

Part IV:

Plan Selection Strategies

The Right Fit: Helping Consumers Navigate the Plan Selection Process

Dave Chandrasekaran, Training Consultant, Certified Application Counselor (CAC) September 25, 2018



Today's Presentation

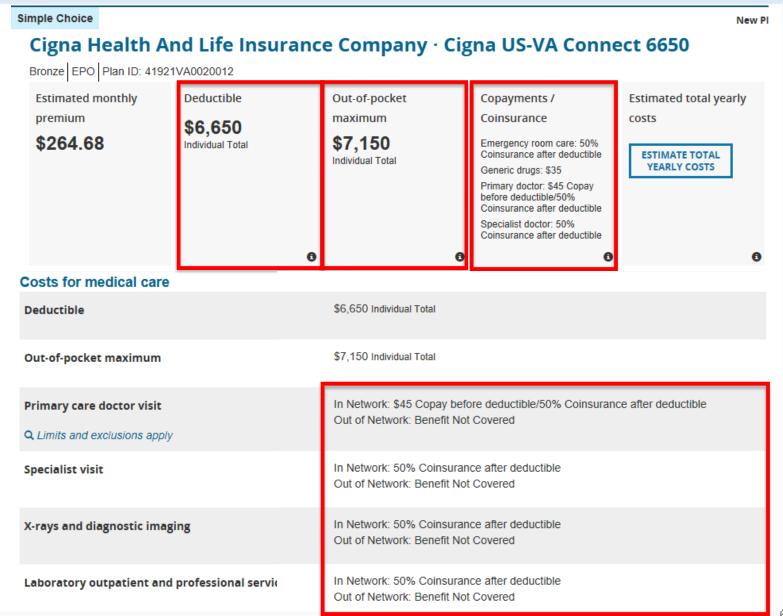
- > Section 1: Overview of Marketplace QHPs
- > Section 2: Trends in Marketplace plans
- > Section 3: Strategies to Help Consumers
- > Section 4: Plan Comparison & Selection Demo

Section 1: Overview of Marketplace QHPs

Elements of Marketplace Health Plans

- 1. Premium
- 2. Plan Design/Cost Sharing
- 3. Covered Benefits
- 4. Prescription Drug Formulary
- 5. Provider Network

Overview of Cost Sharing



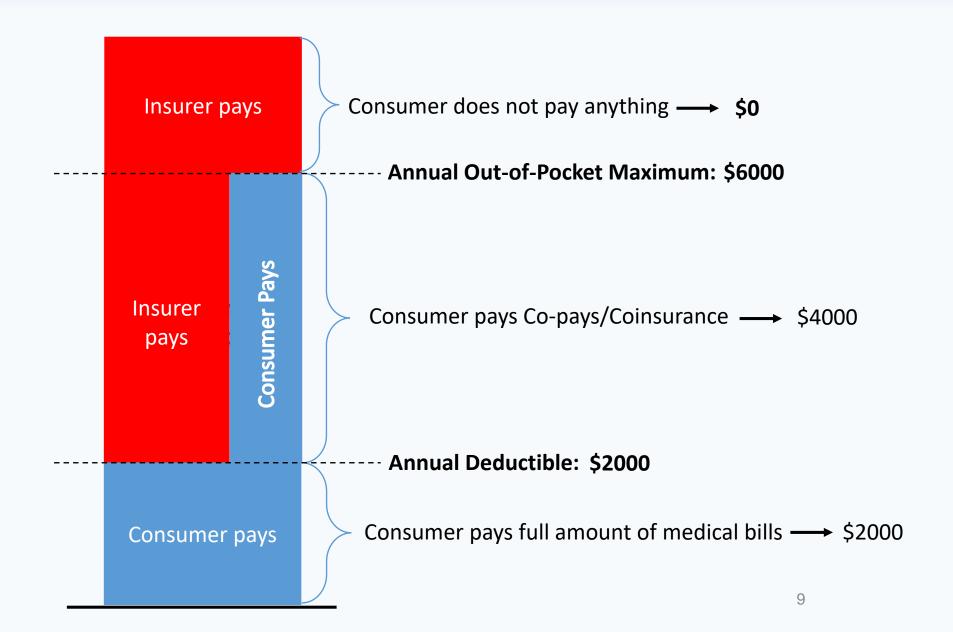
QHP Metal Tiers

	Bronze (60%)	Silver (70%)	Gold (80%)	Platinum (90%)
Premium	\$216.02	\$310.62	\$327.63	\$522.84
Deductible	\$6,950	\$3,500	\$1,400	\$250
Maximum OOP limit	\$7,350	\$7,350	\$5,000	\$1,500
Primary care visit	\$35	\$25	\$20	\$10
Specialist visit	no charge after ded.	\$75	\$50	10%
Emergency room care	no charge after ded.	\$800	20% after ded.	10% after ded
Inpatient hospitalization	no charge after ded.	no charge after ded.	20% after ded.	10% after ded
Generic drugs	\$30	\$20	\$10	\$10
Preferred brand name	30% after ded.	\$65 after ded.	\$40	\$45
Non-preferred brand	50% after ded.	\$100 after ded.	\$75	\$90
Specialty Drugs	50% after ded.	50% after ded.	50% after ded.	50% after ded.

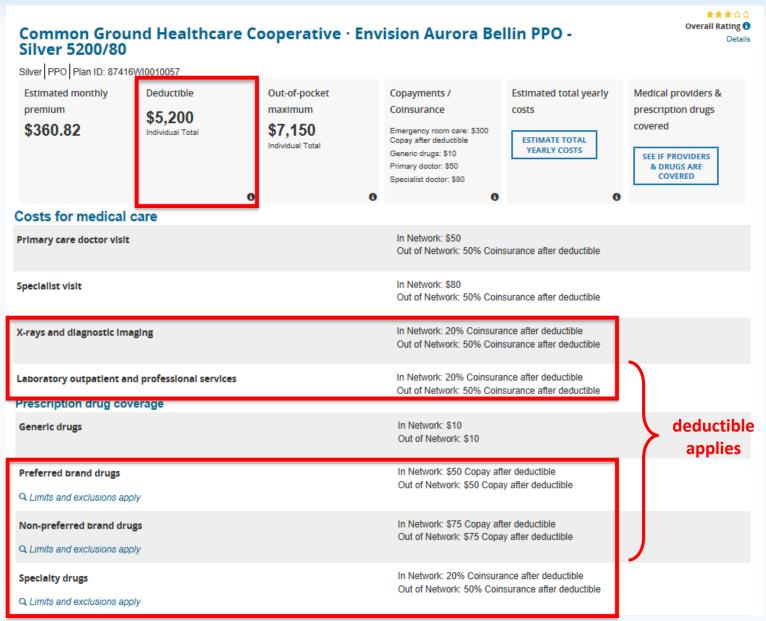
Cost Sharing Reduction (CSR) Silver Plans

	Silver (70%)	Silver (CSR 73%)	Silver (CSR 87%)	Silver (CSR 94%)
Eligibility	>250%	200%-250%	150%-200%	100%-150%
Premium	\$311.62	\$143.17	\$63.24	\$48.44
Deductible	\$3,500	\$2,650	\$1,250	\$150
Maximum OOP limit	\$7,350	\$5,850	\$2,450	\$1,000
Primary care visit	\$25	\$25	\$5	\$5
Specialist visit	no charge after ded.	\$75	\$25	\$15
Emergency room care	\$800	\$800	\$150	\$75
Inpatient hospitalization	no charge after ded.	no charge after ded.	no charge after ded.	no charge after ded.
Generic drugs	\$20	\$20	\$4	\$2
Preferred brand name	\$65 after ded.	\$65 after ded.	\$15	\$25
Non-preferred brand	\$100 after ded.	\$100 after ded.	\$45	\$45
Specialty Drugs	50% after ded.	50% after ded.	50%	50%

