# Beyond the Basics

# How (and Why) to Build Customized Plan Selection Resources

# **Upcoming Webinars**

#### **Small Group Workshops on Plan Comparison Tools**

August 16<sup>th</sup> (FULL), 18<sup>th</sup>, 23<sup>rd</sup>, 2pm ET (11am PT)
 Registration links sent via email. Sessions capped at 30 participants;
 please do not register for more than one.

#### **Open Enrollment Series – Save the Dates**

All webinars take place at 2pm ET (11am PT)

- Households and income: Thursday, September 8
- The premium tax credit: Thursday, September 15
- Immigrant eligibility: Tuesday, September 20
- Plan design: Thursday, September 22
- Plan selection strategies: Thursday, September 29
- Preventing and resolving data matching issues: Tuesday, October 4
- Auto-renewal process on HealthCare.gov: Thursday, October 6
- Tying it all together: Thursday, October 13
- **New:** Spanish language webinar: Thursday, October 20



# Webinar Logistics

- All attendees are muted and in listen-only mode
- To ask a question:
  - Click on the Q&A icon in the control panel at the bottom of your screen
  - Type your question into the box
- We will monitor questions and pause to answer a few during the presentation and once more at the end
- You can also email questions to <u>beyondthebasics@cbpp.org</u>
- All webinars are recorded and will be available for viewing at <u>www.healthreformbeyondthebasics.org</u>





# Agenda

### Today we'll discuss:

- Marketplace landscape heading into the annual open enrollment period
- The Big Picture Goal(s) of the ACA and Our Role as Assisters
- Resources: Audience, Function, Focus
- Building Network Overview Resources
- Building Plan Comparision Resources



# Planning for Fall Open Enrollment

# 2023 Open Enrollment Landscape

Record enrollment for 2022

14.5 million people

Enrollment up by 20% in 20 states

~1/3 enrollees chose a plan for \$10/month or less



Uncertainty around subsidy levels

Higher subsidies for more people in 2021 and 2022

Won't continue unless Congress acts

~3.1 million could become uninsured



Possible family glitch fix

New rule that would fix the "family glitch" could be finalized soon

New options for many who couldn't get help before



Many navigating reenrollment for first time

Potential for mixed messages re. subsidies

Enrollees will need sophisticated help with plan comparison



# What to do right now

Research when issuers in your area are sending renewal notices and what they will say about subsidies

#### Encourage people you have assisted to return to the marketplace

- Update their information (income, household size, offers of employer-based coverage)
  - Get the most accurate estimate of PTCs
  - Avoid owing some/all of their APTC back on their tax return
- Explore new health plan options
  - New issuers/plans
  - Changes to premiums and out-of-pocket costs
  - Provider network changes

#### Create tools to help people make sense of their options

Hint: You don't have to wait for plans to be finalized to get started!



# An Eye on Our Prize: ACCESSIBILITY

The enduring goal, mission and/or vision of the Patient Protection and Affordable Care Act

# Resource Building to Ensure Accessibility

(for individuals, community, society)

#### **Equitable and Affordable Access to Coverage and Care**

Guaranteed & Protected Coverage



Guaranteed & Protected Care

- Coverage & care that is equitably navigable
- Coverage & care that is equitably comprehensible



Resources to promote & protect **ACCESS** 



# Resources: Audience, Function, and Focus

## Resource-Building Considerations

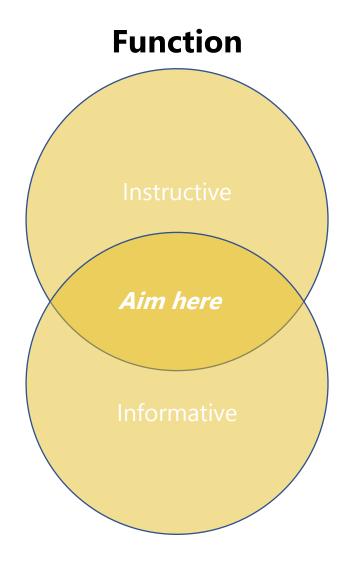
- Small scale intention of a resource vs. bigger picture; staying on message
- Streamlined version (the answer) vs. Detailed version (the explanation)
- How will the resource age?
- Who (and how) is charged with ensuring continued accuracy and relevance?
- How will assisters access/receive it?
- Creating (and distributing) versions of resources other assisters can actively and easily use
- The Resource Sweet Spot:
  - Double Duty for Audience and Function
  - Singular in Focus





# Resource-Building Recommendations

# **Audience** Assister Aim here Client



#### **Focus**

Eligibility

Application

Plan Selection



## Audience: Assister



July 2021

#### A Quick Guide to Immigrant Eligibility for Virginia Medicaid and ACA1

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VIRGINIA MEDICAID	Eligible After 5-year waiting period unless military connection. <sup>5</sup>	Eligible No waiting period	Eligible Eligible for 7 years w/o waiting period. Must adjust status to LPR or naturalize to remain eligible after 7 years.	Eligible No waiting period	Not Eligible	Pregnant women Eligible All others Not Eligible
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ACA – Health Care Reform Subsidies (premium tax credits and cost-sharing reductions)	Eligible No waiting period During Medicaid 5-year waiting period, eligible with income below 100%.	Eligible	Eligible	Eligible	Eligible <sup>6</sup>	Not Eligible Cannot even purchase full- priced health insurance in the ACA marketplace.

# Audience: primarily for the assister

But has secondary purpose for the client



## **Audience: Client**

### Adult SoonerCare/Medicaid for 2022

Medical, Dental, Behavioral Health and Prescriptions are covered by SoonerCare/Medicaid New! Teeth cleaning and fillings at \$4 for each visit.

No monthly fees. Pay only as you use services

Most medical or dental services are \$4 per visit. Prescriptions \$4 each.

Sign-up before you need it to keep your costs low. (Previous bills can not be covered.)

Covers being sick -- and home, kitchen, sports, or vehicle injuries. Pre-existing conditions are covered for future treatment. No health questions on application.

#### SoonerCare for Adults (Age 19-64)

Incomes below these amounts:

(Children and Pregnant Women stay on SoonerCare at higher incomes.)

Size of	Weekly	2 Week	Monthly				
Household	income	income	income				
	Under	Under	Under				
1	\$363	\$727	\$1,564				
2	\$489	\$979	\$2,106				
3	\$616	\$1,232	\$2,650				
4	\$742	\$1,485	\$3,192				
5	\$868	\$1,737	\$3,735				
6	\$994	\$1,989	\$4,278				

Use gross income before any deductions. Not all types of income count towards total. Don't count Child Support, SNAP, TANF. Other rules, qualifications apply.

- Unemployed or \$0 income adults may qualify, even if they do not have children.
- No work requirement
- No tax return filing is required for SoonerCare. Tax status is asked just to determine household size.
- For self-employed or independent contractors, income is "net" after business deductions
- New rules for 2022. If you have been denied before, apply again
- Apply at MySoonerCare.org
   or 1-800-987-7767

# Audience: primarily for the client

But chart's specificity serves the assister



## Resource Function: Instructive

Step 1

After two failed attempts to answer the identity verification questions, you will see this screen, which will allow you to upload documents that verify your identity immediately, such as a license or green card.

If the individual didn't bring identity verification documents to the appointment and needs to come back with their documents, you can upload the documents later by logging into their account, clicking on "My Profile," and then clicking on "Verify Now."

2 Step 2

Click "Upload Documents" and then select the type of identity verification document you intend to submit from the dropdown list. Upload the document and then click "Finish."

3 Step 3

Click "Return to My Profile." On this screen, you'll see a message that says "Identity verification pending." Next, select "My Applications & Coverage."





Your identity wasn't verified.

process sphedyear decement, they like reviewed, the results or

Submit: decuments that prove your identity.

