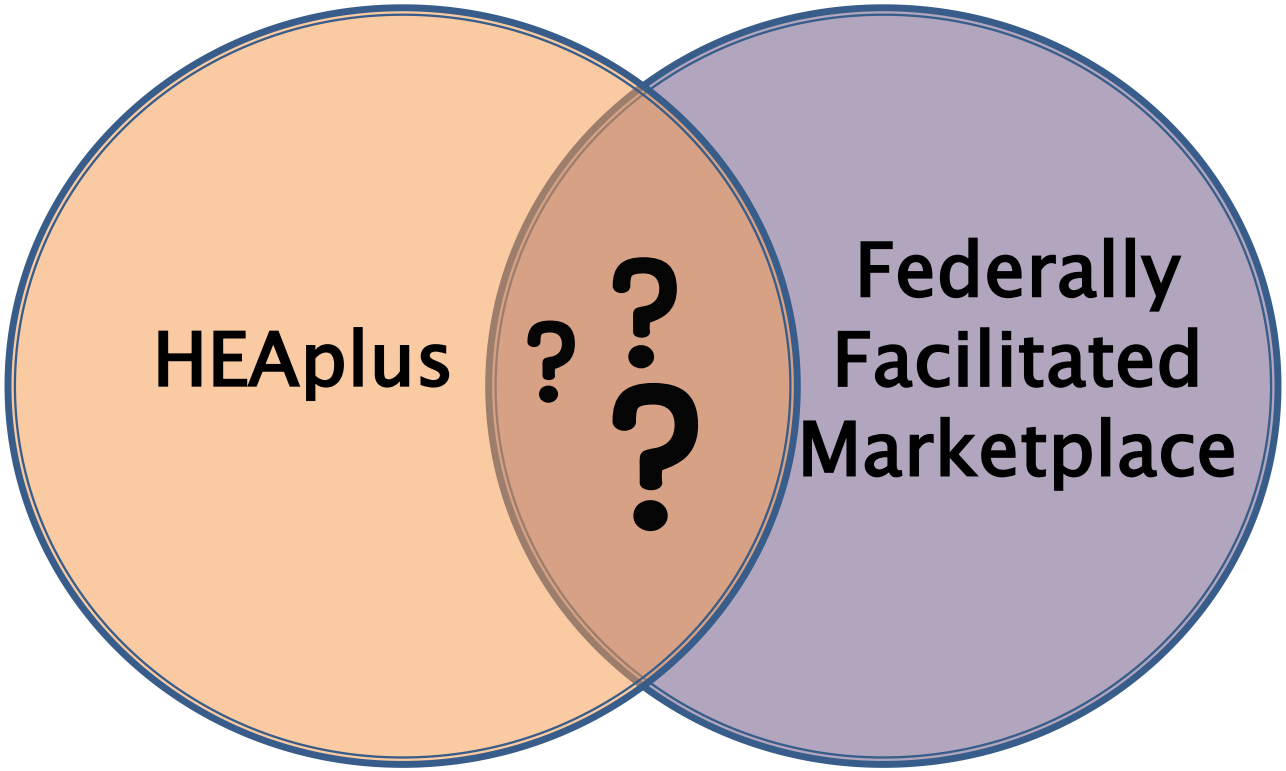
Integration with FFM



Exchange of Data between HEAplus and FFM

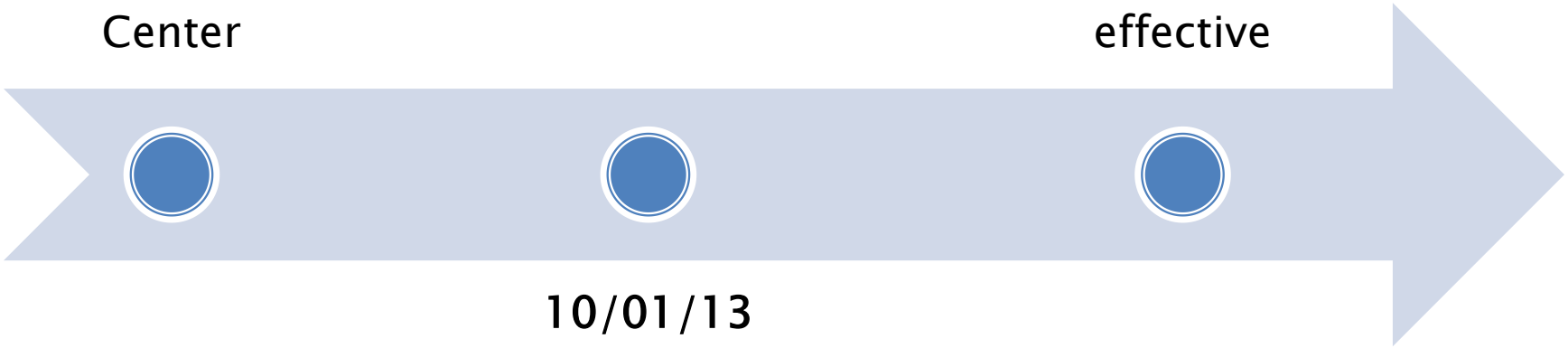
- Application data will be transferred electronically.
- Arizona intends to transfer data to the FFM in real time.
- The FFM process is still in development.

Arizona Wants to Avoid Consumer Confusion



Arizona's Plan to Avoid Consumer Confusion

Features and capabilities 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