Using Health-e-Arizona Plus and the Federally Facilitated Exchange to Access a Wide Range of Benefits

Presentation for Health Directors Representing IHS, 93-638 Tribal and Urban Health Facilities and Tribal Leaders
March 21, 2013
Consumers Have a Wide Range of Program Options

<table>
<thead>
<tr>
<th>Full Range of AHCCCS Benefits</th>
<th>Other Federal and Local Programs</th>
<th>Exchange Programs</th>
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<tbody>
<tr>
<td>• AHCCCS Health Insurance (Medicaid)</td>
<td>• Nutrition Assistance (SNAP or Food Stamps)</td>
<td>• Premium Tax Credit Program</td>
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<tr>
<td>• ALTCS</td>
<td>• Temporary Assistance for Needy Families (TANF)</td>
<td>• Cost Sharing Reduction Program</td>
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<td>• Freedom to Work (FTW)</td>
<td>• Clinic-based Sliding Fee Scale programs SFS)</td>
<td>• Private Insurance, No Subsidy</td>
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<tr>
<td>• Breast and Cervical Cancer Treatment Program (BCCTP)</td>
<td>• County-based Community Assistance Programs (PCAP and Santa Cruz Health Connection)</td>
<td>• Small Business Health Opportunities Program (SHOP) for employers of 50 employees or less</td>
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<td>• Medicare Savings Programs (MSP)</td>
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Consumers Have a Wider Range of Program Options
Many of These Options are Accessed Through Health-e-Arizona Plus (HEA Plus)
Others are Accessed Through the Federally Facilitated Exchange (FFE)
Consumers and Assistors Can Start in Either System

Start Here

AHCCCS  SNAP  TANF  Clinic SFS  County CAP  PTC  CSR  Private Insurance (No Subsidy)  SHOP

FFE  HEA Plus
Consumers and Assisters Starting in Health-e-Arizona Plus Who Appear APTC/CSR Eligible will be Routed to FFE
Consumers and Assistors Starting at the FFE and who are assessed Medicaid Eligible will be Routed to Health-e-Arizona Plus.
Consumers and Assistors Using Health-e-Arizona Plus Will Be Supported By Integrated Health and Human Service Programs

Self-Service Screener, Application, Changes, Renewals
Consumer or Assistor Dashboard
Medicaid, SNAP and TANF and More
Consumer Support
More Comprehensive “Tracking” of the Marketplace
Opportunity for Consumer Confusion

- FFE
- HEA Plus
To Help Avoid Confusing Environment

- Community-Based Assistor Training and Support
- Consumer Supports such as:
  - Interactive Voice Response (IVR)
  - Call Center
  - Live Chat
  - Frequently Asked Questions
  - Help Text
  - Learn More information links
- A system that generally will feel familiar to applicants and those that assist them as it is based on today’s Health-e-Arizona system
We are happy to answer your questions.