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**Audience: Double Duty** 

Assister is target audience, but potentially useful for tech-savvy client

Function: Instructive How to/Step by step



## Resource Function: Informational, minimal context\*

#### Coverage Year 2022

2021 Federal Pover	tv Guidelines	(Coverage Ye	ar 2022)
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# in Household	100% FPL	138% FPL	150% FPL	200% FPL	250% FPL	300% FPL	400% FPL
1	\$12,880	\$17,774	\$19,320	\$25,760	\$32,200	\$38,640	\$51,520
2	\$17,420	\$24,039	\$26,130	\$34,840	\$43,550	\$52,260	\$69,680
3	\$21,960	\$30,304	\$32,940	\$43,920	\$54,900	\$65,880	\$87,840
4	\$26,500	\$36,570	\$39,750	\$53,000	\$66,250	\$79,500	\$106,000
5	\$31,040	\$42,835	\$46,560	\$62,080	\$77,600	\$93,120	\$124,160
6	\$35,580	\$49,100	\$53,370	\$71,160	\$88,950	\$106,740	\$142,320
7	\$40,120	\$55,365	\$60,180	\$80,240	\$100,300	\$120,360	\$160,480
8	\$44,660	\$61,630	\$66,990	\$89,320	<b>\$111</b> ,650	\$133,980	\$178,640
				·			



## Resource Function: Informational, minimal context\*

#### Number in Tax Household and Estimated Income for 2022

#	<100%	100%	150%	150+%	200%	200+%	250%	250+%	400%	401%+
1		\$ 12,880	\$ 19,320	\$ 19,321	\$ 25,760	\$ 25,761	\$ 32,200	\$ 32,201	\$ 51,520	
2		17,420	\$ 26,130	\$ 26,131	\$ 34,840	\$ 34,841	\$ 43,550	\$ 43,551	\$ 69,680	American Rescue Plan
3	Limited	21,960	\$ 32,940	\$ 32,941	\$ 43,920	\$ 43,921	\$ 54,900	\$ 54,901	\$ 87,840	4/1/21-12/31/22:
4	eligibility for	26,500	\$ 39,750	\$ 39,751	\$ 53,000	\$ 53,001	\$ 66,250	\$ 66,251	\$ 106,000	New PTC to reduce
5	PTC & 06 CSR	31,040	\$ 46,560	\$ 46,561	\$ 62,080	\$ 62,081	\$ 77,600	\$ 77,601	\$ 124,160	premiums to no more
6	based on immigration	35,580	\$ 53,370	\$ 53,371	\$ 71,160	\$ 71,161	\$ 88,950	\$ 88,951	\$ 142,320	than 8.5% of annual hh
7	status*	40,120	\$ 60,180	\$ 60,181	\$ 80,240	\$ 80,241	\$ 100,300	\$ 100,301	\$ 160,480	income (hhs above 400%
8	ELECTRIC STREET	44,660	\$ 66,990	\$ 66,991	\$ 89,320	\$ 89,321	\$ 111,650	\$ 111,651	\$ 178,640	& otherwise PTC eligible)
		Eligib	le for Cost Sh	aring Reduc	tions (CSR)	in Silver pla	n	37	S W	*
	CSR 94% (06)	CSR 9	4% (06)	CSR 8	7% (05)	CSR 7	73% (04)			
	some immigrant statuses = ptc eligible*	100%	Eligible fo	r Premium T	ax Credits (	PTC) in Bron	ze, Silver or G	iold Plan	400%	Eligible for PTC to reduce premium to 8.5%
	<100%	100%	150%	150+%	200%	200+%	250%	250+%	400.00%	401 % +



## Resource Function: Informational with context



July 2021

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## Resource Function: Informational with context



July 2021

#### Overview of Health Coverage for Asylees and Refugees

#### Temporary Medicaid

Asylees, refugees & four other types of "Qualified Aliens7" who entered the U.S. on or after 8-22-96 are eligible for temporary Medicaid for 8 months. Their eligibility is exclusively based on their immigration status - income and resources are not used to assess eligibility during this period.

- Refugees: 8 months from date of entry to U.S.
- Asylees: 8 months from date asylum is granted

#### Medicaid for First 7 Years

After eligibility for temporary Medicaid expires, the refugee or asylee is eligible for full benefits Medicaid if they meet all other eligibility criteria. This status lasts for the first 7 years of residency in the U.S. If they later change their immigration status, they are still considered to have "seven-year" status for the purposes of Medicaid eligibility.

To enroll in Medicaid, the refugee or asylee must meet categorical and income eligibility criteria. The Aged, Blind and Disabled eligibility category also has a resource and asset test. Requirements for each category differ and can be found in the Medicaid Manual.

#### Eligibility Categories:

- Low Income Families & Children (LIFC)
- Aged (65 and over)
- Blind or Disabled
- Child under 19
- Pregnant Woman
- Low Income Adults (Medicaid Expansion, coverage began January 1, 2019)



# Resource Function: Strictly Informational

#### **Foundation Communities FAQs**

Who Can Sign Up & When
Plan Costs and Financial Assistance
Plans' Coverage and Care
The Unemployed and COBRA

4 of 5

#### Frequently Asked Questions

Will my plan cover any pre-existing conditions?
Will my plan cover coronavirus testing and/or treatment?

How to Answer	Additional Information
Marketplace plans are required by law to cover essential health benefits, which include coverage of complex medical needs and pre-existing conditions.	Ten Essential Benefits that MP plans MUST cover:  1) Ambulatory services, 2) Emergency services, 3) Maternity and Newborn care, 5) Hospitalization, 6) Mental Health and Substance Use Disorders, 7) Preventative & Wellness Services, 8) Laboratory services, 9) Rehabilitation and Habilitative Services, and 10) Pediatric Oral and Vision care
Because testing and treatment for coronavirus/COVID-19 is a medical need, it must be covered by Marketplace health plans.	Minimum Value Standard: requirement for MP plans*. Requires plans to pay at least 60% of the total cost of medical services for a standard population and offers substantial coverage of hospital and doctor services.  *exception: catastrophic MP plans



# Resource Function: Strictly Informational

#### **Foundation Communities FAQs**

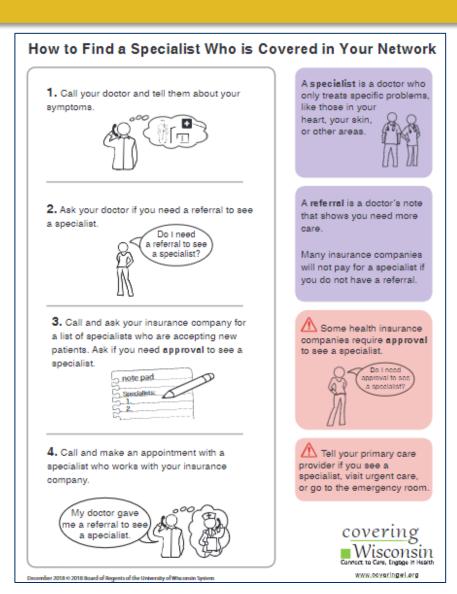
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#### What's the difference between a Bronze, Silver, or Gold health plan?

How to Answer	Additional Information
Marketplace metal levels determine the monthly cost of the plan and the cost to use the plan to get care.	Bronze plans—least expensive monthly premiums, but highest deductible and few (if any) pre-deductible co-pays. Bronze plans are usually the cheapest and for that reason, have the highest cost of care. A Bronze plan protects you from an
Most of our program's clients qualify for significant savings using their plan to get care when they pick a silver plan.	expensive accident or medical emergency, but doesn't usually offer inexpensive care the way silver and gold plans do.  Silver plans—moderately priced monthly premiums, with lower deductibles than bronze plans and often co-pays for PC visits, specialist visits and generic meds. If income estimate is between 100—250%, clients can pick a silver plan with cost
Our counselors assist with determining what plan level, and what plan, is the best fit for your individual cost and coverage needs.	sharing reductions that make care more affordable.  Gold plans—highest monthly premiums, with lowest costs for care, compared to bronze and silver plans* Gold plans are the most expensive, while the costs for care are usually less than in bronze or silver plans*  "Exception=silver plans with CSR



# Resource Function: Double Duty Sweet Spot



#### **Focus: Double Duty**

- Instructive
- Informational

#### **Audience: Double Duty**

- Guide for client
- Educational reference for assister



# Resource Focus: Eligibility



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Audience: Double Duty

Function: Double Duty

**Focus: Eligibility** 



# Resource Focus: Application

1 Step 1

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Click "Upload Documents" and then select the type of identity verification document you intend to submit from the dropdown list. Upload the document and then click "Finish."

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Click "Return to My Profile." On this screen, you'll see a message that says "Identity verification pending." Next, select "My Applications & Coverage."

Your identity is still being verified.
The descripts possible that are different processed.
The results of your starts, we find an will be ensulted to you starts, the finding starts of the processed of your starts, and finding starts of the processed of your starts.



Your identity wasn't verified.

