Agenda – September 22, 2017

Welcome

Slides

- Assister Webinar Schedule:
 - Friday, September 29: Webinar at 2pm ET
 - Friday, October 6: Webinar at 2pm ET



Agenda – September 22, 2017 (cont'd)

- Marketplace Update
- Webinar Engagement Update
- Understanding Cobra
- Plan Compare Walk Through



Slides

Marketplace Update

- Planned HealthCare.gov Downtime During Open Enrollment
 - Overnight outage on Wednesday, November 1, 2017
 - Sundays 12am-12pm ET, except on December 10, 2017.
 - Please mark your calendars with these times and plan accordingly.

Slide



Understanding COBRA



When is COBRA the right option for a consumer?

Amir Al-Kourainy September 22, 2017

Learning Objectives

- To understand what COBRA is, Who Qualifies For It and the Benefits It Covers
- To Understand Which Employers Must Offer It
- To Educate Consumers on the Timelines to Sign Up for COBRA
- To Educate Consumers on What To Consider When Deciding Whether Or Not to Enroll in COBRA Coverage

COBRA is a Law, Not a Health Plan

- What is the Consolidated Omnibus Budget Reconciliation Act (COBRA)?
 - Requires group health plans to provide a temporary continuation of group health coverage that otherwise might be terminated
 - Coverage is only available when coverage is lost due to certain specific events
- Employers decide whether or not they will contribute to their employee's premiums under COBRA. Consumers may be responsible for the entire monthly premium by themselves
- Group health coverage for COBRA participants is usually more expensive than health coverage for active employees
- Cost to COBRA participants- full premium cannot exceed 102 percent of the cost to the plan for similarly situated individuals who have not incurred a qualifying event

Who qualifies for COBRA?

- COBRA contains provisions giving certain former employees, retirees, spouses former spouses, and dependent children the right to temporary continuation of health coverage at group rates
- If the consumers' employer is required to comply with COBRA, then they are eligible for it after just having one day of coverage as an active member on their group health plan
- A COBRA "qualifying event" is what triggers a consumers' ability to exercise their COBRA rights

COBRA Qualifying Events

- Qualifying events:
 - Death of the current employee
 - An employee loses eligibility due to voluntary or involuntary termination or a reduction in hours as a result of resignation, discharge (except for "gross misconduct"), layoff, strike or lockout, medical leave, or slowdown in business operations
 - Divorce or legal separation that terminates the ex-spouse's eligibility for benefits.
 - A dependent child reaching the age at which he or she is no longer eligible for active coverage under the group plan (generally age 26)
 - If one of these events causes you to lose active coverage, under COBRA you can stay on the plan for a certain period of time. This period of time varies on the situation.

How long can a consumer stay on COBRA?

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- In most cases COBRA allows for extended coverage for up to 18 months
- Disability
 - If the COBRA participant is deemed disabled by the Social Security Administration, then coverage may continue for up to an additional 11 months
 - Total length of COBRA coverage is 29 months
- Divorce or death
 - COBRA participant who experiences a divorce or death qualifying event is eligible for an 18-month extension
 - Total length of COBRA coverage is 36 months

Timelines to Apply for COBRA Coverage

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- Upon experiencing a qualifying event (e.g., losing their jobs), consumers have 60 days to decide whether to enroll in COBRA coverage
- If consumers choose to enroll in COBRA coverage, they have 45 days after making the election to pay the first month's premium
- COBRA coverage can retroactively begin on the date consumers' job-based insurance ended, as long as the election is made within the 6o-day election period for COBRA coverage

Which employers need to offer COBRA?

- Employers with 20 or more employees are usually required to offer COBRA coverage and to notify their employees of the availability of such coverage
- COBRA applies to plans maintained by private-sector employers and sponsored by most state and local governments

What benefits must be covered by COBRA?

