

A photograph of a person's feet wearing blue flip-flops walking on a wooden staircase. The person is wearing blue jeans. A white ball is on the step below. The staircase has a light-colored wood finish and a textured, light brown carpet runner. The background is a light-colored wall with some yellowish stains. The text is overlaid on a dark green background that covers the bottom right portion of the image.

**THERE ARE TIMES WHEN YOU
NEED A HELPING HAND.
LIKE A WHOLE TEAM OF THEM.**

Preparing for Open Enrollment

August 15, 2017



Agenda

- Special Guest: Julie Hammon from Department of Health and Welfare
- YHI Certification Requirements & Deadlines
- Live Training, Attendance Expectations & How to Register
- Advertising with YHI
- CSC Hours
- Consumer Connector Call Triage
- Q&A Period

Update from DHW

- Open Enrollment key dates
- Agent Authorized Representative form: Included in mandatory certification training
- You are here: included in mandatory certification training
- PDAP: included in mandatory certification training
- October applications, 72 hour removal
- Verification of Income: Click HERE for slides

FTR Process



Case Number:	
Phone:	(844) 558-2464
For the Hearing Impaired:	(888) 791-3004
Date of Notice:	
E-mail:	MyBenefits@dhw.idaho.gov
Fax:	(866) 434-8278

We're getting ready to re-evaluate your Health Coverage Assistance eligibility for 2018.

Please respond by September 15th, 2017 if you have changes to report

Members of your household are receiving Advance Payment of Premium Tax Credit (APTC). We will re-evaluate your eligibility for APTC in 2018 later this year.

To simplify the re-evaluation process, please report any changes you anticipate to any of the situations below for 2018:

- Annual taxable income
- Social Security income
- Tax filing household
- Available health insurance coverage (excluding coverage purchased from Your Health Idaho)

If you do not anticipate a change in any of the information listed above, there is no need to respond.

What you need to do:

- Before September 15th, 2017, visit idalink.idaho.gov to tell us about known changes for 2018. You may also call us at (844) 558-2464 to give us this information over the phone.
- If you are reporting a change for 2018, please send us verifications of any known income changes via idalink, mail, fax, or email using the contact information above.

What happens next?

We will use any information you provide and the information we have on file to complete your 2018 APTC re-evaluation. If we need additional information from you to complete the re-evaluation, you will receive a notice in the mail that will list out what we need. If we request information and do not receive it by the due date specified in the notice, your APTC will end December 31st, 2017.

Once we have the information we need to complete your re-evaluation, you will receive a notice in the mail that contains the information about your 2018 eligibility. Please read it carefully and report any discrepancies to us right away.

Want to check the status on your Health Coverage Assistance case? Use idalink!
You can login to your idalink account 24 hours a day, 7 days a week.
Once logged in, you can use the Health Coverage Assistance re-evaluation "You are Here" view to find out where your case is in the re-evaluation process.



Open enrollment is from November 1st, 2017 to December 15th, 2017.

Important Dates:

October 1, 2017	Customers may shop for 2018 insurance.
November 1, 2017	Open Enrollment Begins
December 15, 2017	Open Enrollment Ends

Visit yourhealthidaho.org for additional information.

2018 Open Enrollment Toolkit

(Insert Date)

(Insert Client Name)
(Insert address)
(Insert City, State Zip)

Dear (Insert Client Name),

Open Enrollment for health insurance is quickly approaching. The dates for Open Enrollment this year are November 1 – December 15, 2017. While this is a shortened timeframe, with your help I can ensure the renewal of your health insurance runs smoothly.

Please keep a close eye on your mailbox. On August 11, the Idaho Department of Health and Welfare (DHW) sent a letter asking you to report any changes that could affect your Advanced Premium Tax Credit (APTC). **You must report any changes to DHW by September 15.**

If you have changes that cannot be verified, or you do not update your information, you could lose your tax credit and be required to pay full price for your January premium.

If we spend some time updating your information now, we can avoid any possible complications during Open Enrollment. At the bottom of this letter I've include a form for you to fill in the required information. Please take a moment to complete the form and return it to me so I can add it to your file.

I appreciate your business and as always, if you have any questions, please feel free to contact me.

Sincerely,

(Insert Agent Name)
|

Please complete the information below and return it to me. You can mail the form below to (Insert Agency Address), or email it to (Insert Agent Email).

Anticipated Changes for 2018

Name: _____ Phone: _____

Email: _____

Annual taxable income: _____

Social Security income: _____

of People in Household: _____

Any available health insurance coverage (other than your exchange plan): _____



Your Health Idaho Tools & Information »

- 2018 Open Enrollment Toolkit
- Advertise on Your Health Idaho
- Your Health Idaho New Account Form
- Your Health Idaho Agent of Record Form
- Your Health Idaho Policy Manual
- Your Health Idaho FAQ
- Your Health Idaho Glossary
- Your Health Idaho Book of Business Transfer Request
- Contacting the Correct Entity
- Your Health Idaho Coverage to Care
- Your Health Idaho 2017 Webinar Schedule
- Your Health Idaho Fall 2017 Training Dates
- Consumer Connector How-To Guide
- Your Health Idaho Website Basics

Certification Timeline

- Consumer Connectors have until October 31 to certify.
- If you have not certified, you will not be able to access your account on November 1.
- If you have not completed certification by December 1, you will be decertified in the YHI System.
- If you are decertified, you will not be able to access your account and you will lose commission.
- If you recertify after December 1, you will be responsible for having your **clients** re-designate you.

Live Training Attendance Expectations and How to Register

- On August 3, YHI sent a bulletin with a link to dates, times, locations and how to register
- Live training is mandatory this year
- Unlike last year, online videos are not available unless the following conditions apply:
 - Family or medical emergency
 - You live farther than 100 miles from nearest training
 - If you can not attend either the September or October trainings, please contact Outreach@yourhealthidaho.org with the reasons and we will send them in for review.

Live Training Attendance Expectations and How to Register

- Because of size limitations of the training venues, we request that you register in advance
- To register please send an email to Kerri Gardner at kerri@wind-rivers.com
- We strongly encourage any assistants who work with your exchange clients to register and attend these trainings
- **In-person trainings are free and are a valuable tool for your success**

Advertising on Your Health Idaho

Your Health Idaho is highly targeted to insurance shoppers. Your Health Idaho is the only place a consumer can access a tax credit and is the resource for Idahoans to learn about the Affordable Care Act and purchase insurance.

Advertising Fun Facts:

- YHI receives 1.2 million average monthly page views
- More than 2 million page views per month during open enrollment with peak traffic of 3 million visits in December of 2017
- Our site averages 232,000 unique visits per month

If you have any questions or are interested in purchasing a space, please contact:

Karla Haun

karla.haun@yourhealthidaho.org

CSC Hours & Call Triage

- 8:00 am to 6:00 pm MT except Wednesdays 9:00 am – 6:00 pm MT
- Extension of call hours will be dependent upon call volume
- As always, call is a four letter word
- If you are having difficulties use the resources available to you
 - Agent Portal
 - Idalink (PDAP)
 - Policy Manual
 - Submitting a ticket or e-mail (answered by escalations team)
 - Call as a last resort

CSC Hours & Call Triage

- Coming soon: triage message
- Not an agent only line
- Consumer connector specific hold with customized information
- Triage line will direct you to an experienced Customer Advocate
- During high call volume times you may have longer than normal waits

QUESTIONS?

Training, Certification or Consumer Connector specific questions:
outreach@yourhealthidaho.org

Consumer Facing Issues/Questions: support@yourhealthidaho.org

