Access Health Connecticut

AHCT Release 37 Training

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Table of Contents for Release 37 Scope of Work

Ticket	Title	Slide #
PT-16143	Eliminate Next Day Delay for Electronic Notices	3
PT-16146	Improve "same as last year" screen	4-5
PT-16198 PT-15761	Concurrent Sessions and Terminate all active sessions when there is a password change and force to re-authenticate	6
PT-14275	Display consumers name when uploading VCL docs in CP	7
PT-12751	Provide tool tip and additional message display options for all monthly income types in CP	8-9
PT-14165	Avoid multiple clicks on CP screen when validation messages are displayed	10
PT-12457 PT-12458	Allow Enrollees to Change QHP Policy For Gain or Loss of CSR/ Gain or Loss of APTC	11-13
PT-16142	Dental Inclusion Into Automatic Renewals	14
PT-12272	12272 HUSKY A Loss Due to Failure to Renew Not Opening an SEP	15
PT-14511	Display of Deductible Can Be Misleading To End User	16-17

FYI- PT#s are ticket numbers that are used to track requests for enhancements or resolution of issues in our system.

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PT-16143 Eliminate Next Day Delay for Electronic Notices

Existing System Behavior & Changes:

Per the current system, the notices are available to consumers and workers in the CP after the daily notice batch has been run.

The change is to make notices available for consumers and workers to view in the CP (‘My Messages’) and WP (‘Document Search’) as soon as the notice is triggered.

Good to know:

- Applies to Failed VCL Notices(1317), Election to Receive Notices electronically(1320), ESI MEC Verification (1321), Enrollee’s Employer Notifications(1322), Missing Information Notices (1323) and Eligibility Determination notices (1301).
- For Eligibility Determination notices (1301), application status should be “Completed” in order to generate immediately or between “Determined” and “Completed”.
- Once notices are generated, email notifications will also be triggered for users who have signed up for paperless notifications letting them know a notice is in their inbox
- If there is an “on the fly” email failure, that notification will be sent by nightly email batch job instead.

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PT-16146 Improve "Same As Last Year" screen

Existing System Behavior & Changes:

Per the current system, the “Same as Last Year” question appears on the ‘Income Confirmation’ screen in the CP and the ‘Yearly Income’ screen in WP which leads to confusion and increased call center volumes.

The change is to remove the “Same As Last Year” question on the ‘Income Confirmation’ screen in the Consumer Portal and the ‘Yearly Income’ screen in Worker Portal and require consumers to answer the Annual Income question.

Good to know:

- CP and WP users will be required to enter a value in the “Yearly Income” confirmation screen for 2023 and onwards.
- If an existing application has the “Same As Last Year” question filled in on the “Income Confirmation” screen in CP, the applicant will not be able to submit the application without entering a value in the “Yearly Income” field during a Change Report or Online Renewal.
    - During a Change Report, there is a change to ‘Reason for changes’ screen to navigate consumers to the Tax module and ‘Income Confirmation’ screen.
    - During online renewal, there is a change to ‘Application Changes’ screen to display below existing error message: *“We noticed that there are some issues with your application information and will need you to report the change as part of the renewal process. You must click on “Report a Change and Renew” to report any changes that might affect you and your household’s health coverage. After reporting your changes, you will be able to renew your coverage.”*

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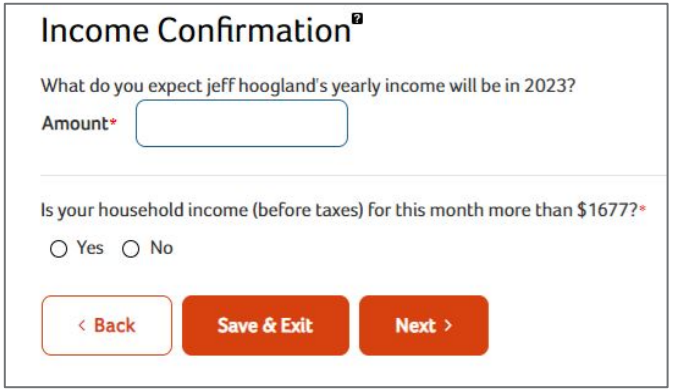
PT-16146 Improve "Same As Last Year" screen… cont.