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- Coverage must be identical to that available to similarly situated beneficiaries who are not receiving COBRA coverage under the plan (generally, the same coverage that the qualified beneficiary had immediately before qualifying for continuation coverage)
- A change in the benefits under the plan for the active employees will also apply to qualified beneficiaries
- Qualified beneficiaries must be allowed to make the same choices given to non-COBRA beneficiaries under the plan, such as during periods of open enrollment by the plan

COBRA Coverage and Eligibility for Marketplace Coverage

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- How can Assisters help consumers decide if COBRA is the best option?
 - Many individuals and families may have better options in the Marketplace or through their spouse's employer
 - If consumers are eligible for COBRA coverage but have not made a COBRA coverage selection (i.e. have not yet signed up), they may still qualify for advance payments of the premium tax credit (APTC) or cost-sharing reductions (CSRs) through the Marketplace, if they are otherwise eligible
 - These consumers may be eligible for a special enrollment period to buy a Marketplace plan if they lost their employersponsored coverage within the last 60 days

Can you change from COBRA to a Marketplace plan?

	If your COBRA is running out	lf you're ending COBRA early	If your COBRA costs change because your former employer stops contributing and you must pay full cost
During Open Enrollment	Yes, you can change.	Yes, you can change.	Yes, you can change.
Outside Open Enrollment	Yes, you can change — you qualify for a Special Enrollment Period.	No, you can't change until the next Open Enrollment Period, your COBRA runs out, or you qualify for a Special Enrollment Period another way.	Yes, you can change — you qualify for a Special Enrollment Period.
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To COBRA or not to COBRA?

- Things to consider when deciding between COBRA, or the Marketplace:
- Continuity of Coverage
- Access to Care

 Providers Network
- Total Cost
 - COBRA coverage including premiums, deductibles, and co-insurance
- Quality of Care
- Potential Savings in the Marketplace

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Resources

- <u>https://www.healthcare.gov/unemployed/cobra-</u> <u>coverage</u>/
- <u>https://www.cms.gov/CCIIO/Programs-and-</u> Initiatives/Other-Insurance-Protections/cobra qna.html
- https://www.dol.gov/agencies/ebsa/about-ebsa/ouractivities/resource-center/faqs/cobra-continuationhealth-coverage-compliance

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0 https://marketplace.cms.gov/technical-assistance-resources/cobra-job-aid.pdf



Plan Compare Walk-through: Comparing and Selecting Plans

Ryisha Conway September 22, 2017



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Agenda

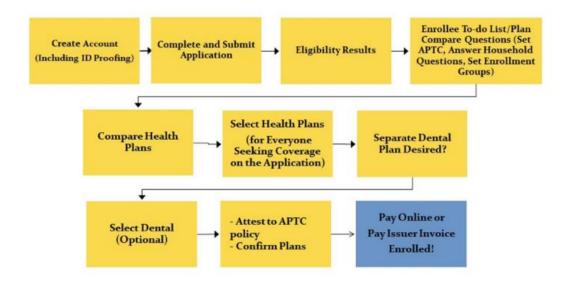
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- Plan Compare Overview
- Choosing APTC
- Enrolling Family Members in Different Plans
- Plan Selection
- Question and Answer Session

Plan Compare Overview

- Plans display based on information submitted on the eligibility application, including
 - Rating area (zip code & county)
 - Number of family members seeking coverage
 - Family members' ages and tobacco status
- Browse plans before applying at <u>https://www.healthcare.gov/see-plans/</u>
- Only qualified health plans are displayed

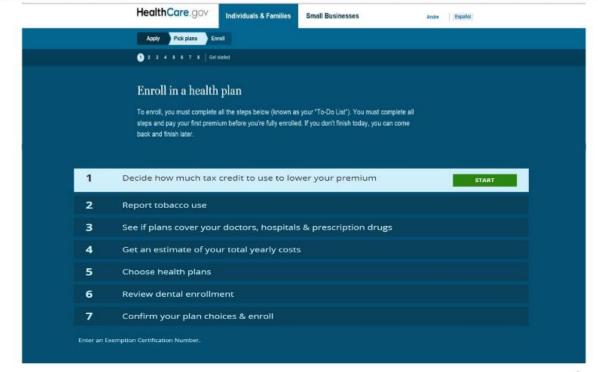
Plan Compare Flow



Plan Compare Scenario

- Andre is applying for coverage and financial assistance for himself and his wife Bridget
- Eligible to enroll in a Qualified Health Plan through the Marketplace
- Eligible for up to \$414/month in payments of the Advance Premium Tax Credit (APTC)

