



COVERED
CALIFORNIA

PLAN MANAGEMENT AND DELIVERY SYSTEM REFORM ADVISORY COMMITTEE

August 15, 2014

AGENDA

Agenda Items

Suggested Time

- | | | |
|-------|--|-------------------------|
| I. | Welcome and Agenda Review (Casey Morigan) | 12:00 - 12:10 (10 min.) |
| II. | 2015 Recertification for Exchange | 12:10 - 12:30 (20 min.) |
| III. | Non-Recertification Process (Lisa Schenck) | 12:30 - 12:45 (15 min.) |
| IV. | Renewal Process (Lisa Howard) | 12:45 - 1:30 (45 min.) |
| V. | 2016 Design Planning (Staff) | 1:30 - 1:45 (15 min.) |
| VI. | CAHPS/Network (Staff) | 1:45 - 2:00 (15 min.) |
| VII. | Special Enrollment Update (CalHEERS) | 2:00 - 2:10 (10 min.) |
| VIII. | Operational Updates (Staff) | 2:10 – 2:20 (10 min.) |
| IX. | Wrap-Up and Next Steps (Casey Morigan) | 2:20 - 2:30 (10 min.) |

Send public comments to qhp@hbex.ca.gov

RECERTIFICATION UPDATE

DAVE GREENE, CONSULTANT, SHOP AND PLAN MANAGEMENT

RECERTIFICATION 1

Proposed Recertification/Certification Timeline for 2015 Plans for Individual Marketplaces	
ACTIVITY	DATE
Covered California Coverage Begins	JANUARY 1
January Board Meeting: Draft Recertification Regulations, Draft QHP & SADP Renewal Applications, Draft New Entrant Applications - Presented to Public and Board for discussion <ul style="list-style-type: none"> Board Approval of Staff's Pediatric Dental Recommendation 	JANUARY 23
Receive public comment on draft QHP & SADP Renewal Applications and New Entrant Applications	FEBRUARY 3
Staff Incorporates Comments into draft documents	FEBRUARY
February Board Meeting: Adopt Recertification Regulations and approve QHP & SADP Renewal Applications and New Entrant Applications <ul style="list-style-type: none"> Discuss 2015 Standard Benefit Plan Design 	FEBRUARY 20
Release Covered California final QHP & SADP Renewal Applications and New Entrant Applications	MARCH 10
Letters of Intent due for QHP & SADP Recertification and New Entrant Certification	MARCH 17
March Board Meeting: Discussion of 2015 Standard Benefit Designs	MARCH 20
April Board Meeting: Adoption of 2015 Standard Benefit Designs	APRIL 17

RECERTIFICATION 2

Proposed Recertification/Certification Timeline for 2015 Plans for Individual Marketplaces	
ACTIVITY	DATE
Preliminary Portfolio Evaluation Completed Based on Letters of Intent	MAY 30
Applications due: QHP & SADP Renewal Applications and New Entrant Applications – all to include 2015 Proposed Rates and Networks	JUNE 2
Evaluation of QHP & SADP Renewal Applications and New Entrant Applications data (rates, networks, quality, contract compliance, reporting, etc.)	JUNE 2-JUNE 30
Negotiations with Renewal Applicants / New Entrant Applicants by Covered California	JULY
Contingent QHP & SADP Recertification and New Entrant Certification complete (subject to regulatory rate review)	JULY 31
Regulatory Rate Review	AUGUST AND SEPT 
Final QHP & SADP Recertification and New Entrant Certification complete	SEPTEMBER 30
SERFF Templates Submitted by QHPs & Dental Plans to CalHEERS	OCTOBER 1
2015 QHP & Dental Plan Data loaded into CalHEERS and Tested	OCTOBER – NOVEMBER 14
Open Enrollment Period for 2015 Plan Year*	NOVEMBER 15 TO FEBRUARY 15
<i>*Tentative pending Covered California regulatory / legal / policy team confirmation</i>	

PLANS SELECTED FOR 2015

- Competitive bidding process
- Covered California tentatively approved 10 health insurance companies to offer coverage beginning this fall for enrollment starting in January 2015.
- The insurance companies and rates are subject to independent review to determine if the rates are reasonable and review of other regulatory standards by the state's regulators
- California Department of Managed Health Care is reviewing nine carriers and the California Department of Insurance is reviewing one carrier.