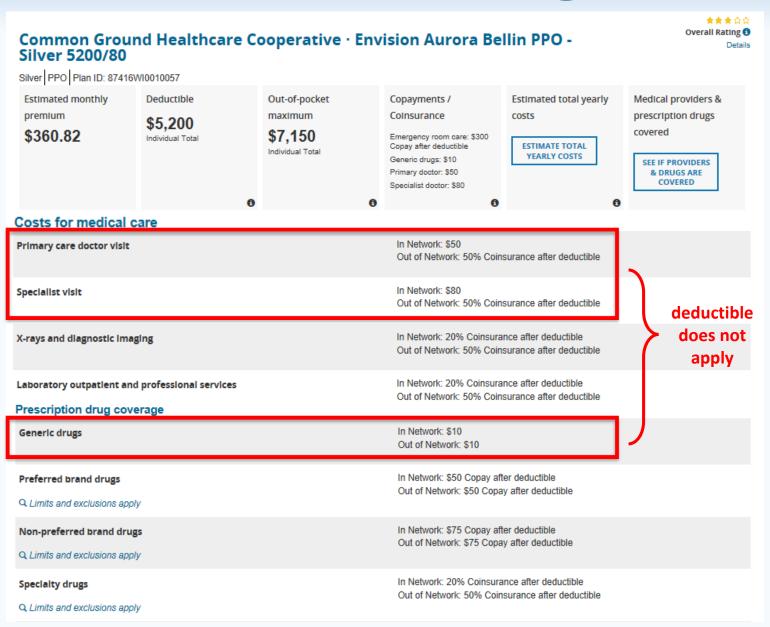
Explaining Cost-Sharing Terms



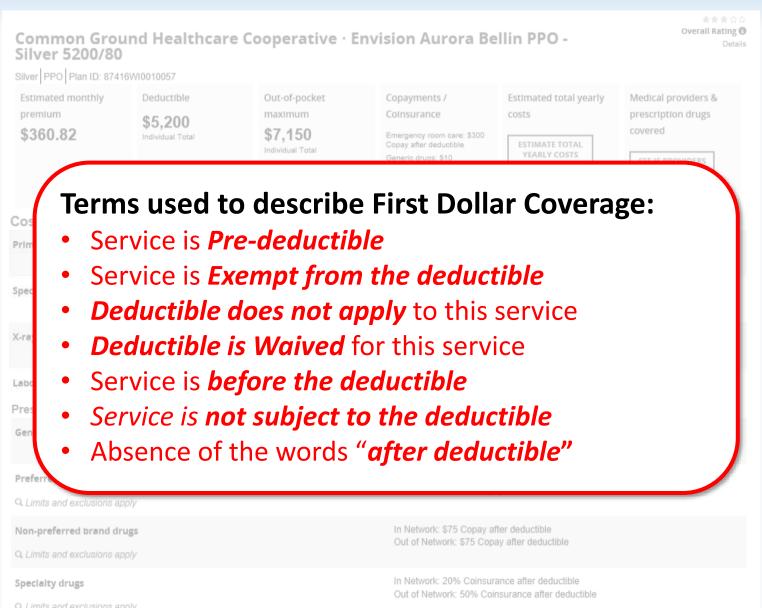
First Dollar Coverage



First Dollar Coverage



First Dollar Coverage



HSA vs. non-HSA Plans

Kaiser Permanente · KP GA Signature Bronze

Bronze HMO Plan ID: 89942GA0050020

Estimated monthly premium

\$206.58 Was: \$349.17

Deductible

\$6.200 Individual Total Out-of-pocket maximum

\$6,550 Individual Total

Primary care doctor visit	In Network: 40% Coinsurance after deductible Out of Network: Benefit Not Covered
Specialist visit	In Network: 40% Coinsurance after deductible Out of Network: Benefit Not Covered
X-rays and diagnostic imaging	In Network: 40% Coinsurance after deductible Out of Network: Benefit Not Covered
Laboratory outpatient and pro	In Network: 40% Coinsurance after deductible Out of Network: Benefit Not Covered

Prescription drug coverage

i rocompaon arag coverage	
Generic drugs	In Network: 40% Coinsurance after deductible Out of Network: Benefit Not Covered
View limits and exclusions	
Preferred brand drugs	In Network: 50% Coinsurance after deductible Out of Network: Benefit Not Covered
View limits and exclusions	
Non-preferred brand drugs	In Network: 50% Coinsurance after deductible Out of Network: Benefit Not Covered
<u>View limits and exclusions</u>	
Specialty drugs	In Network: 50% Coinsurance after deductible Out of Network: Benefit Not Covered

Kaiser Permanente · KP GA Signature Silver 4700/

Silver HMO Plan ID: 89942GA0050025

Estimated monthly premium

\$231.36 Was: \$373.95

Deductible

\$4,700 Individual Total Out-of-pocket maximum

\$7.350 Individual Total

Primary care doctor visit In Network: \$35

Out of Network: Benefit Not Covered

In Network: \$65 Specialist visit

Out of Network: Benefit Not Covered

X-rays and diagnostic imaging

In Network: 30% Coinsurance after deductible

Out of Network: Benefit Not Covered

Laboratory outpatient and profe

In Network: 30% Coinsurance after deductible

Out of Network: Benefit Not Covered

Prescription drug coverage

Generic drugs

In Network: \$15

Out of Network: Benefit Not Covered

View limits and exclusions

In Network: \$45 Copay after deductible Preferred brand drugs Out of Network: Benefit Not Covered

View limits and exclusions

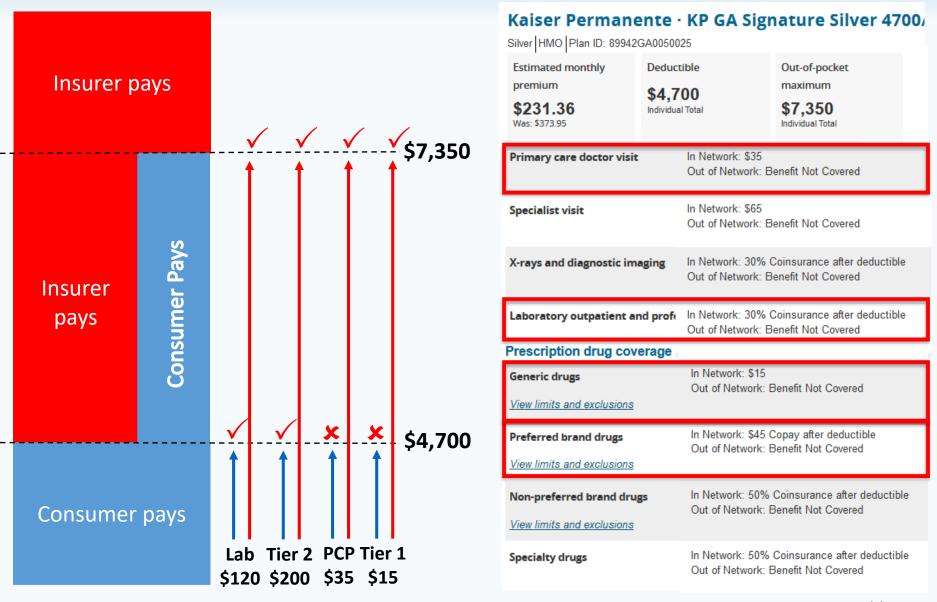
In Network: 50% Coinsurance after deductible Non-preferred brand drugs Out of Network: Benefit Not Covered

View limits and exclusions

In Network: 50% Coinsurance after deductible Specialty drugs

Out of Network: Benefit Not Covered

Counting toward Deductible & OOP Max



No Cost Sharing for Preventive Services



SelectBlue 5850 HSA Bronze

Coverage Period: 01/01/2016-12/31/2016

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

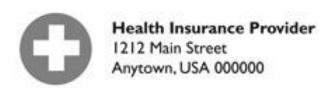
Coverage for: Individual/Family | Plan Type: HDHP



This is only a summary. If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at https://www.nebraskablue.com/individualacacontracts or by calling 1-888-592-8960.

Important Questions	Answers	Why this Matters:
What is the overall deductible?	Select In-network: \$5,850 individual / \$11,700 family In-network: \$6,450 individual / \$12,900 family Out-of-network: \$12,900 individual / \$25,800 family Does not apply to most preventive care. Copayments and coinsurance don't count toward the deductible.	page 3 for how much you pay for covered services after you meet the deductible .
Are there other deductibles for specific services?	No.	You don't have to meet deductibles for specific services, but see the chart starting on page 3 for other costs for services this plan covers.
Is there an out-of-pocket limit on my expenses?	Yes. Select In-network: \$5,850 individual / \$11,700 family In-network: \$6,450 individual / \$12,900 family Out-of-network: \$12,900 individual / \$25,800 family	The out-of-pocket limit is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.

Paying Carrier Negotiated Rates



EXPLANATION OF BENEFITS

Please retain for future reference Mary Jones MD/ PIN:7654321

Mary Jones, MD Homeville Medical Center 2121 Elm Ave. Homeville, USA 000000 Date: 01/01/12
Tax ID #: 0101010101
Check #: 1010101010
Check Amount: \$###.00

Patient Name: Bill Smith
Patient Account Number: 987654321
Patient ID # 1234567
Member ID: 54321

Treatment Date	АА	Service Code	ВВ	Submitted Charges	l Allowed Amount	Copay Amount	Insurance Pays	You Owe
01/01/12 01/02/12 01/03/12	11 11	Office visit Office visit Laboratory	11 11 11	\$220.00 \$220.00 \$130.00	\$85.00 \$85.00 \$20.00	\$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00	\$85.00 \$85.00 \$20.00
TOTALS		7		\$570.00	\$190.00	\$0.00	\$0.00	\$190.00

Covered Benefits

10 Categories of Essential Health Benefits

- Ambulatory Patient Services
- Emergency Services
- Maternity and Newborn Care
- Hospitalization
- Mental Health and Substance Use Disorders
- Preventive & Wellness Services
- Laboratory Services
- Prescription Drugs
- Rehabilitation and Habilitative Services
- Pediatric Oral and Vision Care

Dental Coverage for Children/Adults



Other Covered Services

Common Medical Event	Services You May Need	Your cost if you use a Plan Provider	Your cost if you use a Non-Plan Provider	Limitations & Exceptions
	Eye exam	20% Coinsurance after deductible	Not Covered	none
If your child needs dental or eye care	Glasses	No Charge after deductible	Not Covered	1 pair glasses/yr (single OR bifocal lenses) OR 1st purchase of contact lenses/yr OR 2 pair/eye/yr medically necessary contacts (select group of frames and contacts)
·	Dental check-up	No charge (Deductible does not apply)	Not Covered	One evaluation, including teeth cleaning, topical fluoride applications, covered 2 times per yr; 2 bitewing x-rays per yr, 1 set full mouth x-rays every 3 yrs.

Excluded Services & Other Covered Services:

Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other excluded services.)