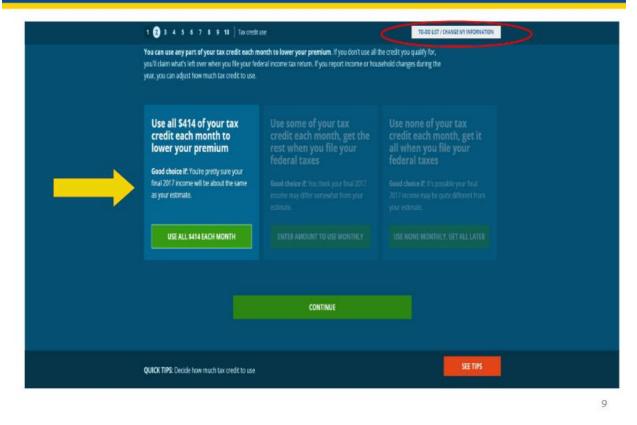
Plan Compare Navigation: To-Do List



Instruct Applicants on APTC

ased on your income, you qualify for a premium tax credit of \$414 a month. This tow much you can save on your premium each month. It's not the amount of he premium itself. So can use any part of your tax credit each manch to lower your premium. If you don't use all the credit you qualify for, will dam what's left over when you file your federal income tax return. If you report income or household changes during the ar, you can adjust how much tax credit to use.
s how much you can save on your premium each month. It's not the amount of he premium itself. ou can use any part of your tax credit each month to lower your premium. If you don't use all the credit you qualify for, will daim what's left over when you file your federal income tax teturn. If you report income or household changes during the
u'il claim what's left over when you file your federal income tax return. If you report income or household changes during the
Use all \$414 of your tax credit each month to lower your premium Good cheke It. You're pretty sure your
and out when it is done previous eryonic final 2017 known will be about the same as your estimate. Book child for somewhat from your estimate. You thank your final 2017 2017 Income may be quite different from your estimate.
USE ALL S&14 EACH MONTH ENTER AMOUNT TO USE MONTHLY USE NONE MONTHLY, GET ALL LATER

Set APTC Amount: Does consumer want to use all \$414 for premium discount?



My computer spazzed out and I missed a few, but I think it was just the other options for APTC amount – sorry!

Tobacco Usage

Apply Pick plans Enroll		
Report tobacco use		
Bridget M Hill	Doesn't use tobacco	CHANGE
Andre B Hill	Doesn't use tobacco	CHANGE
	CONTINUE	
Quick Tips: Reporting tobacco use		SEE TIPS

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Step 3: See if plans cover your doctors, hospitals & prescription drugs

	Apply Pick plans Encoll	
	Enter your doctors, medical facilities & prescription drugs to see if they're covered by each plan	
	You save money by using doctors and facilities (like hospitals and pharmacies) in a plan's network and drugs it covers.	
	Search for and select your doctors, facilities, and prescription drugs below.	
	When you compare plans, you'li see if the selected doctors and facilities are in a plan's network, and if your drugs are covered. (Information on group practices will be available in the joure.) Information is provided by the Insurance companies. Some information may be out of date, and plans change which doctors	
	and drugs are covered during the year. Check with your doctor and the insurance company before enrolling to make sure your doctors and drugs are covered.	
<u> </u>	Search	
<u> </u>	Enter one doctor, medical facility, or drug at a time SEAACH	
	SKIP	
	Quick Tips: Checking coverage of your doctors, medical facilities & prescription drugs	

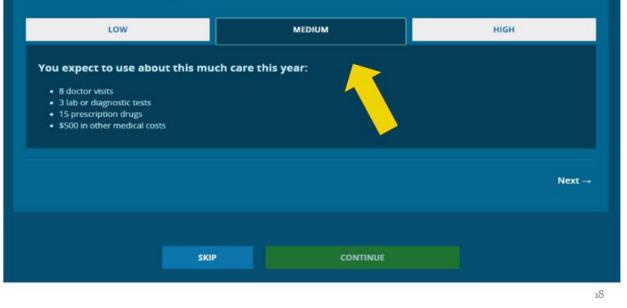
Step 4: Level of Medical Care for the Year