PLANS SELECTED FOR 2015

In alphabetical order, the companies selected are:

1. Anthem Blue Cross of California
2. Blue Shield of California
3. Chinese Community Health Plan
4. Health Net
5. Kaiser Permanente
6. L.A. Care Health Plan
7. Molina Healthcare
8. Sharp Health Plan
9. Valley Health Plan
10. Western Health Advantage

STATEWIDE RATE CHANGE SUMMARY

2015 Statewide Rate Change Summary

The number below reflects the statewide weighted average increase across plans and benefit designs.



STATEWIDE OBSERVATIONS

- The overall weighted average increase is 4.2 percent.
- 16 percent of Covered California consumers (217,000 people) will see the premium of their health plan stay constant or decrease (with most decreases of 1 percent to 3 percent, but some decreases of up to 14 percent).
- 35 percent (489,000 people) will see premiums increase a small amount —less than 5 percent.
- 36 percent (495,000 people) will see premium increases of 5 percent to 8 percent (with most of those being about 6 percent).
- 13 percent (186,000 people) will see premium increases of more than 8 percent (with almost 90 percent of these in the 8-10 percent range).

FOR MORE INFORMATION

<http://www.coveredca.com/PDFs/CC-health-plans-booklet-2015.pdf>

OVERVIEW OF ELECTION OF NON-RECERTIFICATION

LISA SCHENCK, ANALYST

2014 Election of Non-Recertification: What is it?

A carrier elects to not apply to the California Health Exchange for recertification to sell products on the Exchange in the next calendar year.

2014 Election of Non-Recertification: Decision Summary

- I. Requirements for Carrier (QHP) Notice:
 1. A notification from the QHP to their consumers is required by federal¹ and state² regulation.
 2. QHP notification to consumers is sent upon approval by the regulator.
- II. Covered CA Notice:
 1. Initial notice to QHP enrollees advising that in order to avoid a gap in coverage on January 1 of next calendar year they need to select a new plan by December 15 of current calendar year.
 2. Covered CA notice will be sent after QHP's initial notice.
- III. Consumers who do not select a new plan (roll-overs):
 1. Roll into QHP off-exchange product when one exists.

¹ 45 CFR §156.290 (b)

² CAL. HSC. CODE §1365(a)(5)(A)

2014 Election of Non-Recertification: Process Summary

- Plan Manager (PM) receives notification from QHP of Election of Non-Recertification for next calendar year.
- QHP and Plan Management Division (PMD) Director inform QHP's regulator.
- PM initiates Election of Non-Recertification procedure and process across all Covered CA divisions.
- Covered CA maintains transaction ability of current year enrollees to participate in Special Enrollment Period.
- Covered CA migrates all QHP enrollees by end of current calendar year.

PROPOSED DESIGN TIMELINE

CASEY MORRIGAN, CONSULTANT, PLAN MANAGEMENT

PROPOSED DESIGN TIMELINE

DRAFT
Proposed Design Timeline for 2016 Plan Year

ACTIVITY	DATE
Planning for Benefit Design and Quality Consultations	SEPTEMBER 2014
Benefit Design Consultation	OCTOBER 2014
Quality Rating and Data Consultation (tentative)	NOVEMBER 2014
Board Recommendation Brief Development - Plan Design Policy	NOVEMBER 2014
<u>December 2014 Board Meeting: Board Recommendation Brief - Board Discussion</u>	DECEMBER 2014
<u>January 2015 Board Meeting: Board Recommendation Brief – Board Decision</u>	JANUARY 2014
<u>February 2015 Board Meeting: Discuss 2016 Standard Benefit Designs</u>	FEBRUARY 2015
<u>March 2015 Board Meeting: Adoption of 2016 Standard Benefit Designs</u>	MARCH 2015

RENEWAL CONSUMER JOURNEY

LISA HOWARD, CONSULTANT

COVERED CALIFORNIA 2015 RENEWAL PRINCIPLES

1. Focus on the consumer experience by offering service options and making the process easy.
2. Engage and leverage our certified delegates, partners, and plans.
3. Maximize retention by providing an automatic renewal option where possible.
4. Encourage consumer self-service through the website, Interactive Voice Response (IVR), and other tools.