- Acupuncture
- Cosmetic Surgery
- Hearing Aids

- Long-Term/Custodial Nursing Home Care
- Non-Emergency Care when Traveling Outside the U.S.
- Routine Foot Care
- Weight Loss Programs

Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

- Bariatric Surgery
- Chiropractic Care with limits
- Infertility Treatment with limits

- Private-Duty Nursing with limits
- Routine Dental Services (Adult) with limits
- Routine Eye Exam (Adult)

- Routine Hearing Tests
- Voluntary Termination of Pregnancy with limits

Your Rights to Continue Coverage:

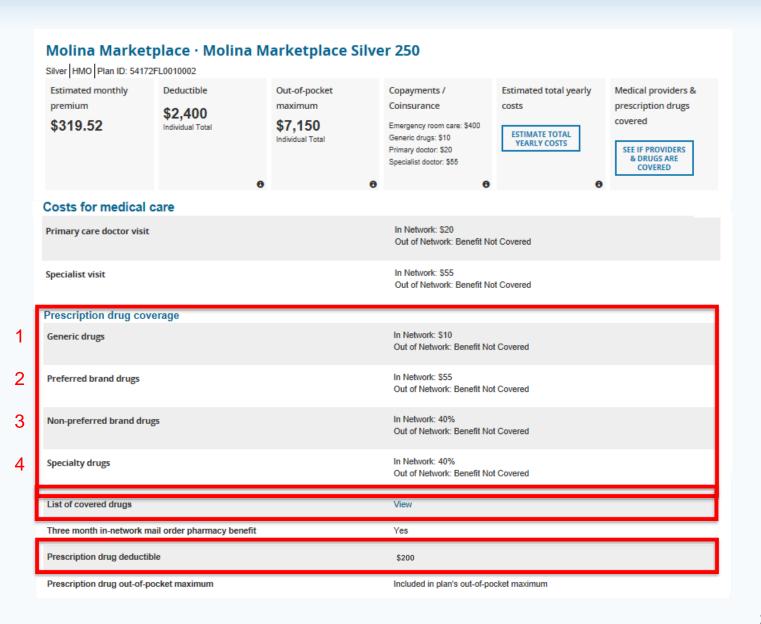
Federal and State laws may provide protections that allow you to keep this health insurance coverage as long as you pay your **premium**. There are exceptions, however, such as if:

- You commit fraud
- The insurer stops offering services in the State
- You move outside the coverage area

Other Covered Services

	CareFirst BCBS	Cigna	Innovation Health	Kaiser Permanente	United Healthcare
Abortions				✓	
Acupuncture					
Bariatric surgery	✓			✓	
Chiropractic care	✓	✓	✓	✓	✓
Dental care (adult)				✓	
Infertility treatment				✓	
Hearing aids					
Long-term care					
Private duty nursing	✓	✓	✓	✓	✓
Routine eye exam (adult)	✓			✓	✓
Routine hearing tests (adult)				✓	
Routine foot care					

Prescription Drug Cost-Sharing



Prescription Drug Formulary

Plan Differences in Cost-sharing/Drug Tiers

Coventry *One*.

Drug Search
2016 CoventryOne Prescription Drug List: IA

Start Over

Please select a drug from the list below to continue.

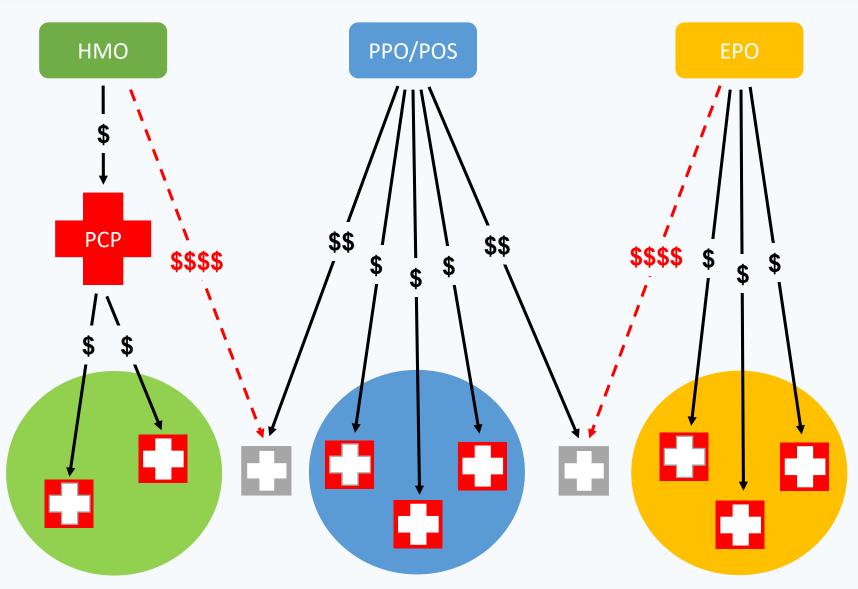
- HumaLOG 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG KwikPen 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG Mix 50/50 KwikPen (50-50) 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG Mix 50/50 SUSPENSION (50-50) 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG Mix 75/25 KwikPen (75-25) 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG Mix 75/25 SUSPENSION (75-25) 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG SOLUTION 100 UNIT/ML SUBCUTANEOUS*

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2016 CoventryOne Prescription Drug List: IA

BlueCross BlueShield of Illinois Drug Name	Drug Tier	Prior Authorization	Step Therapy	Dispensing Limits	ACA	Limited Distribution
XIGDUO XR - dapagliflozin- metformin hcl tab sr 24hr 10-1000 mg	4			•		_
Rapid-Acting Insulins						
APIDRA - insulin glulisine inj 100 unit/ml	4	•		•		
APIDRA SOLOSTAR - insulin glulisine soln pen-injector inj 100 unit/ml	4	•		•		
HUMALOG - insulin lispro (human) inj 100 unit/ml	4	٠		•		
HUMALOG - insulin lispro (human) soln cartridge 100 unit/ml	4			•		
HUMALOG KWIKPEN - insulin lispro (human) soln pen- injector 100 unit/ml	4	•		•		
HUMALOG KWIKPEN - insulin lispro (human) soln pen- injector 200 unit/ml	4			•		

Health Plan Network Types



In-network vs Out-of-network Cost-sharing

Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services

Coverage Period: 01/01/2018-12/31/2018

BlueCross BlueSt of Illinois

: Blue Choice Preferred Gold PPO * 204

Coverage for: Individual/Family | Plan Type: PPO

Important Questions	Answers		Why This Matters:			
What is the overall deductible?	Individual: Participating \$750 Non-Participating \$15,000 Family. Participating \$2,250 Non-Participating \$45,000		Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount is <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each fam must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> ex by all family members meets the overall family <u>deductible</u> .			
What is the <u>out-of-pock</u> <u>limit</u> for this <u>plan</u> ?	Participating \$7,350 Non-Participating Unlimited Family: Participating \$14,700 Non-Participating Unlimited		The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> un overall family <u>out-of-pocket limit</u> has been met.			
Common Medical Event	Services You May Need	What You Participating Provider (You will pay the least)		ı Will Pay Non-Participating Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Primary care visit to treat an injury or illness	\$15/visit, <u>deductible</u> does not apply			Virtual visits may be available, please refer to your <u>plan</u> policy for more details.	
If you visit a health care provider's office or	<u>Specialist</u> visit	\$50/visit, <u>deductible</u> does not apply			None.	
clinic	<u>Preventive care/screening/</u> immunization	No Charge, <u>deductible</u> does not apply		50% <u>coinsurance</u>	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. * Then check what your <u>plan</u> will pay for.	
work) coins		Hospital - 30% coinsurance Non-Hospital - 20% coinsurance		50% <u>coinsurance</u>	None.	
If you have a test	Imaging (CT/PET scans, MRIs)	coin Non-	oital - 30% <u>surance</u> ·Hospital - 20% <u>surance</u>	50% <u>coinsurance</u>	Preauthorization is required for certain services. *See benefit booklet for more details.	

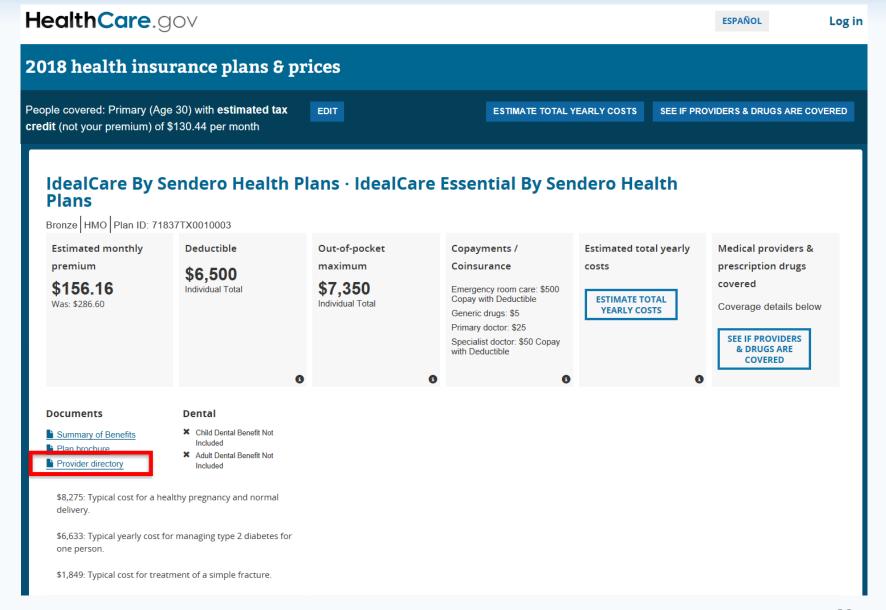
Source: Summary of Benefits and Coverage for Blue Cross Blue Shield of Illinois Blue Choice Preferred Gold PPO 204 in Chicago, IL (2018)

Provider Network Size

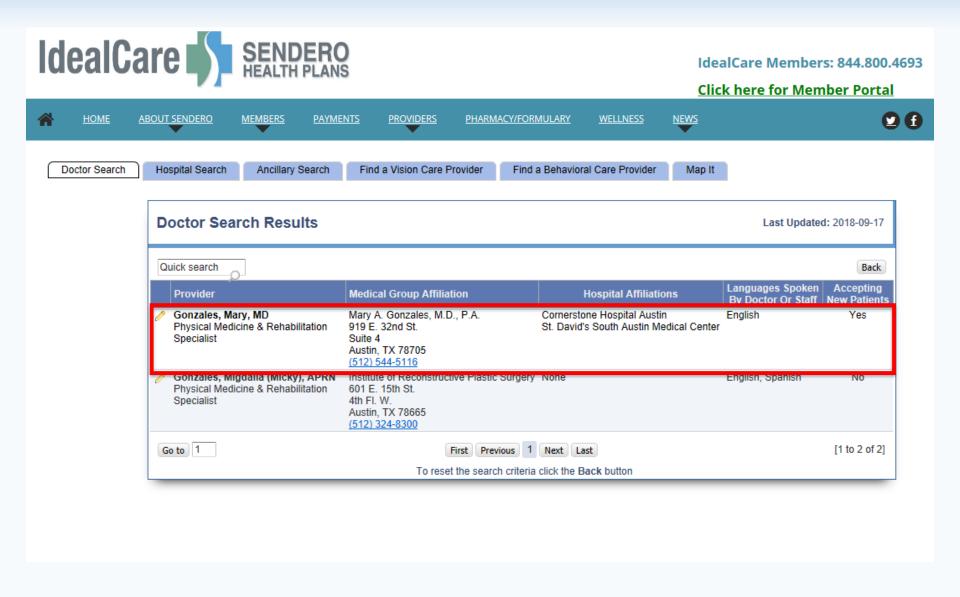
Specialty	Plan/Network Name	Network Type	Network Size (# of PCPs)*
BlueCross BlueShield	SelectBlue	PPO	269
of Nebraska	BlueEssentials	PPO	311
	MIPPA	POS	137
	CHI Heath Omaha	НМО	242
Coventry	Methodist Health Partners	НМО	195
	Nebraska Health Network	НМО	216
Medica	Medica Insure	PPO	719
UnitedHealthcare	Compass	НМО	1,082