Apply Pick plans Enroll				
See estimates of a When you compare plans it's i monthly premium payment. T	important to think about all c	osts for the year, not just you		
Yearly premiums Your monthly premium payment + 12 months produced by the amount of premum bac readit you've decoded to used	Yearly deductible The amount you pay each year bofroe the plan pays anything. From Skio several thousand dolars, depending on the plan.	Copayments & Coinsurance Charges (a set dollar amount or percentage such time you vost a doctor, get care, or buy a prescription drug.	Total yearly costs To see estimates of total yearly costs when you shop, pick an expected level of care below. Yet's show work plan's total estimated yearly crysts for that amount of care.	
	are do you think Bridget A to wha you oppet. It won't be an easy NFORTANT: Picking a level won't affe Inter.	n match. When you shop, we'll show a act your premiums or how much mer		
			Next -+	
	SKIP			
Quick Tips: Selecting a level of health car	re to get a tutal cost estimate		SEE TIPS	

Step 4: Level of Medical Care for the Year

What level of medical care do you think Bridget M Hill will use this year?

Just pick the one that seems closest to what you expect. It won't be an exact match. When you shop, we'll show each plan's total estimated yearly costs for this level of care. IMPORTANT: Picking a level won't affect your premiums or how much medical care you can use. You can see total costs for other care levels later.



Step 4: Level of Medical Care for the Year

2

LOW	MEDIUM	нідн
ou expect to use about this mud	:h care this year:	
 19 doctor visits 11 lab or diagnostic tests 		
 44 prescription drugs 		
 2 days in the hospital \$22,700 in other medical costs 		
		Nex

Slides

Selecting a Plan

	finsh all the following steps to complete your enrollment. If you don't finish today, you can come back and fin can also make changes here.	ISA	
~	Decide how much tax credit to use to lower your premium Crosse two much of your premum tax credit to use to lower your morthly bit	CHANGE	
~	Report tobacco use stati if you use totacco regularly	CHANGE	
*	See if plans cover your doctors, hospitals & prescription drugs End out fyour doctors and Inopitals are in plant endowing, and if your drugs are covered	CHANGE	
~	Get an estimate of your total yearly costs See new premiums and other costs add up for each plan.	CHANGE	
5	Choose health plans stop, compare, and choose beam pare.	START	<u> </u>
6	Review dental enrollment. Choose who should enroll in a asparate denial plan.		
7	Confirm your plan choices & enroll Onexyour choices are that since, sign the application, and thron your existiment.		
Enter an I	Skempton Certification Number.		

Enrolling Family Members into Different Plans

Can a family apply all together on an application and enroll in separate plans?

Yes, the family can apply together and be determined eligible for a Qualified Health Plan. Once determined eligible, the family can take the steps below to select a different plan for different family members (or groups of family members). APTC is allocated to each plan not by the applicants but by a business rule described in 155.340(f) (although the application filer can decide how much of the family's maximum APTC is applied each month, as discussed above).

Enrollment Grouping

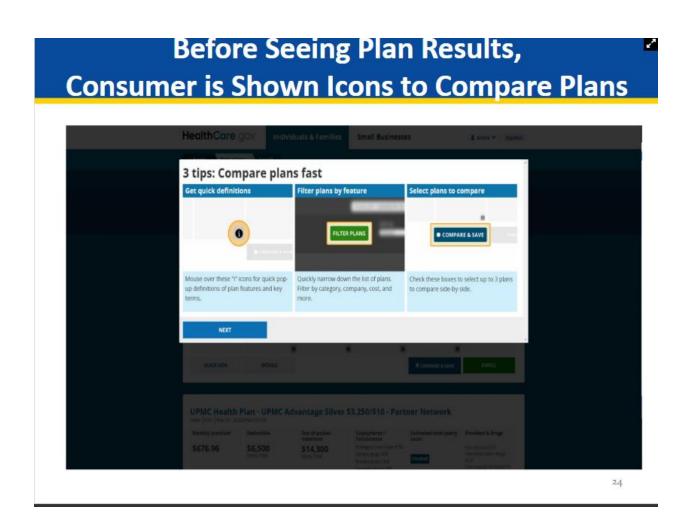
Apply Pick plans Enrell	
1 2 3 4 3 6 7 8 9 Select health and/or demal plans	TO-DO LIST / CHANGE MY INFORMATION
Health plan groups for your h	ousehold
Based on your application, we put your household members into the a separate plan for each person, or some other grouping.	egroups below. You can choose one plan for everyone. CHANGE GROUPS
Why change groupings? If anyone has a long-term liness, for exampl them, and a different plan for others.	ie, you may wark a plan with a lower deductible for
If you like the groupings: Select VEW PLANS for a group to get To change the groups: Select CHANCE GROUPS, make the chan	
You'll select a plan for each group one at a time.	
Group: 1	
Bridget M Hill Andre B Hill (Age 51) (Age 51)	VIEW PLANS