2015 Renewal: Policy Decision Summary

1. Implement renewal capabilities in October. Start renewal noticing early in October.
2. Auto-renew consumers that do not take action for more than 30 days after projected eligibility calculated in current plan.
3. Allow automatic renewal for consumers who can remain in the same product type or move to a different enhanced silver level, regardless of premium rate or Advance Premium Tax Credit (APTC) change.
4. Allow automatic renewal for consumers who do not provide consent to access federal hub into non-subsidized plan.
5. Promote online and in-person renewal process.
6. Close renewal for consumers who does not complete active renewal by December 15th . Consumers who miss this deadline date will have to re-apply for 2015 during the Open Enrollment period. Consumer may have at least a one-month break in coverage under these circumstances.

2015 Renewal Key Dates

Key Dates:	Key Activities:
Starting July 28	E-mail and direct mail to consumers with messaging (e.g., PIN, consent fed hub, etc.)
July 23 – Aug 15	NOD17: Notification to consumers who have not set up CalHEERS accounts
July 30	Shop and Compare Tool with new 2015 rates made available
Aug 28 – Sept 15	NOD11: Notification to consumers with no consent to verify against federal hub
Starting in Sept	Covered California TV and radio ads begin
Sept 30	Individual market rates approved by regulators
Oct 6 – Oct 30	NOD12: Notification to consumers to actively renew
Oct 7 – Nov 15	Covered California sends targeted outreach notices to consumers
By Nov 1	Plans send renewal notices including 2014 APTC \$ and 2014 and 2015 premium \$s
Nov 15	Open Enrollment begins
Oct 10 - Dec 15	NOD01: Notification of final eligibility determination notice including 2015 APTC
Nov 14 – Dec 16	NOD60: Notification of plan selection with 2015 APTC and 2015 premium (auto-renewed in current plan if no action taken)
Dec 15	Last day for renewal plan selection for January 1, 2015 coverage

Renewal Notice: Content

Notice Timing	Content	Recipients
<p>Covered California Account Creation Notice NOD17 July 23 – Aug 15</p>	<p>Notice that explains how consumers can set-up a Covered CA On-Line Account in order to help them self-serve. This allows members to check their account and make changes without assistance. Notice includes:</p> <ul style="list-style-type: none"> • Case Number • Access Code • Account creation information and instructions to complete the process 	<ul style="list-style-type: none"> • Consumers without a CalHEERS account
<p>Covered California Federal Hub Notice NOD11 Aug 28 – Sept 15</p>	<p>Notice that asks authorization to electronically verify household income with the federal services hub. Explains the importance to provide consent to help facilitate a seamless renewal process for subsidy program. Notice includes:</p> <ul style="list-style-type: none"> • Case Number • Instructions to complete the process 	<ul style="list-style-type: none"> • 2014 enrolled and effectuated population
<p>Covered California Renewal Notice NOD12 Oct 6 – Oct 30</p>	<p>Notice that informs and explains the renewal process to the consumers. Explains the importance to retain health insurance. Notice includes:</p> <ul style="list-style-type: none"> • Case Number • 2014 APTC amount and plan selection • 2014 attested income • Certified Agent/Entity delegated on 2014 application • Referral to carrier notice for 2015 rate that will be sent to consumer • Instructions to complete the renewal • Date by which coverage will be auto-renewed if no action is taken and what happens if the consumer does not respond 	<ul style="list-style-type: none"> • 2014 enrolled and effectuated population

Renewal Notice: Content (continued...)

Notice Timing	Content	Recipients
<p>Co-branded Carrier Renewal Notice By November 1st</p>	<p>Notice that informs and explains the renewal process to the consumers. Explains the importance to maintain health insurance. Notice includes:</p> <ul style="list-style-type: none"> • 2014 APTC calculation, 2014 gross and net premium amount • 2015 gross premium amount before 2015 APTC is applied • Reason for premium change • Benefit change explanation • Referral to Covered California to report changes 	<ul style="list-style-type: none"> • 2014 enrolled and effectuated population
<p>Covered California Eligibility / Welcome Notice NOD01 Oct 10 - Dec 15</p>	<p>Notice that informs and explains the renewal eligibility determination for consumers. Notice includes:</p> <ul style="list-style-type: none"> • Case Number • Final 2015 APTC calculation amount • Final program specific eligibility determination outcome for each member 	<ul style="list-style-type: none"> • 2014 enrolled and effectuated population where a renewal determination occurred for the 2015 plan year
<p>Covered California Information Renewal Notice NOD60 Nov 14 – Dec 16</p>	<p>Notice that informs and explains the renewal eligibility determination for consumers who passively renewed coverage. Explains Notice includes:</p> <ul style="list-style-type: none"> • Case Number • 2015 APTC Calculation Amount • 2015 Gross Premium Amount • 2015 Net Premium Amount • Explains Open Enrollment process if consumers prefer to shop around • Plan Contact Information 	<ul style="list-style-type: none"> • 2014 enrolled and effectuated population who passively renewed (e.g., did not take any action) for 2015 plan year