For send in colonit documents in presery your identity. You send it is said to extend your application for leading coverage uniforms should be provided to the said to extend your applications for send to provide opened. The south of your observation occurrency. They stop opened. The south of your observation occurrency to extend to extend to you.

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Audience: Double Duty

Function: Mainly instructive;

some info

**Focus: Application** 



"Troubleshooting Failed Identity Verification" from CBPP, Beyond the Basics

### Resource Focus: Enrollment

#### Marketplace Plan Comparison Worksheet Premium Tax Credit (monthly) Annual Projected Income Premium Tax Credit (annual) Household Size CSR Eligible? Yes No Main Information Option 3 Option 1 Option 2 Option 4 Insurance Company Insurance Plan Name Metal Tier (bronze, silver, gold) Plan Type (PPO, HMO, etc.) Monthly Premium (after tax credit) Annual Premium (after tax credit) Tip Since some plans may have similar names, make sure to include the full plan name in the worksheet Cost Sharing (your share of medical costs, in addition to the premium) Option 1 Option 2 Option 3 Option 4 Deductible Out-of-Pocket Maximum Physician Visit Specialist Visit Generic Drugs **Emergency Room Visit** Inpatient Hospital Stay Other:

Other:

Audience: Double Duty

Function: Double Duty

**Focus: Enrollment** 



## Resource Focus: Enrollment



Key Terms	Definition
Premium	The amount you pay for your health insurance plan every month. If you don't pay your premium your insurance plan might be cancelled.
Deductible	An annual dollar amount that you need to pay out-of-pocket for health care services before your plan starts to pay for services. Some health insurance plans pay for certain services before the deductible is met. Preventive services, such as annual check-ups and immunizations, are covered by your plan before the deductible is met.
Out-of-Pocket Maximum	A limit on the amount you pay for health care services in a year. Once the amount you've paid reaches the annual maximum, your insurance plan pays for 100% of covered services.
Copay	A set dollar amount you pay for a covered health care service after you've paid your deductible Copays vary for different services. For example, you might have a \$10 copay for a medication but a \$50 copay to see a specialist.
Coinsurance	The portion you pay for covered services, after you've paid your deductible. For example, if you plan has 20% coinsurance, you pay 20% of the cost of a service and your plan pays 80%.
Provider Network	A list of doctors and hospitals your insurance company has contracts with, known as in-network providers. Doctors not on this list are out-of-network. Going to an in-network provider generally costs less, and some plans don't pay for out-of-network providers at all.
rescription Drug Formulary	A list of medications your insurance plan will cover. These are often grouped in tiers, with some drugs costing more than others.

Audience: Double Duty

Function: Double Duty

**Focus: Enrollment** 



# Resource-Building Recommendations

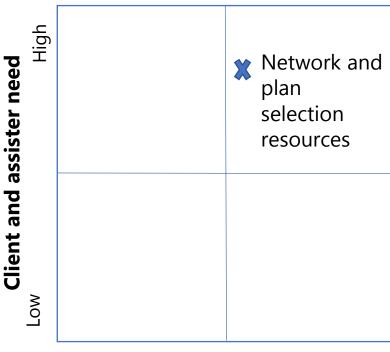
- Audience: both assister and client (double duty)
  - Cue assister to provide important coverage education
  - Reminders for issues, emergencies, and unusual situations
- Function: specific outcomes and/or end goals—instructive, not just informative (double duty)
  - If instructive for client, informative for assister;
  - if informative for client; instructive for assister
- Focus: Eligibility, or Application, or Plan Selection (stay on target!)
  - Network and Plan Selection Resources = most time consuming to build and maintain, but most effective investment for clients and assisters
- DISCLAIMERS!



# Resource-Building Recommendations: SPECIFIC Network and Plan Resources

#### 2021 Central Texas Marketplace Plans Network Overview Note: The following 2021 Central Texas Marketplace Companies are organized in order of cost for Silver plans SCOTT & **BLUE CROSS** AMBETTER **OSCAR** FRIDAY SENDERO WHITE BLUE SHIELD HMO **EPO EPO EPO** HMO нмо Plan Type ral Required from Referral Required from No referral required for ferral Required from Referral for Specialist No referral required for in-network speciality in-network Primary Care in-network speciality network Primary Care network Primary Care in-network speciality visit Visits? Provider Provider Provider ALL MARKPETLACE PLANS ARE REQUIRED BY LAW TO "HOLD THE MEMBER HARMLESS" **Emergency Room** Coverage Outside FOR LIFE THREATENING EMERGECY TREATED IN AN OUT OF NETWORK HOSPITAL. Texas? Contact our program ASAP for help navigating costs and coverage for an out of network emergency event. No Non-Emergency NON-EMERGENCY No Non-Emergency Out Limited Nationwide Limited Nationwide **Limited Nationwide** No Non-Emergency Out Out of Network Care Care Outside Texas? of Network Care Access **Urgent Care Access** Urgent Care Access of Network Care Access **Urgent Care Access** day designated Telemedicine Telemedicine or FREE Oscar Virtual **FREE** Telemedicine Telemedicine Available FREE Telemedicine Virtual Visits Available Virtual Visits? furtible and covered in full Austin-Area In-Network Hospitals, Urgent Care and Pharmacies SCOTT & BLUE CROSS AMBETTER OSCAR FRIDAY SENDERO **BLUE SHIELD** WHITE Baylor, Scott & White, Ascension Seton, Ascension Seton, St. Hospitals\* Baylor, Scott & White St David's Ascension Seton Ascension Seton & St. St. David's David's David's Concentra, NextCare, NextCare (CareNow & Concentra, Lewis Concentra, FastMed **Urgent Care** CareNow, Concentra, Premier Urgent Care Concentra in progress **Urgent Care, Lewis** Concentra Urgent Care, NextCare FastMed, Lewis Urgent Centers\*\* Urgent Care, NextCare Plus Care, MedSpring Costco, CVS, HEB, Costco, CVS, HEB, CVS, HEB, Randalls, HEB, Randalls, CVS, HEB, Randalls, Costco, CVS, HEB, Pharmacies\*\* Randalls, Walgreens, Randalls, Walgreens, Walmart Walgreens, Walmart Randalls, Walmart Walgreens, Walmart Walmart, Walmart