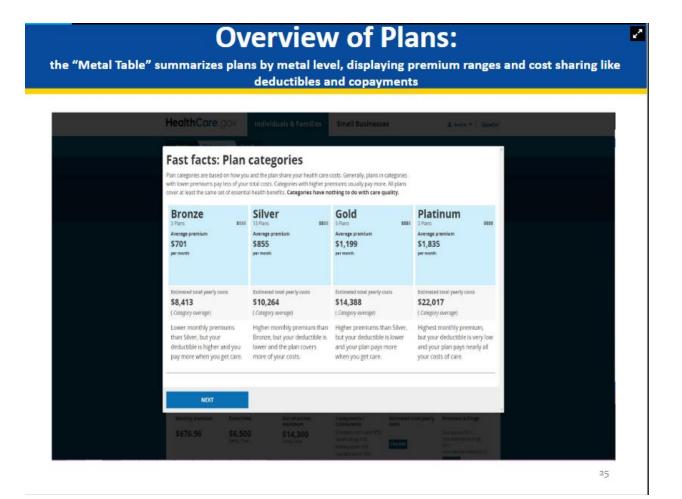
Enrollment Grouping

Apply Pick plans Enroll				
1 2 3 4 3 6 7 8 9 See	t health and/or derital plans	10-00 UST / CF	ANCE MY INFORMATION	
	s for Health Plans t updated health plan results. If you move a fa	amily member after selecting a plan,		
Bridget M Hill Andre B Hill	Group 1 Group 1 Move To New Group	•		
	SAVE	GO BACK		

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Overview of Plans: Simple Choice

Simple Choice	: A new label ma	kes it easier to	compare	
plans	A new laber ma	Res it casier to	compare	
The second secon	ne will be labeled "Simple Choi olces.	ce." The label makes it easie	r to shop, especially	
and focus on the important dif Note: In some cases you may see	tter" or more likely to meet your ne fferences that matter to you. e only one Simple Choice plan. If that ne cotegory (like Siker) have exactly the sa	happens, remove the simple chos	e filter to see all plans.	
And the second second second second			SEE ALL PLANS	
SEE ONLY SIMPLE CHOICE PLANS				
	10401		MANUE SAME	
			International States	
PLANS	uper UPMC Advantage Silver	53,250/510 - Partner N	etwork	
PLANS BRAINING UPMC Health Plan			etwork etwork	