^{*}Number of Primary Care Physicians within a 10 mile radius of 69022 Zip Code in Nebraska

Provider Search



Provider Search



Section 2: Trends in Marketplace Plans

Partial Exemptions from the Deductible

Cigna Health and Life Insurance Company: Cigna US-VA Connect 6650

Coverage Period: 01/01/2017-12/31/2017

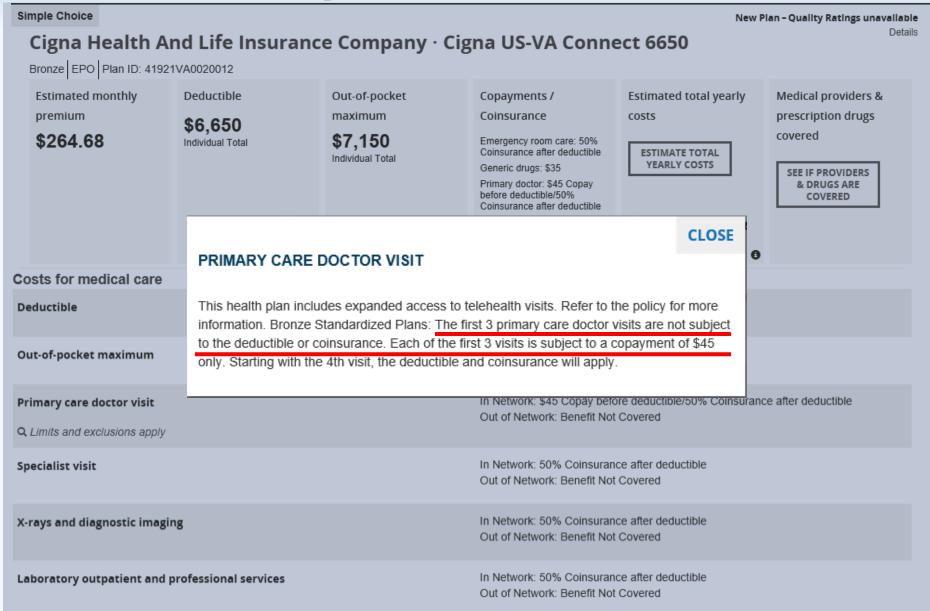
Summary of Benefits and Coverage: What this Plan Covers & What it Costs Coverage for: Individual & Family | Plan Type: EPO

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	\$45 co-pay/visit	Not Covered	First 3 visits \$45 co-pay/visit, additional visits 50% co-insurance. Expanded Access Telehealth visit – \$40 co-pay/visit if from a provider in the expanded access telehealth network. Refer to the policy for more information.
	Specialist visit	50% co-insurance	Not Covered	None
	Other practitioner office visit	50% co-insurance	Not Covered	None
	Preventive care/screening/immunization	No Charge	Not Covered	None
If you have a test	Diagnostic test (x-ray, blood work)	50% co-insurance	Not Covered	None
ii you nave a test	Imaging (CT/PET scans, MRIs)	50% co-insurance	Not Covered	None
Maria and days A	Preferred generic drugs	\$30 co-pay (retail)/ \$75 co-pay (home delivery)	Not Covered	Coverage is limited up to a 90-day supply (retail/home delivery). You pay co-pay for each 30 day supply (retail).
If you need drugs to treat your illness or condition	Non-preferred generic drugs	\$35 co-pay (retail)/ \$87 co-pay (home delivery)	Not Covered	Coverage is limited up to a 90-day supply (retail/home delivery). You pay co-pay for each 30 day supply (retail).
More information about prescription drug coverage is available	Preferred brand drugs	35% co-insurance (retail/home delivery)	Not Covered	Coverage is limited up to a 90-day supply (retail/home delivery).
www.cigna.com/ifp- drug-list	Non-preferred brand drugs	40% co-insurance (retail/home delivery)	Not Covered	Coverage is limited up to a 90-day supply (retail/home delivery).
	Specialty drugs	45% co-insurance (retail)/35% co- insurance (home delivery)	Not Covered	Coverage is limited up to a 30-day supply (retail/home delivery).
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	50% co-insurance	Not Covered	None
surgery	Physician/surgeon fees	50% co-insurance	Not Covered	None

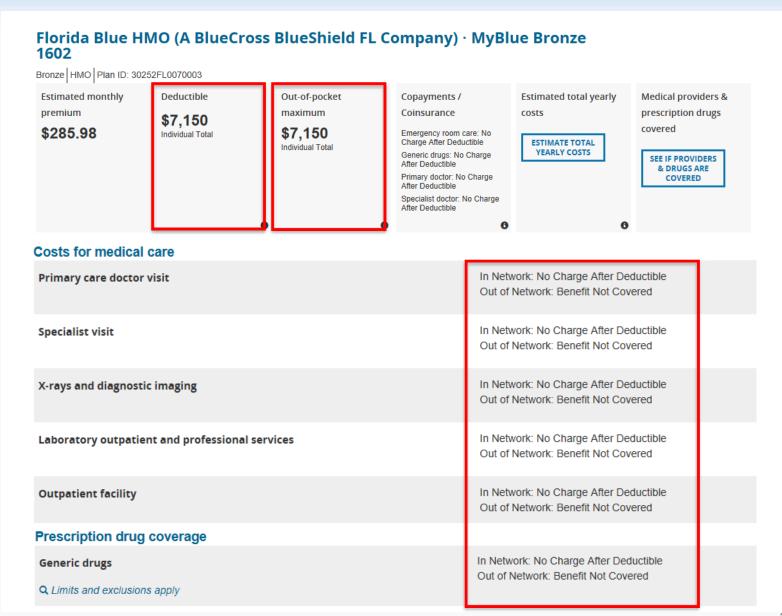
Partial Exemptions from the Deductible

Simple Choice New Plan - Quality Ratings unavailable Details Cigna Health And Life Insurance Company · Cigna US-VA Connect 6650 Bronze EPO Plan ID: 41921VA0020012 Estimated monthly Deductible Out-of-pocket Copayments / Estimated total yearly Medical providers & premium Coinsurance prescription drugs maximum costs \$6,650 covered \$264.68 \$7,150 Emergency room care: 50% Individual Total Coinsurance after deductible **ESTIMATE TOTAL** Individual Total YEARLY COSTS Generic drugs: \$35 SEE IF PROVIDERS Primary doctor: \$45 Copay & DRUGS ARE before deductible/50% COVERED Coinsurance after deductible Specialist doctor: 50% Coinsurance after deductible Costs for medical care \$6.650 Individual Total **Deductible** \$7,150 Individual Total Out-of-pocket maximum Primary care doctor visit In Network: \$45 Copay before deductible/50% Coinsurance after deductible Out of Network: Benefit Not Covered Q Limits and exclusions apply In Network: 50% Coinsurance after deductible Specialist visit Out of Network: Benefit Not Covered In Network: 50% Coinsurance after deductible X-rays and diagnostic imaging Out of Network: Benefit Not Covered In Network: 50% Coinsurance after deductible Laboratory outpatient and professional services Out of Network: Benefit Not Covered

Partial Exemptions from the Deductible



Deductible-only Plans



Additional Prescription Drug Tiers

Geisinger Health Plan: HMO Plan 20/40/3000

Coverage Period: 01/01/2017-12/31/2017

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual + Family Plan Type: HMO



This is only a summary. If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at www.thehealthplan.com or by calling 1-866-379-4489.

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions	
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	\$20 copay/visit	Not covered	None	
	Specialist visit	\$40 copay/visit	Not covered	None	
	Other practitioner office visit	\$20 copay/visit	Not covered	Chiropractor, In-network only: 20 visits/member/benefit period	
	Preventive care/screening/immunization	No charge	Not covered	Adults (22+): Limited to 1 routine exam per year, PCP copay applies thereafter	
If you have a test	Diagnostic test (x-ray, blood work)	No charge	Not covered	None	
	Imaging (CT/PET scans, MRIs)	No charge	Not covered	Precert / prior auth required.	
If you need drugs to treat your illness or condition	Generic (preferred) drugs	\$3	Not covered	Covers up to a 34-day supply. Mail order 2x copayment.	
	Generic (non-preferred) drugs	\$15	Not covered		
	Brand (preferred) drugs	\$35	Not covered		
	Brand (non-preferred) drugs	\$55	Not covered		
More information about	Specialty (preferred)	40% up to \$150	Not covered	No mail order option	
prescription drug coverage is available at www.thehealthplan.com	\$0 Tier	No Charge	Not covered	MediBenNC vaccines (flu and zostavax)	

Source: Summary of Benefits and Coverage, Geisinger Health Plan HMO Plan 20/40/3000 in Cambria County, PA (2017)

Additional Prescription Drug Tiers

Geisinger Health Plan · Geisinger Marketplace HMO 20/40/3000 Gold HMO Plan ID: 22444PA0010006 Estimated monthly Estimated total yearly Medical providers & Deductible Out-of-pocket Copayments / prescription drugs premium maximum Coinsurance costs \$3,000 covered \$516.09 \$4,000 Emergency room care: \$250 Individual Total ESTIMATE TOTAL Generic drugs: \$15 Individual Total YEARLY COSTS Primary doctor: \$20 SEE IF PROVIDERS & DRUGS ARE Specialist doctor: \$40 COVERED