# Network & Plan Resources



Low

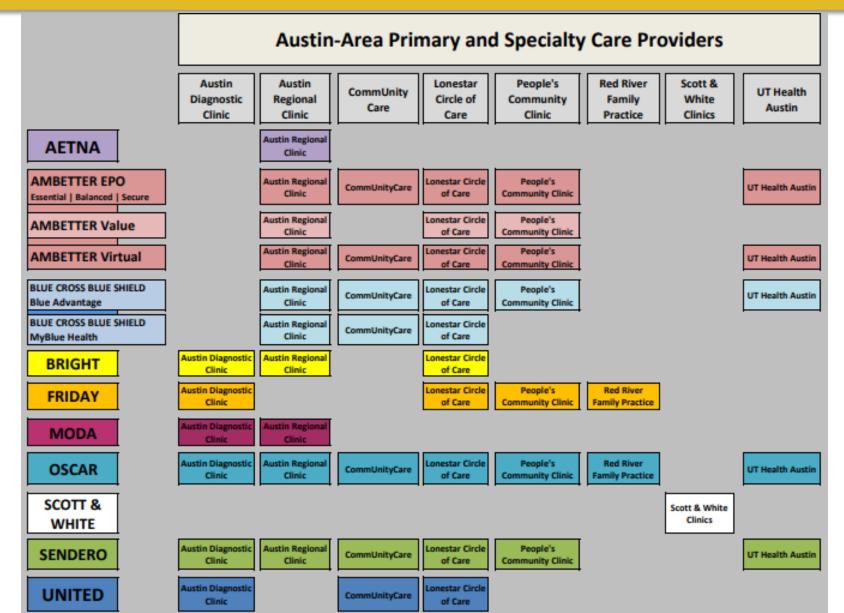
Time to build and maintain



High

# Building Network Overview Resources

## How Network Resources Facilitate Access



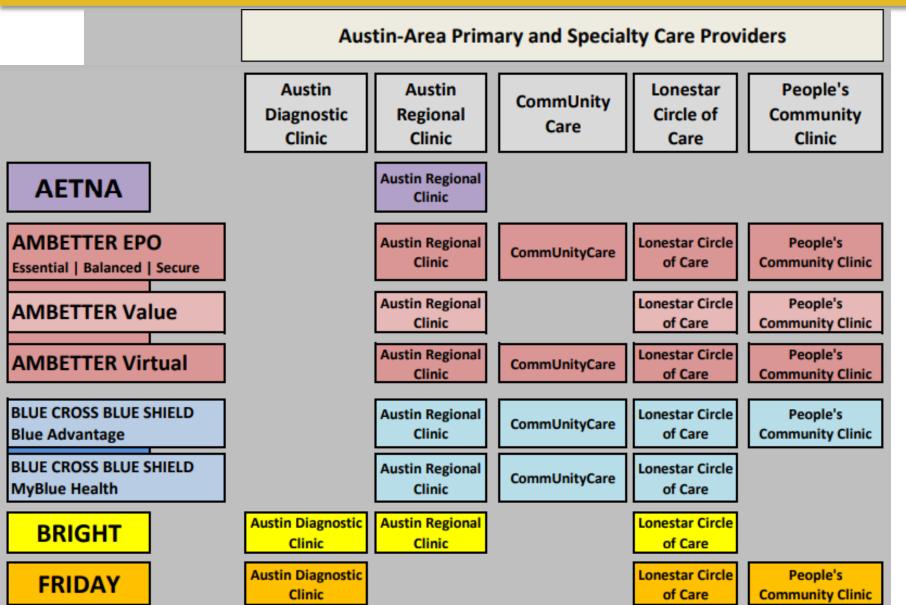
Client Enrolled in a Bright Health Plan, based on our Network Overview Resource.

Wants Austin Diagnostic Clinic in Network.

After OE ends, calls us back, VERY angry because she was told "No PCPs with Austin Diagnostic Clinic"



## How Network Resources Facilitate Access



Client Enrolled in a Bright Health Plan, based on our Network Overview Resource.

Wants Austin Diagnostic Clinic in Network.

After OE ends, calls us back, VERY angry because she was told "No PCPs with Austin Diagnostic Clinic"



2019

SUBJECT TO CHANGE! Always check for individual doctors in Provider Directory!	OSCAR	SENDERO	AMBETTER	BLUE CROSS BLUE SHIELD
Type of Plan	EPO	HMO	EPO	HMO
Requires Referral to Specialist	NO	Referral Required	NO	Referral Required
In-Network Texas Counties	5 Texas Counties: Bexar, Comal, Hays, Travis, Williamson	7 Texas Countles: Bastrop, Burnet, Caldwell, Fayette, Hays, Travis, Williamson	44 Texas Counties (See Ambetter 2018 map on Resource Page)	All Texas Counties, but network limitations apply
Access to NON-emergency care outside of Texas *	Limited Nationwide Access to Urgent Care	No out-of-network coverage	Limited in-network access in select states	Limited Nationwide Access to Urgent Care
Telemedicine (All plans provide 24 hr Nurse Line)	Free Telemedicine Request a Doctor's call through the Oscar app.	Free Telemedicine Call 1-800-791-6511 & select option 7 to activate.	Not currently available but can call Nurse Line.	Virtual Visits Sign up via member portal: bcbstx.com/member
	LOCA	AL NETWORKS		
Local In-Network Hospitals**	Seton ONLY for 2019	St. David's and Seton	St. David's and Seton	St. David's, Seton and Baylor Scott & White
CommUnity Care***	YES	YES	YES	YES
People's Community Clinic	NO	YES	YES	YES
Lone Star Circle of Care	YES	YES	YES	YES
Austin Regional Clinic	YES	YES	YES	YES
Austin Diagnostic Clinic	NO	YES	NO	NO
Austin Cancer Center	YES	YES	NO	YES
Texas Oncology	NO	YES	YES	Select Doctors only
Red River Family Practice	YES	NO	NO	NO

<sup>\*</sup>All plans are required to cover emergency situations in US as in-network when you risk losing your life or a limb if you don't get immediate medical car

No marketplace plans in network with MD Anderson

Current as of November 28, 2018





<sup>\*\*</sup> Seton Hospitals include: Cedar Park Regional Medical Center, Dell Children's Hospital, and Dell Seton Medical Center at the University of Texas.

<sup>\*\*\*</sup>Includes David Powell Clinic

2021

#### 2021 Central Texas Marketplace Plans Network Overview Note: The following 2021 Central Texas Marketplace Companies are organized in order of cost for Silver plans SCOTT & **BLUE CROSS** OSCAR **SENDERO** FRIDAY AMBETTER **BLUE SHIELD** WHITE нмо **EPO EPO EPO** Plan Type HMO **HMO** Referral Required from Referral for Specialist in-network Primary Care in-network speciality in-network speciality network Primary Care network Primary Care n-network speciality visit Visits? Provider ALL MARKPETLACE PLANS ARE REQUIRED BY LAW TO "HOLD THE MEMBER HARMLESS" **Emergency Room** Coverage Outside FOR LIFE THREATENING EMERGECY TREATED IN AN OUT OF NETWORK HOSPITAL. Texas? Contact our program ASAP for help navigating costs and coverage for an out of network emergency event. NON-EMERGENCY **Limited Nationwide** No Non-Emergency Out Limited Nationwide No Non-Emergency Ou **Limited Nationwide** ut of Network Care Care Outside Texas? of Network Care Access **Urgent Care Access Urgent Care Access** of Network Care Acces **Urgent Care Access** Telemedicine or **FREE Oscar Virtual FREE Telemedicine** Virtual Visits Available Telemedicine Available **FREE** Telemedicine Virtual Visits? Austin-Area In-Network Hospitals, Urgent Care and Pharmacies SCOTT & BLUE CROSS **AMBETTER** OSCAR **FRIDAY SENDERO** WHITE **BLUE SHIELD** Baylor, Scott & White, Ascension Seton, Ascension Seton, St. Hospitals\* Baylor, Scott & White St David's Ascension Seton Ascension Seton & St. St. David's David's Concentra, NextCare, NextCare (CareNow & Concentra, Lewis Concentra, FastMed **Urgent Care** CareNow, Concentra, Premier Urgent Care Concentra in progress) Concentra Urgent Care, NextCare **Urgent Care, Lewis** FastMed, Lewis Urgent Centers\*\* Urgent Care, NextCare Care, MedSpring Costco, CVS, HEB, Costco, CVS, HEB, CVS, HEB, Randalls, HEB, Randalls, CVS, HEB, Randalls, Costco, CVS, HEB, Pharmacies\*\* Randalls, Walgreens, Randalls, Walgreens, Walgreens, Walmart Randalls, Walmart Walgreens, Walmart Walmart, Walmart \*Seton Hospitals Include: Ascension Seton Infusion Center, Cedar Park Regional Medical Center, Dell Children's Hospital, and Dell Seton Medical Center at the University of Texas \*\*PLEASE NOTE: This list does not identify every in-network urgent care or pharmacy, but identifies those with multiple Austin-area locations