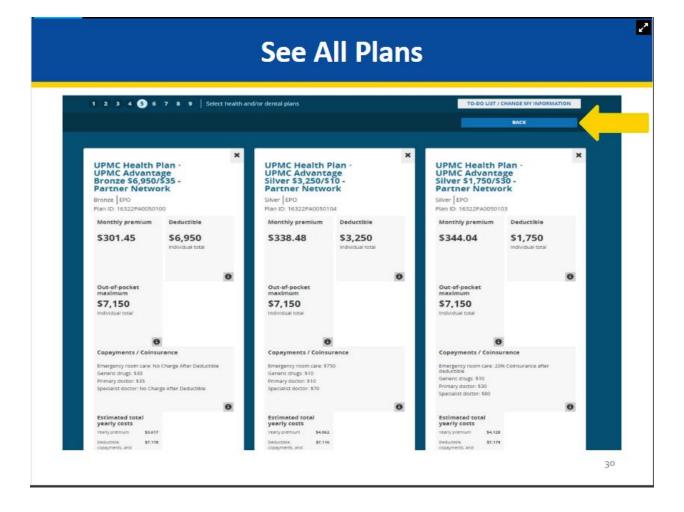
Overview of Plans

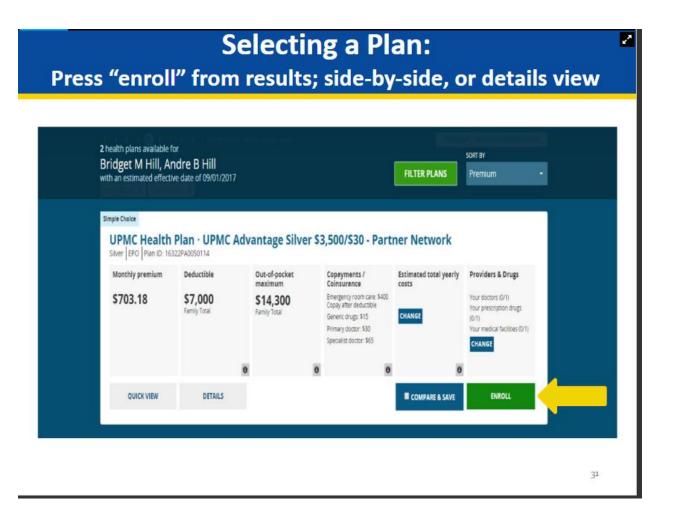
Apply Pick pl	ans Enroll				
1 2 3 4 3 4 1	7 B B Select te	alth and/or dental plans		TO-50 S	IST / CHANGE MY INFORMATION
24 health plans available Bridget M Hill, A with an estimated effect	ndre B Hill			FILTER PLANS	sorrav Premium -
UPMC Health Network Bronze [EPO Han ID: 1		Advantage Bro	nze \$6,950/\$35 - Pa	rtner	
Monthly premium	Deductible	Out-of-pocket	Copayments / Coinsurance	Estimated total yearly costs	Providers & Drugs
\$602.90	\$13,900 Family Total	\$14,300 Family Tetal	Energeny mem care, Re Direge After Diskantite Generic drugs 130 Primary doctor: 135 Spatialist doctor: No Charge After Diskantitie	CHANEE	Now sketters (Br1) Now precention on up (51) Now medical facilities (Sr1) CHANCE
		0	0 0	0	
OURCE VIEW	DETAILS			COMPARE & SAVE	ENROLL
UPMC Health Stee [tro] Plan ID: 10 Manthly premium \$676.96	Plan - UPMC S22540050104 Deductible S6,500 Family Task	Advantage Silve Out-of-packet maximum \$14,300 Jamy Isa	er \$3,250/\$10 - Part Colevance Energiesystem (call state Great (stage 110 Ferrary state) 110 Security call state Security call state (state) 110	Estimated total yearly costs	Providers & Drugs Tour doctros (3/1) Tour president maja (3/1)

LAN CATEGORIES	Single Choice plans	
Interest providency presented and a set of the set of t		
vuder premiums, deductives, and all other costs	\$100	
		\$1000-
AX MONTHLY PREMIUM Instals a material meeting premium testuced by any premium tax credit you decided to use.	8100	\$1000+
MAX YEARLY DEDUCTIBLE	1100	\$1000-
	J Preferred Provider Organization (PPD) (11)	
NSURANCE COMPANIES	Highmark (5) © Highmark Health: © UPVC Health Plan (16) Histance Complety (3)	
	IDCTORS MEDICAL FACILITIES PRESCRIPTION DRUGS Dr. Ontsthe C Knaude Brown III SAINT VINCENT HEALTH CENTER III Levien (28) 0.15 mg-0.05	
HEALTH SAVINGS ACCOUNT (HSA) + LIGIBLE PLANS	1. See plans you can use a Health Sovrigs Account (HSA) with	
EARCH BY PLAN ID	Skampår: 1234530387/	ERS