Renewal Notice: Content (continued...)

Notice Timing	Content	Recipients
Carrier Invoice Dec. 5 ^t – Jan. 1 *	Billing statement sent from issuer to consumers that identifies consumer premium. <ul style="list-style-type: none">• Final 2015 APTC Amount• 2015 Net Premium• Payment Due Date	

*Need to discuss invoicing timing with carriers

2015 Renewal: Eligibility Notice Messages

Renewal Segment	Messages
All	<ul style="list-style-type: none">• Renewal process begins October 1• Update your eligibility and/or select a new plan by December 15 to avoid a break in coverage• Return to Coveredca.com if you are considering a new plan
Subsidized Automatic	<ul style="list-style-type: none">• If we don't hear from you, we will continue your enrollment in your current plan with your current plan at the new premium rate (or map you to the appropriate silver CSR level based on attested income)
Subsidized Active	<ul style="list-style-type: none">• Your plan is no longer available. You must choose a new plan by December 15 to avoid a break in coverage. NOTE: need follow up discussion RE Contra Costa and Minimum Coverage age out
Unsubsidized	<ul style="list-style-type: none">• Fill out the application for subsidized coverage if you think you now qualify for a tax credit

2015 Renewal: Delegated Application Roles and Messages

Delegate	Messages
Agents	<ul style="list-style-type: none">• Agent will receive notification of consumer renewal information via agent portal
CEEs	<ul style="list-style-type: none">• Conduct outreach to renewal clients and use Shop and Compare but do not begin renewal until November 15. Note: this requires pending CR for CEE dashboard.
CEWs	<ul style="list-style-type: none">• Continue existing process of assisting in-person applicants• No additional responsibilities to follow up with consumers who applied at county offices in 2014
Plans / PBEs	<ul style="list-style-type: none">• Pending discussions with plans

SPECIAL ENROLLMENT UPDATE

DREW KYLER, EXTERNAL AFFAIRS

SPECIAL ENROLLMENT

Return Administration

Covered California
Department of Health
Health Benefits Exchange

APPLY FOR HEALTH INSURANCE

[Find Help Near You](#)

LEARN PREVIEW PLANS APPLY RENEW

✓ SUMMARY ✓ HOUSEHOLD ✓ PERSONAL DATA ✓ INCOME **ELIGIBILITY** □ ENROLLMENT

APPLICATION SIGNATURE FOR REPORTED CHANGES

[Cancel all changes](#)

Please review your changes and Electronically Sign your application below.

Special Enrollment

You must have a qualifying life event to qualify for Covered California Special Enrollment. Regardless of the life event selected, we will see if you are eligible for Medi-Cal or Access for Infants and Mothers.

Do any of the following qualifying life events or situations apply to you? * ?

Reason for Other * ?

Question not found for label individual.ApplicationSignature.OtherRsnCtryCd * ?

I attest that this household does qualify for Special Enrollment. *

Coverage Date Category * Select One

Other qualifying life event

- Select One
- Lost or will soon lose my health insurance
- Permanently moved to/within California
- Had a baby or adopted a child
- Got married or entered into domestic partnership
- Returned from active duty military service
- Released from jail or prison
- Gained citizenship/lawful presence
- Federally Recognized American Indian/Alaska Native
- Other qualifying life event**
- Continuity of care
- None of the above (Continue to review my application for Medi-Cal/AIM)
- Select One

SPECIAL ENROLLMENT

ELIGIBILITY

Report a Change
Summary

Application Signature
for Reported Changes

APPLICATION SIGNATURE FOR REPORTED CHANGES

[Cancel all changes](#) ⓘ

Please review your changes and Electronically Sign your application below.