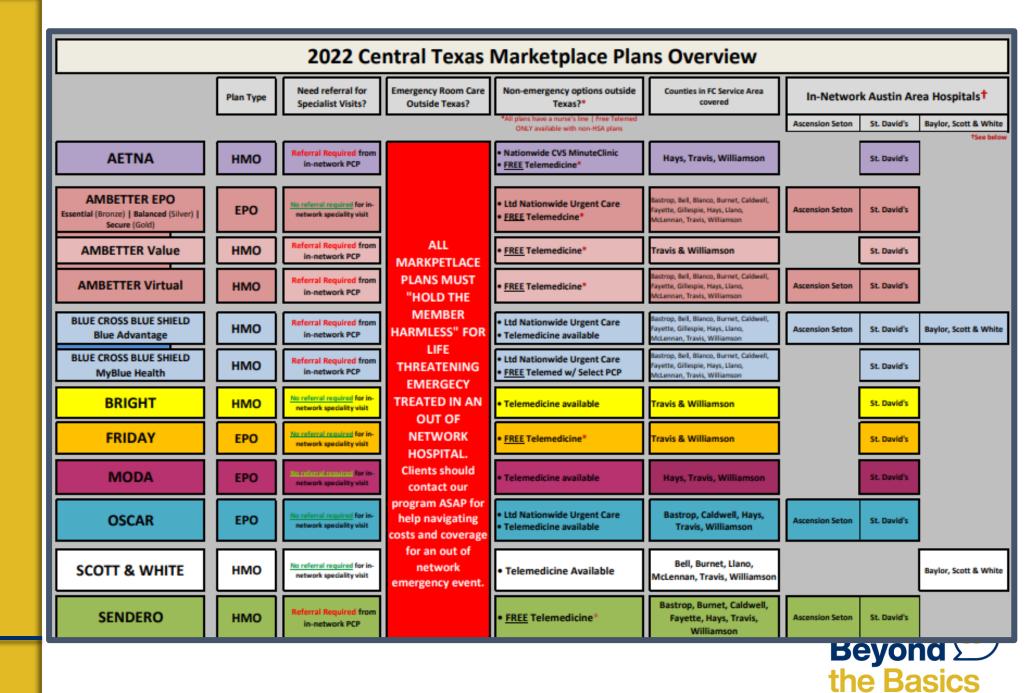




2021

#### **Austin-Area Primary and Specialty Providers BLUE CROSS** SCOTT & FRIDAY AMBETTER OSCAR SENDERO **BLUE SHIELD** WHITE **Austin Diagnostic** IN-NETWORK IN-NETWORK NOT In-Network IN-NETWORK NOT In-Network NOT In-Network Clinic (Check Doctor) Austin Regional IN-NETWORK IN-NETWORK NOT In-Network NOT In-Network IN-NETWORK IN-NETWORK Clinic CommUnityCare NOT In-Network NOT In-Network IN-NETWORK IN-NETWORK IN-NETWORK IN-NETWORK Lonestar Circle of IN-NETWORK (In Progress) IN-NETWORK IN-NETWORK NOT In-Network IN-NETWORK Care People's (In Progress) IN-NETWORK NOT In-Network IN-NETWORK IN-NETWORK NOT In-Network Community Clinic Red River Family (In Progress) IN-NETWORK NOT In-Network NOT In-Network NOT In-Network NOT In-Network Practice NOT In-Network IN-NETWORK UT Health Austin NOT In-Network IN-NETWORK IN-NETWORK **IN-NETWORK Austin-Area Oncology Providers BLUE CROSS** SCOTT & **AMBETTER** OSCAR FRIDAY **SENDERO** WHITE **BLUE SHIELD Austin Cancer** (In Progress) IN-NETWORK IN-NETWORK IN-NETWORK IN-NETWORK NOT In-Network Centers IN-NETWORK IN-NETWORK IN-NETWORK IN-NETWORK Texas Oncology NOT In-Network IN-NETWORK (Select Doctors)

2022



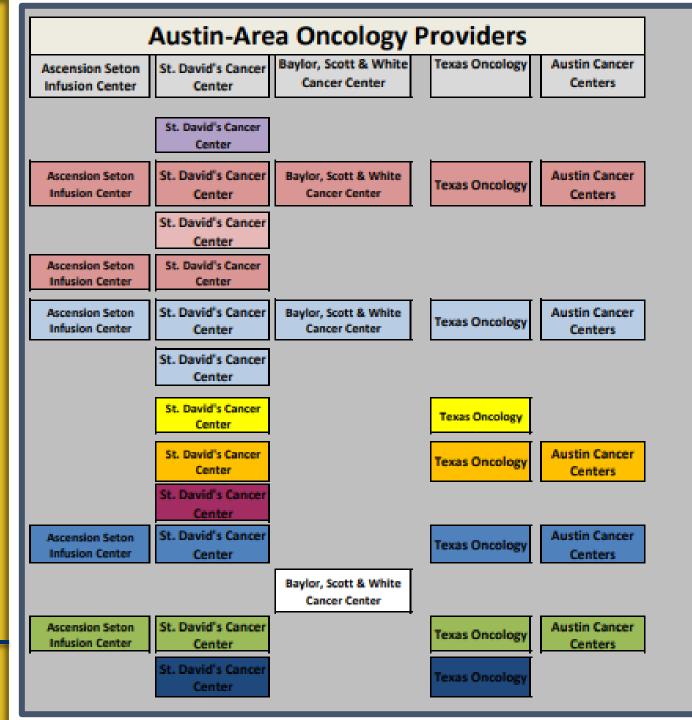


2022

#### **Austin-Area Primary and Specialty Care Providers** Austin People's **Red River** Scott & Austin Lonestar CommUnity **UT Health** Diagnostic Regional Circle of Community Family White Care Austin Clinic Clinic Care Clinic Clinics Practice **Austin Regional** Clinic Lonestar Circle Austin Regional People's CommUnityCare UT Health Austin Clinic of Care Community Clinic Austin Regional Lonestar Circle People's Clinic of Care Community Clinic Austin Regional Lonestar Circle People's CommUnityCare **UT Health Austin** of Care Community Clinic People's **Austin Regional Lonestar Circle** CommUnityCare **UT Health Austin** Clinic of Care Community Clinic Austin Regional Lonestar Circle CommUnityCare Clinic of Care Austin Diagnostic Austin Regional Lonestar Circle Clinic Clinic of Care Austin Diagnostic Lonestar Circle People's Red River Clinic of Care Community Clinic **Family Practice** Austin Diagnostic **Austin Regional** Clinic Clinic **Austin Regional** Austin Diagnostic **Lonestar Circle** People's Red River CommUnityCare **UT Health Austin** Clinic Clinic of Care Community Clinic Family Practice Scott & White Clinics **Austin Diagnostic Austin Regional** Lonestar Circle People's CommUnityCare **UT Health Austin** of Care Clinic Clinic Community Clinic

# Evolution of a Network Overview Resource

2022



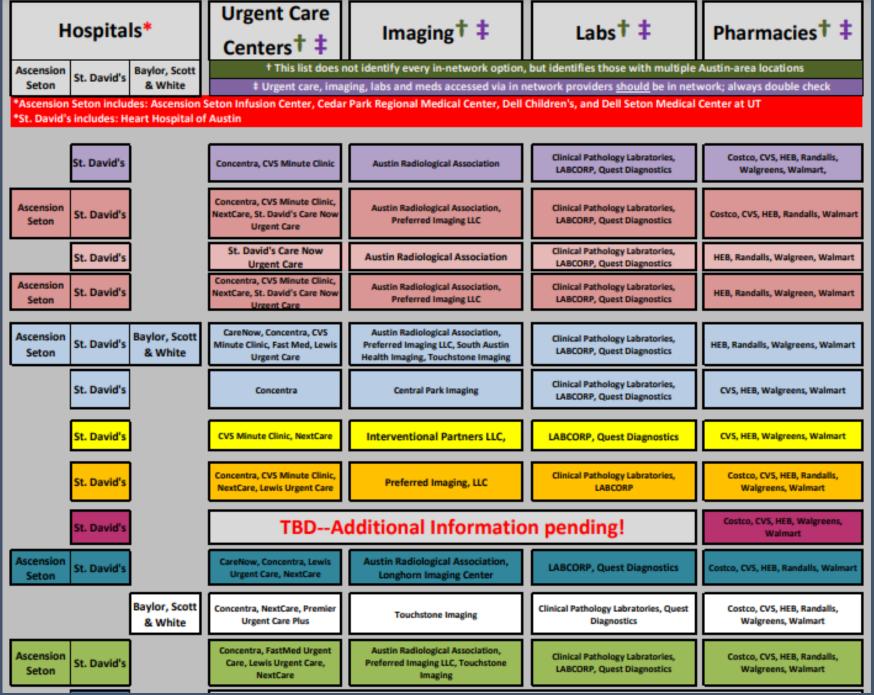
MD Anderson (Houston, TX)

**MD Anderson** DOES NOT contract with ANY Marketplace plans at this time. Note that while Health Insurance plans will not cover experimental treatment. such as is offered by MD Anderson, if clients ensure tests, labs, imaging, occurs at in network facilities, the plan should cover those care costs.