Example Filter: Simple Choice

	Simple Choice plans			
PLAN CATEGORIES Choose plan categories to see.	Bronze (3) Silver (13)	Gold (5) Platnum (3)		
ESTIMATED TOTAL YEARLY COSTS includes premiums, deductibles, and all other costs for year, based on care level jou picked.	\$100 Democracione de la companya de			\$1000+
na year, seses or care and poopulates.				
MAX MONTHLY PREMIUM Choose a maximum monthly premium induced by any premium tax credit you decided to usel.	\$100			\$1000+
				-
MAX YEARLY DEDUCTIBLE Choose a maximum yearly deductible.	\$100 Network			\$1000-
HEALTH PLAN TYPES				
Check all types you want to see.	Preferred Provider Organization (PPO) (11)			
	Exclusive Provider Organization (EPO) (13)			
INSURANCE COMPANIES Churse which company to see.	Highmark (5) Highmark Health Insurance Company (3)	UPMC Health Plan (16) Construction		
DOCTORS, MEDICAL FACILITIES & DRUGS COVERED	DOCTORS	MEDICAL FACILITIES	PRESCRIPTION DRUGS	
Check services plans must provide	Dr. Christina C Knauss Brown Dr. Christina C Knauss Brown	SAINT VINCENT HEALTH CENTER	Levlen (28) 0.15 mg-0.03 mg tablet	
HEALTH SAVINGS ACCOUNT (HSA) - ELIGIBLE PLANS Check to see high-deductible HSA plans.	See plans you can use a Health Savings Account (HSA) with			
SEARCH BY PLAN ID 14-Character Plan ID				
		CANCEL	CLEAR ALL FILTERS APPLY FILT	ers





Confirmation of Plan Selection

Apply Pick plans Enroll		
1 2 3 4 5 6 🤉 8 9 Confirm	10-00	UST / CHANGE MY INFORMA
	_	sack.
Confirm your plan choices and e	nroll	
Take a few minutes to review your plan choices below. Once everything is co	rrect, you can confirm and continue.	
Health Plan for Bridget M Hill, Andre B Hill		CHANGE
UPMC Health Plan UPMC Advantage Bronze 56,950/535 - Partner Network Plan Ib: 1632PA0050100	Original Health plan premium	\$602.90
Adult Dental benefit not included Child dental benefit included	Health plan monthly premium you'll pay	\$602.90
Your coverage will start after your documents are accepted and you've paid your premium.		

Dental Selection

- Marketplace health plan required to purchase dental plan - Separate dental is optional

You must fine	enrollment To-Do List / Change your information shall the following steps to complete your enrollment. If you don't firesh today, you can come back and firesh also make changes here.		
•	Decide how much tax credit to use to lower your premium Choose now much of your premium tax credit to use to lower your monthy bit.	CHANGE	
•	Report tobacco use sue fyou use tobacco reguerly	CHANGE	
•	See if plans cover your doctors, hospitals & prescription drugs Find out # your discuss and insolution are in pairs' insolves, and if your drugs are covered.	CHANGE	
•	Get an estimate of your total yearly costs See how premiums and other costs add up for each plan.	CHANGE	
•	Choose health plans Stop, conpare, and choose health plans.	CHANGE	
6	Choose dental plans Stop compare, and choose dental plans.	START	
7	Confirm your plan choices & enroll Check your choices are linal sime, sign the application, and finish your evolumenc.		
Enter an Exer	nption Certification Number.		

Dental Selection (Optional)

Note that this question highlights whether dental was included in the health plan

Choose who should enroll in a dental plan
You may want this if the health coverage you choose doesn't include dental coverage, or if you want different dental coverage.
Enroll Bridget M Hill in a separate dental plan? X Bridget M Hill won't have dental coverage from the selected health plan.
YES NO.
Enroll Andre B Hill in a separate dental plan? X Andre B Hill won't have dental coverage from the selected health plan.
YES NO.
CONTINUE

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Dental Plan Details

The second second				
1 2 3 4 5 6 7 8	9 dental plans_progress_title		TO DO LIST / CHANGE WY INFORM	WATION
27 Dental plans available for			SCRT EY	
Bridget M Hill, Andr with an estimated effective d			ILTER PLANS	•
DSM USA Insura	nce Company Inc - Denta	aQuest EPO Family Prev	entative	
Monthly premium	Deductible	Out-of-pocket maximum	Providers & Drugs	
\$17.12 Scarantzed Bate	\$300 Family Total	S700 Fariny Tata (Apples to drill essential health bene only)	Vear doctors (6/1) Vear prescription drugs (6/1) Vear medical facilities (6/1) CHAMBE	
QUICKVIEW	DETAILS		COMPARE & SAVE	
Dominion Natio	nal · Select Plan Basic			
Monthly premium	Deductible	Out-of-pocket maximum	Providers & Drugs	
\$22.30	Nor applicable individual total	S700 Family Total (Applies to child essential health bene (mt))	Year dectors (6/1) Year prescription drugs (6/1) Year medical factors (6/1) CHAMER	