Special Enrollment

You must have a qualifying life event to qualify for Covered California Special Enrollment. Regardless of the life event selected, we will see if you are eligible for Medi-Cal or Access for Infants and Mothers.

Do any of the following qualifying life events or situations apply to you? * ⓘ

Other qualifying life event ▼

Reason for Other * ⓘ

Report a Change

Question not found for label individual.ApplicationSignature.OtherRsnCtryCd * ⓘ

Select One ▼

I attest that this household does qualify for Special Enrollment. *

Coverage Date Category *

- Select One
- Paper Application
- Continuity of Care
- Provider Network Issue
- QHP Error
- Agent Error
- CEE/CEC Error
- Non-Exchange Entity Error
- QHP de-certification
- APTC Change

Enter today's date or the date of your qualifying life event if you have one * ⓘ

Special Enrollment Expiry Date *



Your Changes

SPECIAL ENROLLMENT UPDATE

The screenshot shows the Covered California website interface. At the top left is the Covered California logo. At the top right, there is contact information: "Customer Service 1-877-453-9198 (TTY: 1-888-689-4500) | [Online Chat](#) | [Find Help Near You](#) | [Help](#)
Hello, Jean | [My Profile](#) | [Log Out](#) | [Secure Mailbox \(0\)](#) | [A A A](#) | [Español](#) |

The main navigation bar has four sections: LEARN, PREVIEW PLANS, APPLY, and RENEW. Below this is a progress bar with six steps: SUMMARY, HOUSEHOLD, PERSONAL DATA, INCOME, ELIGIBILITY, and ENROLLMENT. The first four steps have green checkmarks, while ELIGIBILITY has a blue square and ENROLLMENT has a green checkmark.

The left sidebar contains a menu with the following items: ELIGIBILITY, Review Application, Application Signature, and Eligibility Results (highlighted in a blue banner).

The main content area is titled "ELIGIBILITY RESULTS" and includes a blue information icon. Below the title is a message: "Here are the programs you qualify for. To view your options and enroll in a health insurance plan, you must click the 'Choose a Health Plan' button below." To the right of this message is a yellow button labeled "Continue Health Plan Update".

The user's name, "Jean Wilder", is displayed at the top of the main content area. Below this is a yellow warning box: "Your eligibility results are not final yet, we still need to review your qualifying life event. You will receive a notice from us with more information. You may also call the Service Center at 1-800-300-1506 for more information." Below the warning box is a section titled "Important Information & Options" with a dropdown arrow. Under this section, there is a sub-section "Eligibility Determination Factors" with a bulleted list:

- Household qualifying life event needs to be verified.
- Household income is in the APTC program limits.
- Household qualifying life event is within 60 days.
- You do not qualify for Medi-Cal health coverage because your household income is above the Medi-Cal limit.
- Household income is not in the CSR program limits.
- You meet all other factors to qualify.

At the bottom of this section, it says: "We will send you additional details in two ways. 1) the mail and 2) the Secure Mailbox that you can access through your account on this site"

OPERATIONS UPDATE

CASEY MORRIGAN, CONSULTANT, PLAN MANAGEMENT

APTC RECONCILIATION PROCESS

- 1095 A - EXCHANGE NOTICE
- 1095 C - LARGE EMPLOYER NOTICE
- 1095 B - ALL OTHERS - NOTICE
- 8962 - APTC RECONCILIATION
- 1040 - LINE 61

APTC RECONCILIATION

COVERED CALIFORNIA CONSUMER EDUCATION 1

- Sending direct mail to consumers who are most likely to be affected by reconciliation
- Sending emails to consumers who are most likely to be effected by reconciliation
- Developing collateral material to educate consumers about APTC; posting collateral on our partner toolkit online
- Including language about APTC reconciliation in our renewal notices

APTC RECONCILIATION

COVERED CALIFORNIA CONSUMER EDUCATION 2

- Training our service channels on how to change amount of APTC a consumer takes (including job aids)
- Developing FAQ for our website
- Preparing an educational cover letter for the Form 1095
- Investigating an online tool to help consumers decide how much APTC to take
- Reaching out to health plans to include educational messaging in their outreach

WRAP-UP AND NEXT STEPS