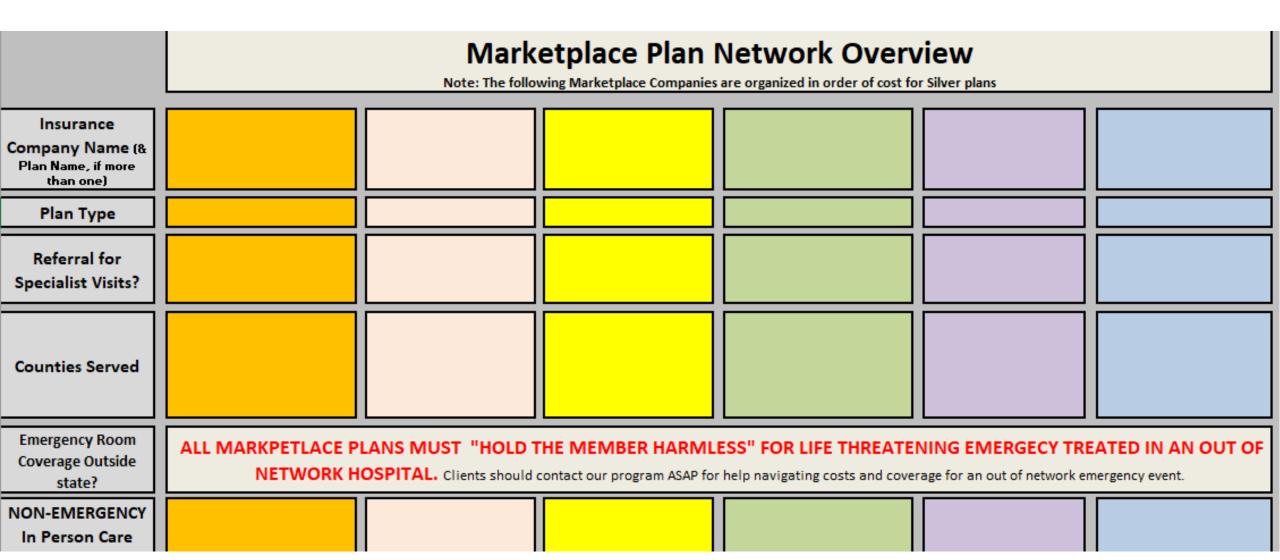


# of a Network Overview Resource

2022







**Blank Template Versions for Network Overview Resource** 

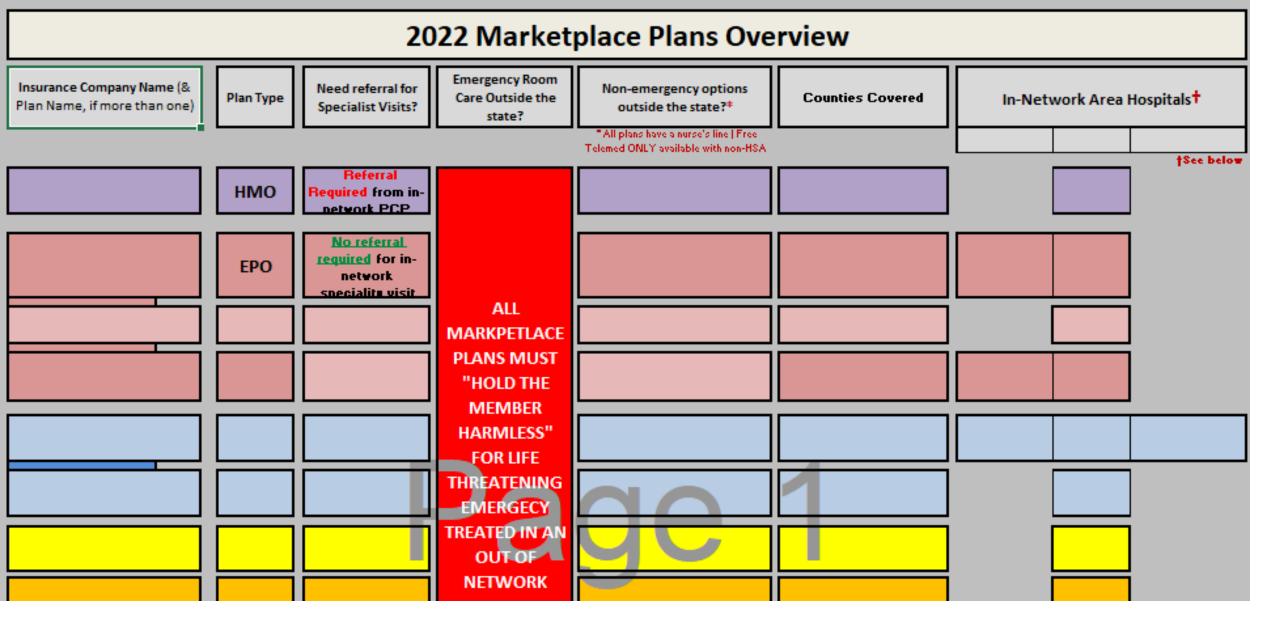


#### Oklahoma Marketplace Plan Network Overview

Note: The following Marketplace Companies are organized in order of cost for Silver plans

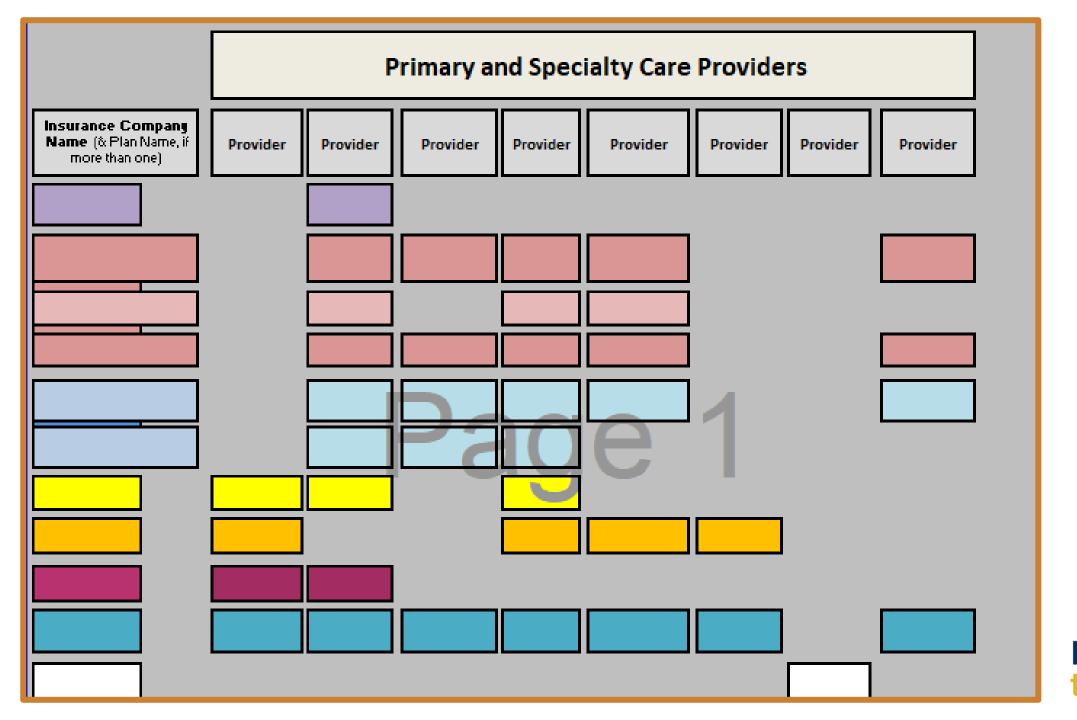
Insurance Company Name (& Plan Name, if more than one)	FRIDAY	OSCAR	BRIGHT	MEDICA	UNITED	BLUE CROSS BLUE SHIELD
Plan Type	нмо	PPO	PPO	PPO	НМО	PPO
Referral for Specialist Visits?	No referral required for in- network speciality visit	No referral required for in- network speciality visit	No referral required for in- network speciality visit	No referral required for in- network speciality visit	Referral Required from in-network Primary Care Provider	No referral required for in- network speciality visit
Counties Served	Canadian, Cleveland, Oklahoma, Okmulgee, Osage, Rogers, Tulsa, Wagoner	Cleveland ONLY	Cleveland ONLY		Canadian, Cleveland, Oklahoma, Rogers, Tulsa	ALL Oklahoma Counties
Emergency Room Coverage Outside state?	ALL MARKPETLACE PLANS MUST "HOLD THE MEMBER HARMLESS" FOR LIFE THREATENING EMERGECY TREATED IN AN OUT OF NETWORK HOSPITAL. Clients should contact our program ASAP for help navigating costs and coverage for an out of network emergency event.					
NON-EMERGENCY In Person Care Outside state?	No Non-Emergency, Out of State, In-Person Care	Limited Nationwide Urgent Care Access	No Non-Emergency, Out of State, In-Person Care	No Non-Emergency, Out of State, In-Person Care		Limited Nationwide Urgent Care Access
Telemedicine or Virtual Visit Availability	Friday designated Telemedicine providers are not subject to deductible	FREE Oscar Virtual Care				Virtual Visits Available