Confirm Dental Plan Selection

Plan selection
Dominion National - Select Plan Basic
Monthly premium Deductible Out-of-packet maximum Providers & Drugs
\$22,30 Not approache holind sur toui \$350 Bio Createria e Holind ani toui ✓ Guaranteed Rate Store State Office Not af proache holind sur toui \$700 Store State Office Not af proache holind sur toui \$700 Store State Office Not af holing to arguine \$700 Store State Office Not af holing to arguine \$700 Not af holing to arguine Not af holing to arguine \$700 Not af holing to arguine Not af holing to arguine \$700 Not af holing to arguine Not af holing to arguine \$700 Not af holing to arguine Not af holing to arguine \$700 Not af holing to arguine Not af holing to arguine \$700 Not af holing to arguine Not af holing to arguine
CHANGE
0 0

Review and Confirm

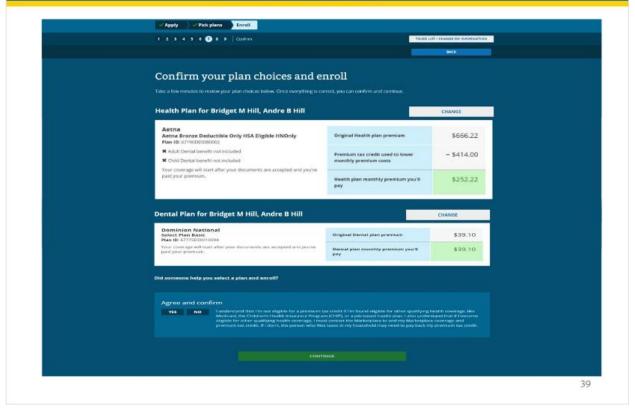
	finish all the following steps to complete your enrollment. If you don't finish today, you can come back and th can also make changes here.		
•	Decide how much tax credit to use to lower your premium Occore tee much of your premum tax credic to use to leaver your morthly bill.	CHANGE	
•	Report tobacco use State flyou use exoacto regularly	CHANGE	
•	See if plans cover your doctors, hospitals & prescription drugs Find out your decision and hospitals are in parter networks, and if your drugs are covered.	CHANGE	
•	Get an estimate of your total yearly costs See hew premiums and other costs adduce for each plan	CHANGE	
•	Choose health plans Stop compare, and choose health plans.	CHANGE	
•	Review dental enrollment Cross who should enroll in a separat donal plan.	CHANGE	
7	Confirm your plan choices & enroll Deal your coales one Invitionel uption and front your ensitives.	START	
Febre and	xemption Certification Number.		J

APTC Attestation

- Applicant agrees to file a federal income tax return (file jointly with a spouse)
- Applicant agrees to no one else being able to claim him or her as a dependent
- Applicant would electronically sign and select "Finish Plan Selection"

YES NO		
	FINISH PLAN SELECTION	

Confirm Choice of Major Medical Health and Dental Plans



Plan Payment Page

Green "Pay for Plan" button means online payment is available

- Making the first premium payment is the final step of enrollment
- Applicants must pay their first premium in order to maintain coverage
- After the applicant selects a plan he or she will either see a link to the insurance company's website or instructions on how to pay their premium payments to their

insurance company



What information is needed, on the application, to display plan options?

A. Rating area (zip code & County)B. Number of family members seeking coverageC. Family members' ages and tobacco statusD. All the above

The Enroll To-Do-List can be used to navigate the plan comparison process?

True or False

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What are your options for lowering your premium if you qualify for APTC?

A. Use all of your tax creditB. Use some of your tax creditC. Use none of your tax creditD. All of the above

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An applicant can apply for a dental only plan on the Marketplace at this time?

True or False

What is the final step of the application process?

- A. Order take out
- B. Pay the first month premium
- C. Make car payment

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