Prescription drug coverage

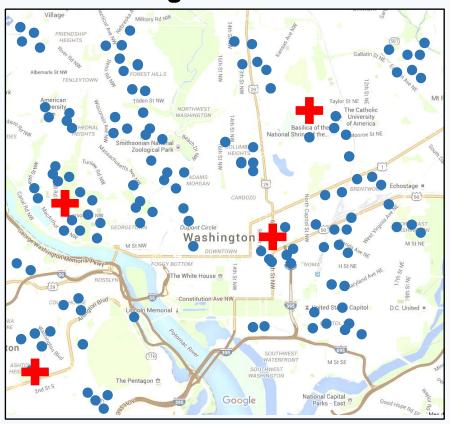
Generic drugs Q. Limits and exclusions apply	In Network: \$15 Out of Network: Benefit Not Covered	***************************************		
A Limits and exclusions apply				
Preferred brand drugs	In Network: \$35 Out of Network: Benefit Not Covered			
Q Limits and exclusions apply				
Non-preferred brand drugs	In Network: \$55 Out of Network: Benefit Not Covered			
Q Limits and exclusions apply	Out of Network. Benefit Not Covered	Out of Network. Deficilt Not Covered		
Specialty drugs	In Network: 40% Out of Network: Benefit Not Covered			
Q Limits and exclusions apply	Out of Network. Deficill Not Covered			
List of covered drugs	View	View		
Three month in-network mail order pharmacy benefit	Yes	Yes		
Prescription drug deductible	\$0			
Prescription drug out-of-pocket maximum	Included in plan's out-of-pocket maximum	3/		

34

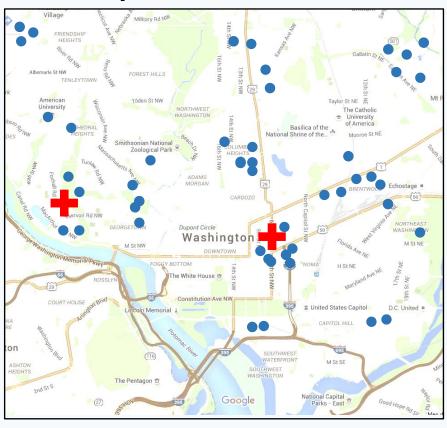
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Narrow Provider Networks

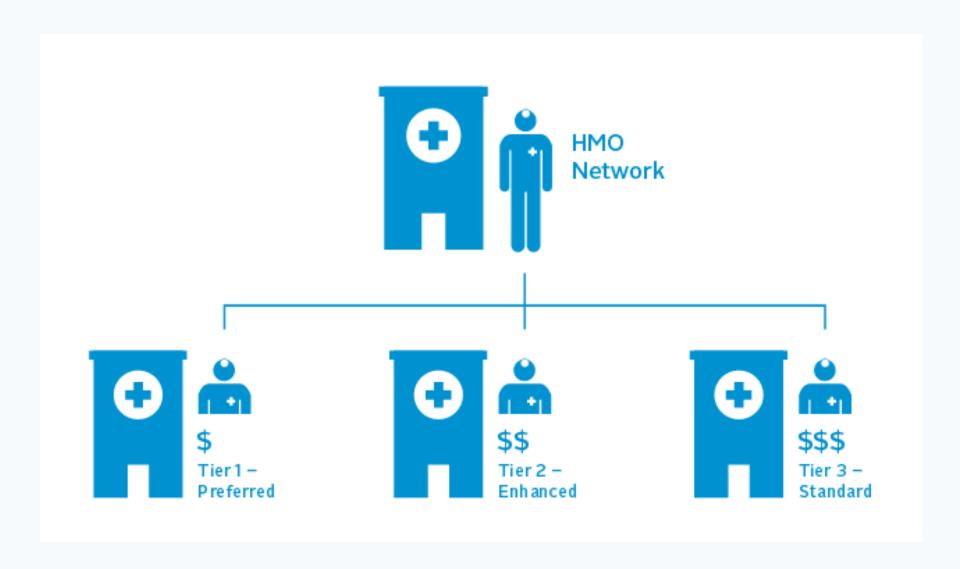
Off-Exchange Provider Network



Marketplace Provider Network



Tiered Provider Networks



Tiered Provider Networks

Independence HMO Silver Proactive

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage Period: Beginning on or after 01/01/2017

Coverage for: FAMILY| PlanType: HMO

Common Medical Event	Services You May Need	Your Cost If You Use			Limitations & Exceptions
		Tier 1 - Preferred	Tier 2 - Enhanced	Tier 3 - Standard	Limitations & Exceptions
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	\$30 Copayment (copay)	\$40 copay, no Deductible (ded)	\$50 copay, no ded	none
	Specialist visit	\$60 copay	\$80 copay, no ded	\$100 copay, no ded	PCP referral required.
	Other practitioner office visit	\$50 copay	\$50 copay, no ded	\$50 copay, no ded	PCP referral required for spinal manipulation. Visit limits may apply. See benefit booklet.
	Preventive care / screening / immunization	No Charge	No Charge no ded	No Charge no ded	Age and frequency schedules may apply. For colorectal cancer screening, your cost share may vary depending on where you receive service.
If you have a test	Diagnostic test (x-ray, blood work)	\$60 copay(X-Ray)/ No Charge(Blood Work)	\$60 copay, no ded(X- Ray)/ No Charge no ded(Blood Work)	\$60 copay, no ded(X- Ray)/ No Charge no ded(Blood Work)	PCP referral required for x-rays. Requisition form required for lab work.
	Imaging (CT/PET scans, MRIs)	\$250 copay	\$250 copay, no ded	\$250 copay, no ded	Precertification required for certain services. See benefit booklet.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	\$250 copay	Subject to ded and \$750 copay	Subject to ded and \$1,250 copay	Precertification may be required. See benefit booklet.
	Physician/surgeon fees	No Charge	5%, after ded	10%, after ded	Precertification may be required. See benefit booklet.
If you need immediate medical attention	Emergency room services	\$550 copay	\$550 copay, no ded	\$550 copay, no ded	none
	Emergency medical transportation	\$200 copay	\$200 copay, no ded	\$200 copay, no ded	none
	Urgent care	\$100 copay	\$100 copay, no ded	\$100 copay, no ded	Your costs for urgent care are based on care received at a designated urgent care center or facility.

Inaccurate Provider Directories

Improving the Accuracy of Health Insurance Plans' Provider Directories

ISSUE BRIEF / OCTOBER 2015

Inaccuracies in Provider Directories Are Prevalent

Consumers often find that reliable information about health insurance provider networks is not available. Common inaccuracies contained in the provider directories maintained by health plans include:

- » Providers who are not actually in the plan's network
- » Inaccurate provider contact information, such as incorrect phone numbers
- » Inaccurate information about which languages providers speak or the type of health care services they deliver

Research Documenting the Prevalence of Inaccurate Provider Directories

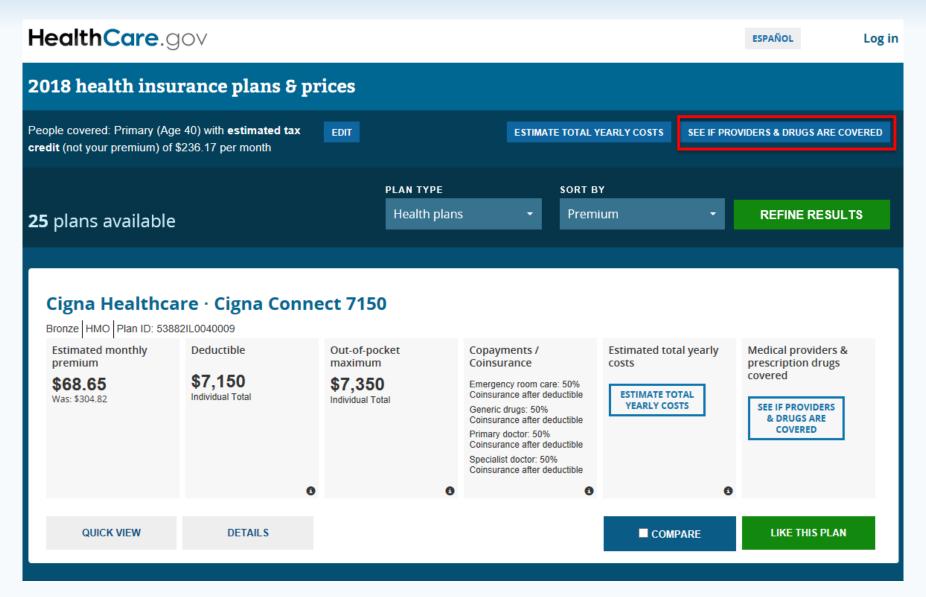
One study of Maryland's qualified health plans (QHPs, plans certified for sale on a health insurance marketplace under the ACA) found that less than half (only 43 percent) of psychiatrists listed in their provider

43% Less than half of psychiatrists in Maryland QHPs could be reached at the numbers listed for them in the provider directories.1