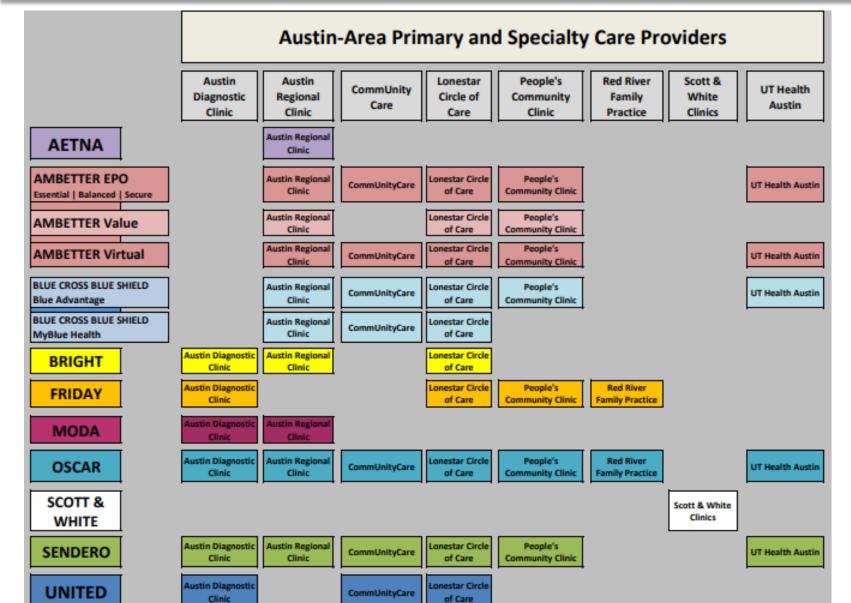
**Blank Template Versions for Network Overview Resource** 







#### How Network Resources Can Enhance Access



#### Client Enrolled in a Bright Health Plan was told "No PCPs with Austin Diagnostic Clinic"

• Calls us back, angry

## Assister checks tool, double checks tool's accuracy

- Contacts clinic in question
- Internal Medicine vs. PCP
- Assister educates clinic staff; assister educates client
- Assister Team is informed of hiccup through tracking tool



# Building Plan Comparison Resources

### Sample Plan Comparison Tools

2022 Bronze & Catastrophic Plan Comparision

Silver Plan Comparision Tools (Note: four tools for silver plan comparision)

2022 Silver Plan Comparision (06/94% CSR)

VS.

2022 Silver Plan Comparision (Base Cost Sharing/No CSR)

#### **Company Specific Plan Comparision Tool**

• 2022 BRIGHT Silver Plan Comparison (06/94% CSR)



# Bronze & Catastrophic Plan Comparision Tool

(Austin Area, 2022)



#### 2022 CATASTROPHIC & BRONZE PLAN OVERVIEW

Plans are listed in order of total monthly premium. The order in which they appear may change if the premium tax credit makes the monthly premium \$0. Note that catastrophic plans will only show up for clients under the age of 30 or ineligible for PTC.

PLAN NAME & ID Click the Plan ID for Summary of Benefits	DEDUCTIBLE	OUT-OF-POCKET MAXIMUM	PRE-DEDUCTIBLE CO-PAY COVERED CARE & ADDITIONAL BENEFITS
Bright Healthcare Catastrophic 8700 98312TX0040054	\$8,700	\$8,700	\$0 First 3 Primary Care Visits
Friday Catastrophic 54837TX0030002	\$8,700	\$8,700	\$0 First 3 Primary Care Visits; Free Telemedicine
Oscar Secure Catastrophic 20069TX0100011	\$8,700	\$8,700	\$0 First 3 Primary Care Visits
Friday Bronze Basic 54837TX0030002	\$8,700	\$8,700	Free Telemedicine
Bright Healthcare Bronze 8700 98312TX0040135	\$8,700	\$8,700	\$80 Primary Care Visits; \$25 Generic Meds; \$50 Urgent Care
Friday Bronze Plus 54837TX0030003	\$8,700	\$8,700	\$0 First 3 Primary Care Visits; Free Telemedicine; \$25 Generic Meds; \$75 Urgent Care
United Healthcare UHC Bronze Essential+ 40220TX0080011	\$8,700	\$8,700	
Bright Healthcare Bronze 8700 + 98312TX0040049	\$8,700	\$8,700	\$0 First 2 Primary Care Visits; \$0/\$25 Generic Meds; \$50 Urgent Care
Friday Bronze Plus Copay 54837TX0030007	\$8,700	\$8,700	Free Telemedicine; \$150 Specialist Visit; \$30 Tier 1 Meds; \$160 Tier 2 Med; \$175 Urgent Care
Friday Bronze HSA 54837TX0030004	\$7,000	\$7,000	Free Telemedicine; \$150 Specialist Visits; \$30 Tier 1 Med; \$160 Tier 2 Meds, \$175 Urgent Care

Link to Resource: 2022 Bronze & Catastrophic Plan Comparision



#### 06/94% CSR Silver Plan Comparision Tool

Base Cost Sharing/No CSR Silver Plan Comparision Tool

(Austin Area, 2022)



#### SILVER 2022 PLAN OVERVIEW | No CSR

Travis & Williamson County Marketplace Shopping Tool, page 1 of 7

PLAN NAME & ID Click Plan ID to Access Summary of Benefits	DEDUCTIBLE	OUT OF POCKET MAX
Bright HealthCare Silver 4000 98312TX0040136	\$4,000	\$8,700
Bright HealthCare Silver 5000 98312TX0040039	\$5,000	\$8,700
Bright HealthCare Silver 3000 98312TX0040040	\$3,000	\$8,700
Bright HealthCare Silver 6700 98312TX0040044	\$6,700	\$8,700
Scott and White Health Plan BSW Prime Silver 008 40788TX0460008	\$8,550	\$8,550
Friday Health Plans Silver 54837TX0030005	\$5,500	\$8,700
Friday Health Plans Silver Copay 54837TX0030008	\$5,500	\$8,700
UnitedHealthcare UHC Silver Virtual First 40220TX0080007	\$5,000	\$8,700

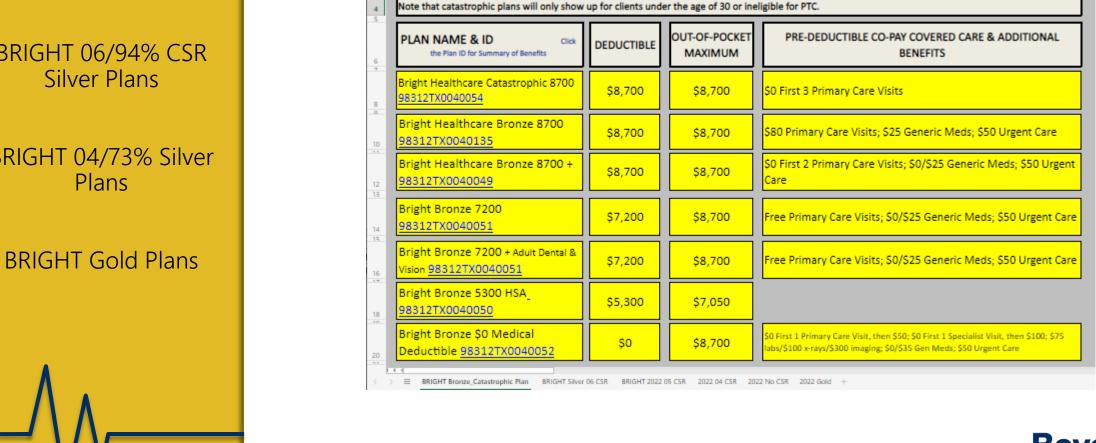
Pre-De	eductible, Co-pa	y Covered Care	(If blank, care categ	ory is covered post d	eductible, with coi
PRIMARY	SPECIALIST	TESTS	1st TIER MEDS	2nd TIER MEDS	URGENT CARE
\$35			\$15		\$50
\$0 for first 3; then \$40	\$80	\$50 labs \$100 x-rays	\$0/\$30	\$150	\$50
\$0 for first 2; then \$35	\$70	\$50 labs \$100 x-rays	\$0/\$30	\$150	\$50
\$0	\$0 for first 2; then \$75	\$50 labs \$100 x-rays	\$0	\$90	\$50
\$35	\$70		\$15		\$70
\$0			\$0		\$75
\$0	\$80	\$100 x-rays	\$30	\$80	\$100
\$40	\$75	\$40 office labs; \$75 hospital labs	\$3 preferred; \$15 non-pref	\$30	\$75



BRIGHT Bronze & Catastrophic

BRIGHT 06/94% CSR Silver Plans

BRIGHT 04/73% Silver Plans



Page Layout Formulas

P Search (Alt + Q)

Plans are listed in order of total monthly premium. The order in which they appear may change if the premium tax credit makes the monthly premium \$0.