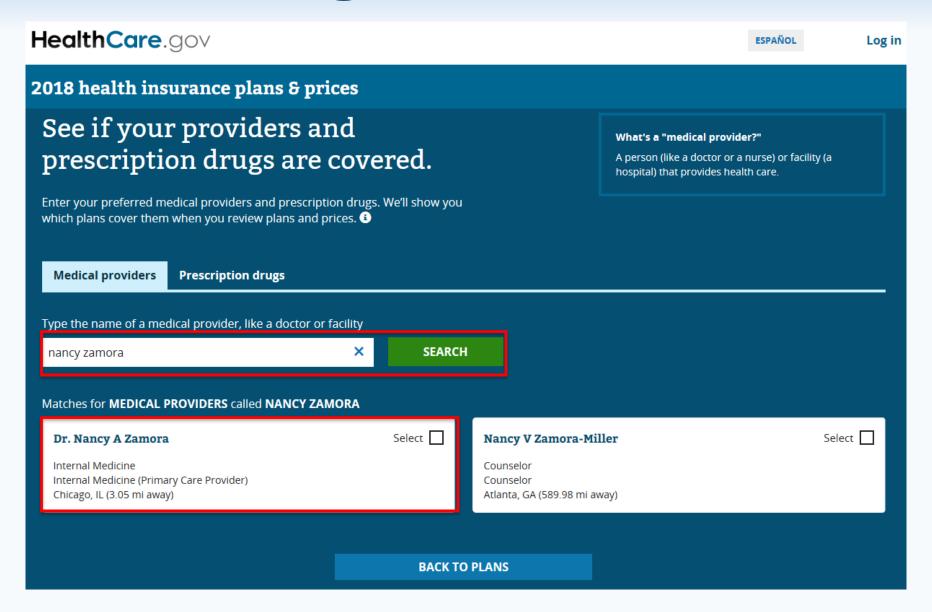
of psychiatrists listed in New Jersey PPOs had incorrect contact

18.2% of providers in one plan were not practicing at their listed locations.3

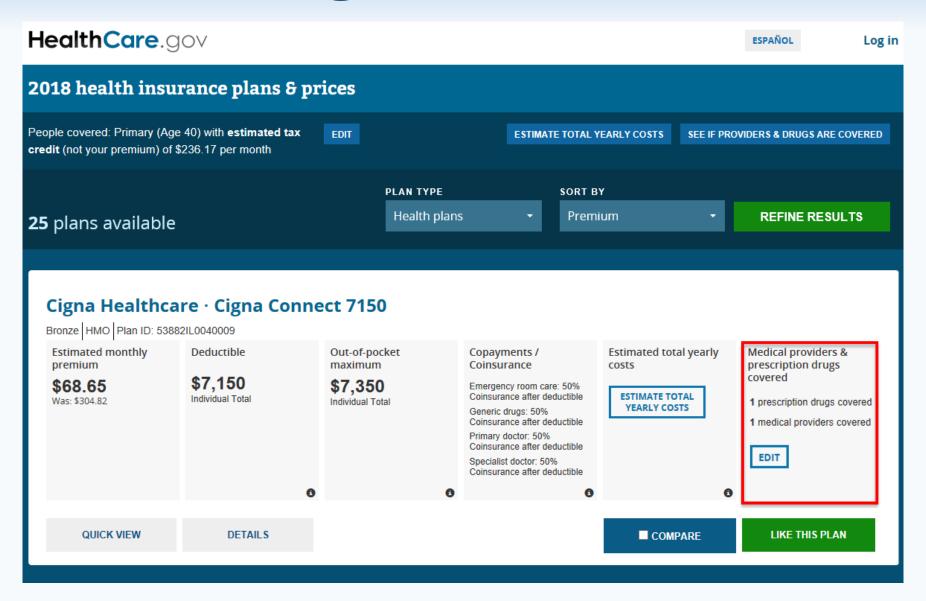
healthcare.gov Provider/Rx Search Tool



healthcare.gov Provider Search Tool



healthcare.gov Provider Search Tool



Major Cuts to Federal Navigator Funding



ABOUT -

RESEARCH +

EXPERTS

BLOG

DONATE

off the charts

POLICY INSIGHT BEYOND THE NUMBERS

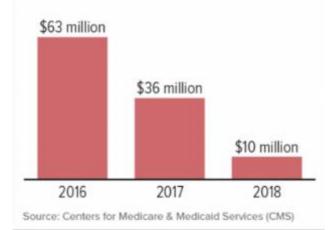


The Department of Health and Human Services (HHS) announced yesterday which groups will receive navigator funds in the 34 states where the federal government runs the Affordable Care Act (ACA) marketplace. But the Trump Administration's sharp cuts in overall navigator funding in the last two years mean that many consumers who buy insurance through HealthCare.gov will be on their own to complete the complex application and enrollment process to get affordable health coverage. The defunding of navigator programs erects another obstacle to enrollment in the ACA marketplaces, even as new Census figures show that progress in reducing the uninsured rate stalled in 2017, likely due in part to other Administration efforts to undermine the ACA.

HHS has slashed navigator funding by over 80 percent since 2016, leaving only \$10 million to thinly spread

Trump Administration Has Cut Navigator Funding by Over 80 Percent Since 2016

Funding for programs in 34 states using federal marketplace



Source: Center on Budget and Policy Priorities, Off the Charts Blog, Navigator Funding Cuts Will Leave Many Marketplace Consumers on Their Own, https://www.cbpp.org/blog/navigator-funding-cuts-will-leave-many-marketplace-consumers-on-their-own

Section 3: Strategies to Help Consumers

Preparing for Open Enrollment

1. Tracking changes in the lowest-cost plan options

Rank	2016		2017		2018	
Ra	Plan	Plan Price		Plan Price		
1	Innovation Health Leap Silver Basic	\$237	Innovation Health Leap Silver Basic	\$259	Kaiser Permanente Silver 6000/35/ Dental	\$392
2	Kaiser Permanente VA Silver 2750/20/ HSA/Dental/ Ped dental	\$248	Innovation Health Leap Silver Diabetes	\$271	Cigna Connect 6500	\$401
3	United HealthCare, Silver Compass HSA 2000	\$253	Cigna Connect 4500	\$274	Kaiser Permanente Silver 2750/20%/ HSA/Dental	\$421
4	Innovation Health Leap Silver Plus	\$254	UnitedHealthcare Compass Silver 5200	\$279	Kaiser Permanente Silver 3000/30/ Dental	\$427
5	Kaiser Permanente VA Silver 2500/30/ Dental/Ped Dental	\$262	Innovation Health Leap Silver Plus	1 5281	Kaiser Permanente Silver 2000/30/ Dental	\$437
1 h	United Healthcare, Silver Compass 4500-1	\$264	UnitedHealthcare Compass HSA Silver 2800	\$282	Cigna Connect 4500	\$441
	Kaiser Permanente VA Silver 1500/30/ Dental/Ped Dental	\$276	Innovation Health Leap Silver Healthy Minds	\$287	Kaiser Permanente Standard Silver 3500/30/Dental	\$452
8	CareFirst BlueChoice HMO HSA Silver \$1,350	5317	Kaiser Permanente VA Silver 6000/30/Dental/Ped Dental	\$288	CareFirst BlueChoice HMO Silver \$3,500	\$631
9	CareFirst BlueChoice HMO Silver \$2,000	\$345	Cigna Connect 2500	\$288	CareFirst BluePreferred Silver \$3,500	\$812
10	CareFirst BlueChoice Plus Silver \$2500	53/15	Kaiser Permanente VA Silver 2750/20%/HSA/Dental/Ped Dental	\$315		
			(9 other plans)			

Preparing for Open Enrollment

2. Comparing differences in provider networks

	CareFirst BCBS PPO	CareFirst BCBS HMO	Cigna	Kaiser Permanente
Primary Care Physicians	500+	500+	398	8
Cardiologists	222	222	110	0 (3 in 10 mi.)
OB/GYN	312	309	151	4
Pediatricians	177	147	200	1
Hospitals	6	6	13	0 (5 in 10 mi.)

Providers in a 5 mile radius of 22202 Zip Code (Arlington, VA)