Excel 2022 Bright Plan\_Analysis A<sup>R</sup> - Saved >

🖺 Сору



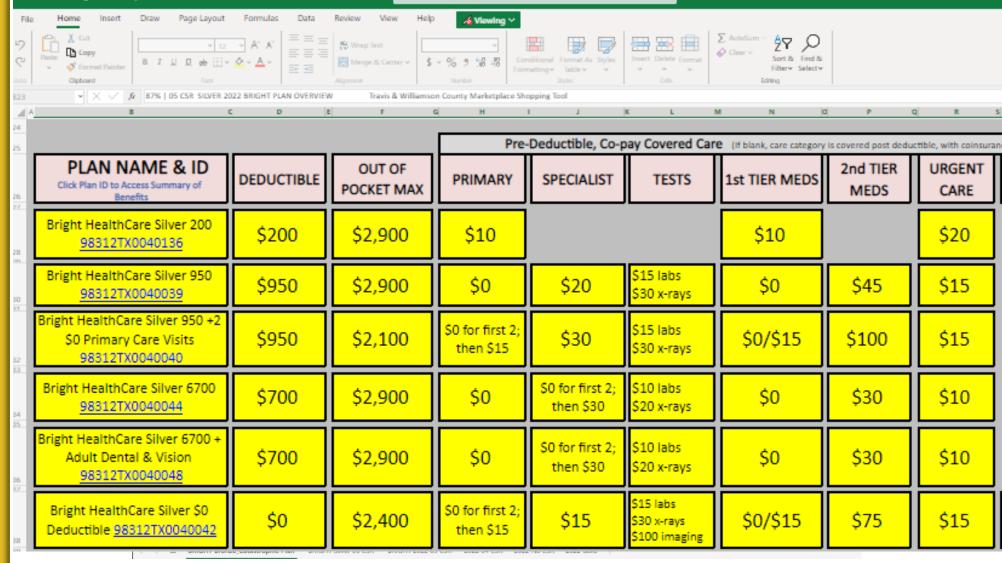
Excel 2022 Bright Plan\_Analysis A<sup>R</sup> - Saved V

BRIGHT Bronze & Catastrophic

BRIGHT 06/94% CSR Silver Plans

BRIGHT 04/73% Silver Plans

**BRIGHT Gold Plans** 



P Search (Alt + O)





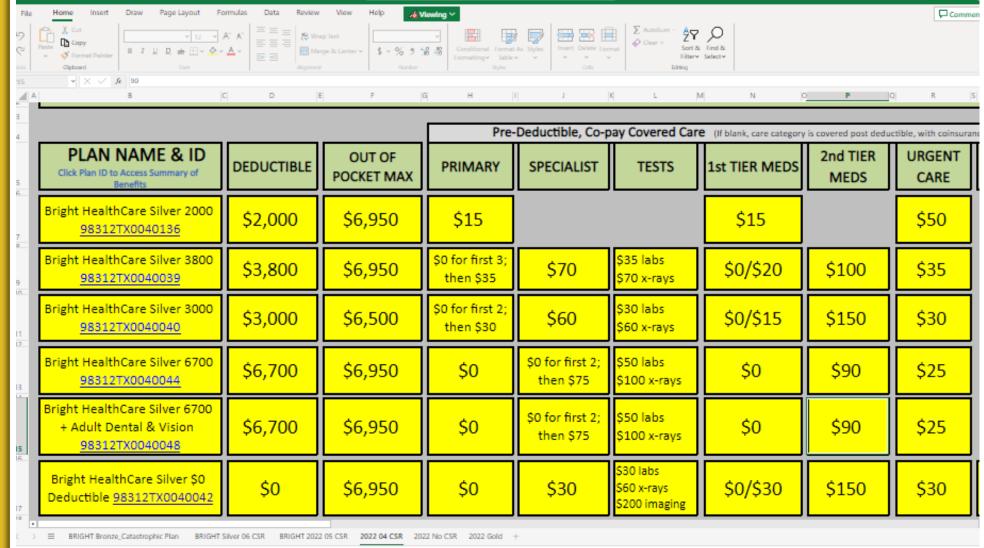
Excel 2022 Bright Plan, Analysis 8<sup>R</sup> - Saved v

BRIGHT Bronze & Catastrophic

BRIGHT 06/94% CSR Silver Plans

BRIGHT 04/73% Silver Plans

**BRIGHT Gold Plans** 



P Search (Alt + Q)



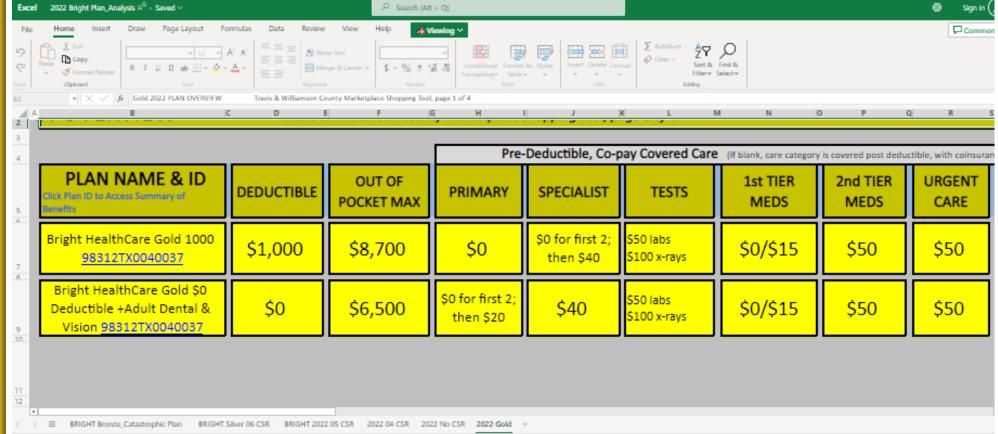


BRIGHT Bronze & Catastrophic

BRIGHT 06/94% CSR Silver Plans

BRIGHT 04/73% Silver Plans

**BRIGHT Gold Plans** 







### Building Plan Comparison Tools

- Benefits from MANY sets of eyes checking & collecting
  - One staff person to organize/synthesize data
  - Multiple staff to each collect a specific plan set (for example, Silver plans with 94% CSR)
- Put together a template NOW
  - 2023 plans: once plans released, final week of October, OR
  - Downtime project for assisters during first week of OE
- Start with:
  - Catastrophic/Bronze Comparision Tool
  - Silver Plan Comparision for 3 least expensive companies
    - o 94% CSR
    - o 87% CSR
    - o 73% CRS
    - o No CSR





# Bio & Contact

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- In Person Counselor (2014: Heartland Alliance, Chicago, Illinois)
- Certified Application Counselor, Navigator, Community Health Worker and Program Manager (2014-2022 Foundation Communities, Austin, Texas)

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This is a project of the Center on Budget and Policy Priorities <a href="https://www.cbpp.org">www.cbpp.org</a>



## **Upcoming Webinars**

#### **Small Group Workshops on Plan Comparison Tools**

August 16<sup>th</sup> (FULL), 18<sup>th</sup>, 23<sup>rd</sup>, 2pm ET (11am PT)
 Registration links sent via email. Sessions capped at 30 participants;
 please do not register for more than one.

#### **Open Enrollment Series – Save the Dates**

All webinars take place at 2pm ET (11am PT)

- Households and income: Thursday, September 8
- The premium tax credit: Thursday, September 15
- Immigrant eligibility: Tuesday, September 20
- Plan design: Thursday, September 22
- Plan selection strategies: Thursday, September 29
- Preventing and resolving data matching issues: Tuesday, October 4
- Auto-renewal process on HealthCare.gov: Thursday, October 6
- Tying it all together: Thursday, October 13
- New: Spanish language webinar: Thursday, October 20