Preparing for Open Enrollment

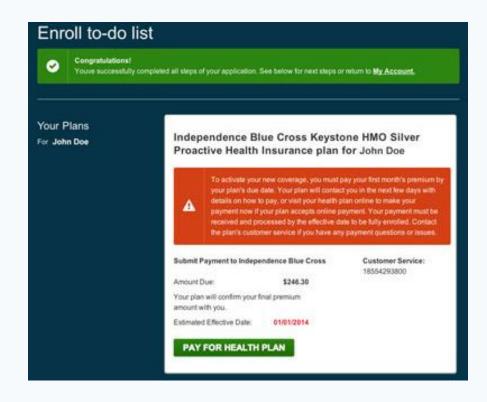
3. Studying all plans in your area

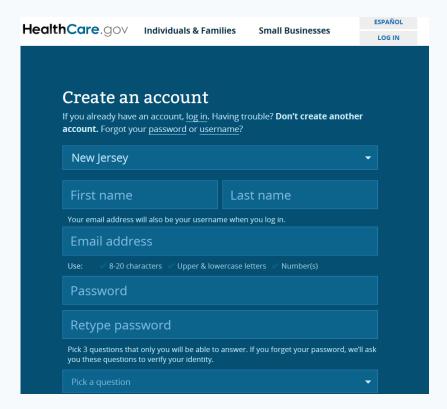


	Insurance Company	Cigna	Kaiser Permanente	Cigna	Kaiser Permanente	Kaiser Permanente	Kaiser Permanente	Cigna	Cigna	Carefirst
	Plan Name Connect 650		KP VA Silver 6000/35/Dental	Connect 4000	KP VA Silver 2750/20%/HSA/ Dental	KP VA Silver 3000/30/Dental	KP VA Standard Silver 3500/30/Dental	Connect 3000	Connect HSA 2600	BlueChoic e HMO Silver \$3,500
lnfo	Metal Tier	Silver	Silver	Silver	Silver	Silver	Silver	Silver	Silver	Silver
Plan	Plan Type	EPO	HMO	EPO	НМО	НМО	НМО	EPO	EPO	HMO
Ы	Premium Adult Age 40	\$395.64	\$398.21	\$411.78	\$427.61	\$434.05	\$459.33	\$479.89	\$501.35	\$514.47
	Summary of Benefits	SBC Link	SBC Link	SBC Link	SBC Link	SBC Link	SBC Link	SBC Link	SBC Link	SBC Link
	Provider Directory	Provider Dir Link	<u>Provider Dir Link</u>	Provider Dir Link	<u>Provider Dir</u>	<u>Provider Dir</u>	<u>Provider Dir Link</u>	<u>Provider Dir Link</u>	Provider	Provider
	Provider Directory				<u>Link</u>	<u>Link</u>			<u>Dir Link</u>	<u>Dir Link</u>
	List of Covered Drugs	Rx List Link	Rx List Link	Rx List Link	<u>Rx List Link</u>	Rx List Link	Rx List Link	<u>Rx List Link</u>	Rx List	Rx List
	List of covered Diags								Link	<u>Link</u>
	Medical Deductible - individual	Medical Deductible - individual \$6,500		\$4,000	\$2,750	\$3,000	\$3,500	\$3,000	\$2,600	\$3,500
	Drug Deductible - individual	Included in		Included in	Included in				in	
dC	Drug Deductible - marviadar	Medical	\$750	Medical	Medical	\$750	\$500	Included in Medical	Medical	\$150
doo bue	Medical Deductible -family	\$13000	\$12000	\$8000	\$5500 \$6000		\$7000	\$6000	\$5200	\$7000
Deductible a	Drug Deductible - family	Included in Medical	\$750/person	Included in Medical	Included in Medical	\$750/person	\$1000	Included in Medical	Included in Medical	\$150/per son
a	Out Of Pocket Max - individual	\$7,350	\$7,350	\$7,350	\$5,000	\$7,350	\$7,350	\$7,350	\$7,000	\$6,850
	Out of Pocket Max - family	\$14700	\$14700	\$14700	\$10000	\$14700 \$14700		\$14700	\$14000	\$13700
Visits	Primary Care Physician	\$15 !	\$35 !	\$5 !+20% after ded	20% after ded	\$30 !	\$30 !	\$20 !+20% after ded	\$20 after ded	No Charge
әэууо	Specialist	30% after ded	\$55 !	20% after ded	20% after ded	\$50 !	\$65 !	20% after ded	\$50 after ded	\$50 !+0% !
Tests	Diagnostic Test	30% after ded	\$35 !	20% after ded	20% after ded	\$30 !	20% after ded	20% after ded	20% after ded	1
Te	Imaging	30% after ded	35% after ded	20% after ded	20% after ded	35% after ded	20% after ded	20% after ded	20% after ded	\$250 !+0% !
Drugs	Generic Drugs	\$4 !	\$20 !	\$4 !	\$15 after ded	\$15 !	\$15 !	\$4 !	20% after ded	\$10 !+0% !
u D ri	Preferred Brand Drugs		4.0.		4		*		20% after	ded+0%
-	Catastrophic	SEO I	nze On Silv	er On 73	3% AV Silve	er 87%	/er Gold (.	(+) (ded	after ded

46

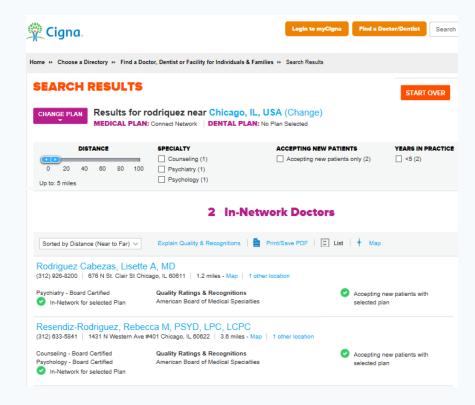
1. Renewal or new applicant?





2. Any prescription drugs or current doctors?



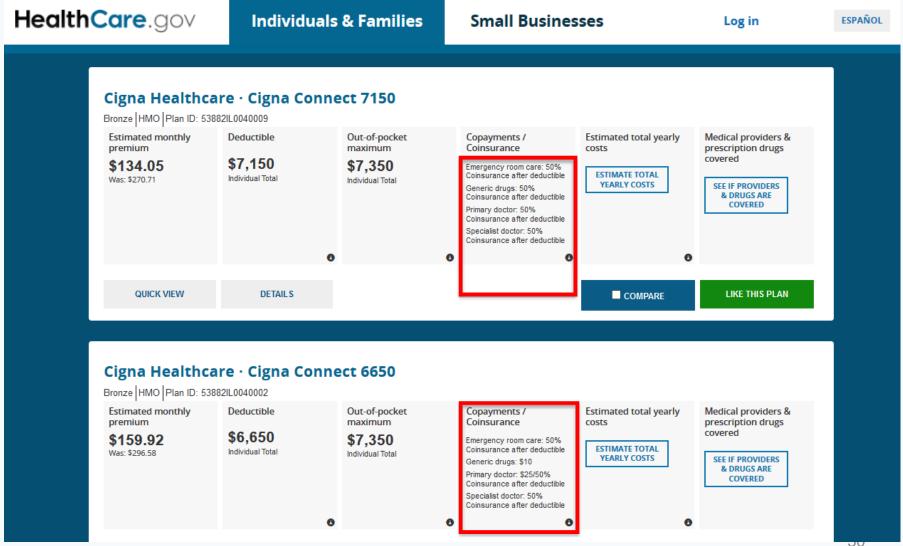


3. Major health needs or anticipated procedures?





4. Finding options for First Dollar Coverage



Source: healthcare.gov bronze plans in Arlington, VA (2018)

1. Bronze vs. Silver



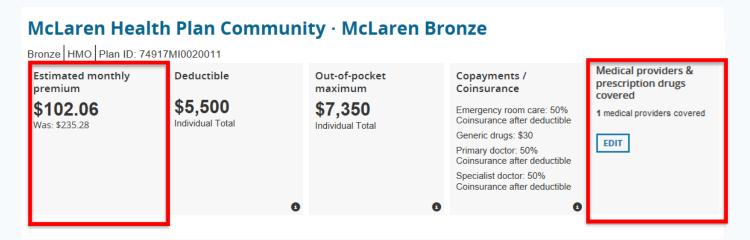
VS



2. Paying more to preserve access to providers/Rx



VS



3. Bronze + community-based providers



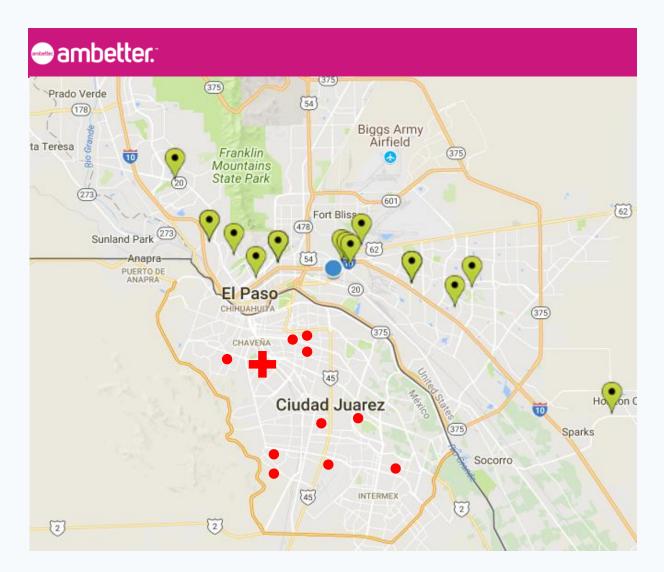




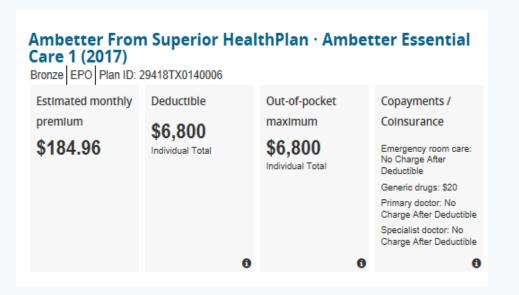




4. Alternate sources of care



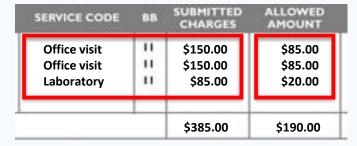
5. Benefits of coverage vs. going uninsured



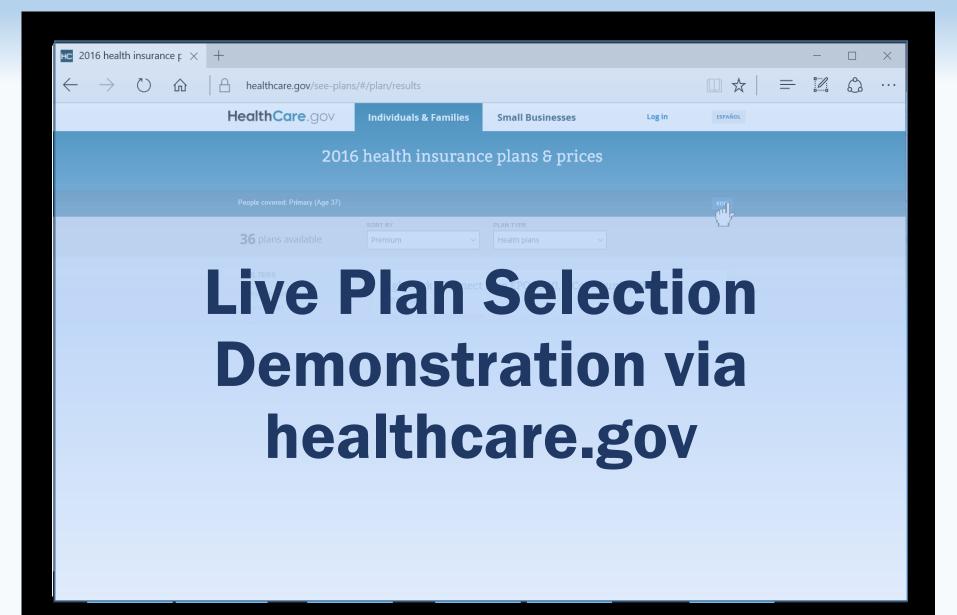
Preventive Services

Does not apply to most preventive care. Copayments and coinsurance don't count toward the **deductible**.

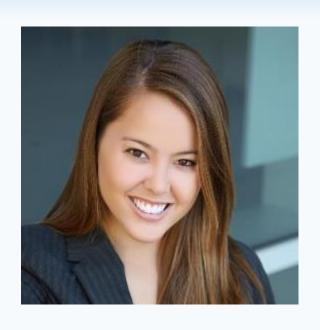
Negotiated Rates







SCENARIO 1: Jennifer



Applicant(s) (age): Jennifer (32)

Location: Austin, TX

Travis County

Zip Code: 78724

Annual Income: \$30,000

Health Status?	Mostly healthy
Doctors/Providers?	No
Prescription Drugs?	No
Other Priorities?	Mostly concerned about cost

SCENARIO 1: Jennifer

	Plan 1		Plan 2		Plan 3	
Insurance company	Oscar		IdealCare (Sendero Health)		Oscar	
Health plan name	Simple Bronze		IdealCare Essential		Classic Silver	
Metal level/Network Type	Bronze EPO		Bronze HMO		Silver EPO	
Monthly premium (after tax credit)	\$87.07		\$126.59		\$204.89	
Deductible (in-network/out-of-network)	\$7,350		\$6,500		\$3,000	
OOP Maximum (in-network/out-of-network)	\$7,350		\$7,350		\$5,850	
Сорау	Deductible applies	?	Deductible applies?		Deductible applies?	
Primary Care Provider	No charge	✓	\$25		\$10	
Specialist Visit	No charge	✓	\$50	✓	\$50	
Rx Tier 1	No charge	✓	\$5		\$10	
Rx Tier 2	No charge	✓	\$40	✓	\$50	
Rx Tier 3	No charge	✓	\$80	✓	30%	√
Rx Tier 4	No charge	✓	30%	✓	30%	✓
Emergency Room Visit	No charge	✓	\$500	✓	30%	√
Inpatient Hospital Stay	No charge	✓	\$500	✓	30%	✓
Other Service:						
Other Service:						
Health Care Providers	In Network/Covered	1 ?	In Network/Covered?		In Network/Covered?	
Provider/Rx:						
Provider/Rx:						
Provider/Rx:					5	9

SCENARIO 1: Jennifer

Identifying Jennifer's priorities:

- Cheapest monthly payment?
- Manageable deductible/copays
- Having first dollar coverage?



SCENARIO 2: Jim and Michelle



Applicant(s) (age): Jim (52), Michelle (45)

Location: Jacksonville, FL

Duval County

Zip Code: 32214

Annual Income: \$24,000

Health Status?	Jim has diabetes
Prescription Drugs?	Jim takes Metformin 500 mg
Doctors/Providers?	Michelle sees Dr. Nikita Wilkes (OB/GYN)
Other considerations?	Jim gets frequent lab work

SCENARIO 2: Jim and Michelle

	Plan 1		Plan 2		Plan 3	
Insurance company	Ambetter from Suns	hine	Ambetter from Sunshine		Florida Blue HMO	
Health plan name	Ambetter Balanced Care 5		Ambetter Balanced Ca	re 4	MyBlue Silver 1604	-
Metal level/Network Type	Silver EPO		Silver EPO		Silver HMO	
Monthly premium (after tax credit)	\$47.70		\$77.97		\$146.10	
Deductible (in-network/out-of-network)	\$1,350		\$1,200		\$0	
OOP Maximum (in-network/out-of-network)	\$1,350		\$1,200		\$2,500	
Сорау	Deductible applies?		Deductible applies	Deductible applies?		
Primary Care Provider	No charge		No charge		\$1	ı
Specialist Visit	\$5		\$5	\$5		
Rx Tier 1	No charge		No charge		\$2	
Rx Tier 2	\$25		\$25		\$15	
Rx Tier 3	No charge	✓	No charge	✓	50%	
Rx Tier 4	No charge	✓	No charge	✓	50%	ı
Emergency Room Visit	No charge	✓	No charge	✓	\$125	
Inpatient Hospital Stay	No charge	✓	No charge	✓	25%	
Other Service: Laboratory Services	No charge	✓	No charge	✓	No charge	
Other Service:						
Health Care Providers	In Network/Covered?		In Network/Covered?		In Network/Covered?	
Provider/Rx: Dr. Wilkes	*		*		✓	
Provider/Rx: metformin 500 mg	Yes (Tier 1)		Yes (Tier 1)		Yes (Tier 2)	
Provider/Rx:					62	

SCENARIO 2: Jim and Michelle

Identifying Jim and Michelle's priorities:

- Cheapest monthly payment?
- Manageable deductible/copays
- Having first dollar coverage?
- Current doctor in network?
- Prescription drug(s) covered/cost?
- Best plan for health needs/condition?





Applicant(s) (age): Marco (43), Maria (43),

Mariela (19)

Location: Milwaukee, WI

Milwaukee County

Zip Code: 53218

Annual Income: \$36,000

Health Status?	Mariela has asthma
Doctors/Providers?	Mariela sees Dr. Lauren Lopez (Pulmonologist)
Prescription Drugs?	Mariela takes Advair (0.5 MG inhaler)
Other Health	Marco is considering procedure at Aurora
Needs/Issues?	Health Care Metro, Inc.

	Plan 1		Plan 2		Plan 3	
Insurance company	Common Ground		Together with CCHP		Common Ground	
Health plan name	Envision Aurora Bellin, 7350/100		Together Silver 150		Envision Aurora Bellin,	50/25
Metal level/Network Type	Bronze EPO		Silver EPO		Silver EPO	
Monthly premium (after tax credit)	\$0.52		\$102.01		\$158.00	
Deductible (in-network/out-of-network)	\$14,700		\$1,000		\$100	
OOP Maximum (in-network/out-of-network)	\$14,700		\$4,600		\$4,900	
Сорау	Deductible applies?		Deductible applies?		Deductible applies?	
Primary Care Provider	\$35	✓	\$10		\$25	
Specialist Visit	No charge	✓	\$20		\$50	
Rx Tier 1	No charge	✓	\$5		\$10	
Rx Tier 2	No charge	✓	20%	✓	\$55	
Rx Tier 3	No charge	✓	20%	✓	20%	✓
Rx Tier 4	No charge	✓	20%	✓	20%	✓
Emergency Room Visit	No charge	✓	20%	✓	\$350	
Inpatient Hospital Stay	No charge	✓	20%	✓	20%	✓
Other Service:						
Other Service:						
Health Care Providers	In Network/Covered?		In Network/Covered?		In Network/Covered?	
Provider/Rx: Dr. Lauren Lopez	✓		*		✓	
Provider/Rx: Aurora Health Care Metro, Inc.	✓		*		✓	
Provider/Rx: Advair 60 0.1mg/0.05	Yes (Tier 2)		Yes (Tier 2)		Yes (Tier 2)	

	Plan 1				Plan 3	
Insurance company	Common Ground				Common Groun	d
Health plan name	Envision Aurora Bellin, 7350)/100			Envision Aurora Bellin,	50/25
Metal level/Network Type	Bronze EPO		Annual Cost	Annual Cost	Silver EPO	
Monthly premium (after tax credit)	\$0.52		\$6.24	\$1,896	\$158.00	
Deductible (in-network/out-of-network)	\$14,700				\$100	
OOP Maximum (in-network/out-of-network)	\$14,700				\$4,900	
Сорау	Deductible applies?				Deductible applie	s?
Primary Care Provider	\$35	✓	\$500	\$125	\$25	
Specialist Visit	No charge	✓	\$750	\$250	\$50	
Rx Tier 1	No charge	✓			\$10	
Rx Tier 2	No charge	✓	\$1,050	\$165	\$55	
Rx Tier 3	No charge	✓			20%	✓
Rx Tier 4	No charge	√			20%	✓
Emergency Room Visit	No charge	✓			\$350	
Inpatient Hospital Stay	No charge	✓	\$5,000	\$1,080	20%	✓
Other Service:						
5 primary care visits (\$100 each)	twork/Covered?		\$7,306	\$3,516	In Network/Covere	ed?
5 specialist visits (\$150 each) 3 prescriptions (\$350 each)	✓				✓	
4-day hospital stay for surgery (\$	5000)				✓	
- ady nospital stay for saigery (2	Yes (Tier 2)				Yes (Tier 2)	

Identifying the Rodriguez family's priorities:

- Cheapest monthly payment?
- Manageable deductible/copays
- Having first dollar coverage?
- Current doctor in network?
- Prescription drug(s) covered/cost?
- Best plan for health needs/condition?
- Hospital or facility in network?
- Lowest estimated annual OOP cost based on consumer's needs



The Right Fit Presentation Evaluation

Thank you for participating in The Right Fit: Helping Consumers Navigate the Plan Selection Process. We welcome your feedback to help us improve these presentations in the future.

* Required



Choose T



How confident are you in your ability to help consumers select a plan (AFTER the presentation)? *

https://tinyurl.com/2018RightFitEval

Q1: On a scale of 1 to 10, how confident were you in your ability to assist consumers in selecting a plan (BEFORE the presentation?)

(1 = not confident, 10 = very confident)

Q2: On a scale of 1 to 10, how confident are you in your ability to assist consumers in selecting a plan (AFTER the presentation?)

(1 = not confident, 10 = very confident)

Q3: What plan selection topics do you think were missing and should be added to the presentation?

Q4: What topics were not useful and should be removed from the presentation?

Q5: What topics were not explained well enough and needed more time/focus?

Q6: On a scale of 1 to 10, how would you rate the **CONTENT** of the training?

Q7: On a scale of 1 to 10, how would you rate the presenter's **DELIVERY** of the training?

GOOD LUCK IN OEP 6!!!

Contact Information

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Training Consultant
dave.chandrasekaran@gmail.com
Washington, DC

https://tinyurl.com/2018RightFitEval

Resources

- Worksheet: <u>Marketplace Plan Comparison Worksheet</u>
 - → English (PDF)
 - → Spanish (PDF)
- Key Facts:
 - → Cost-Sharing Charges
 - → Cost-Sharing Reductions
- Healthcare.gov: <u>Browse plans and prices tool</u>



Contact Info

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- Halley Cloud, <u>cloud@cbpp.org</u>
- General inquiries: <u>beyondthebasics@cbpp.org</u>

For more information and resources, please visit: www.healthreformbeyondthebasics.org

This is a project of the Center on Budget and Policy Priorities, www.cbpp.org