Good to know… continued:

- There will be changes to the QHP Projection batch logic. If an application has income attested as “Same as Last Year” a new denial reason will be added to the QHP projection indicating “Household has attested income Same as Last Year”
- Language on QHP Projection Notice (1304) will be updated to include failure reason.
- During the deployment of R37, a DCR will run to capture any applications in process with the attestation of “Same As Last Year”.
- For a pure HUSKY application, if the annual income is attested as “Same as Last Year” then the household might be renewed during HUSKY Projections and HUSKY Finals and the HUSKY Finals application will have the “Same as Last Year” attestation displayed on the ‘View All’ and ‘Application Review’ screens.



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PT-16198, PT-15761 Concurrent Sessions and Terminate all active sessions when there is a password change and force to re-authenticate

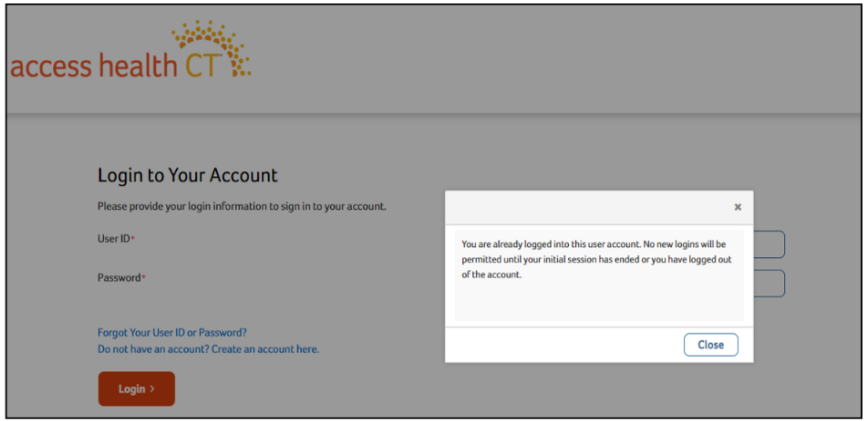
Existing System Behavior & Changes:

Per the current system, system is allowing multiple log-ins for a user in the Consumer Portal.

The change is to implement “single sign on” (SSO) that does not allow multiple log-ins for a user in the Consumer Portal. The system will require a timeout due to inactivity or for the user to log-out

Good to know:

- Users will **not** be able to log in to concurrent sessions with the same user account.



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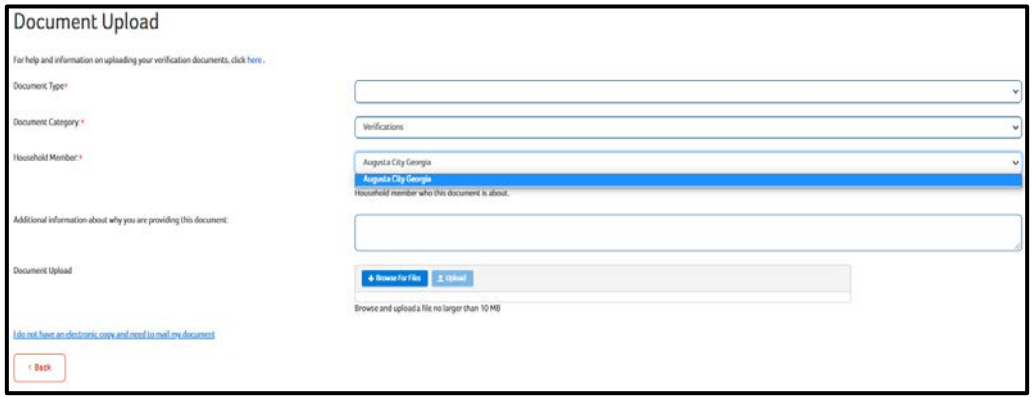
PT-14275 Display consumers name when uploading verification document from consumer portal

Existing System Behavior & Changes:

Per the current system, there is no individual's name displayed on the "Household Member" dropdown field on the 'Document Upload' screen in the Consumer Portal when the individual has a previously deleted "In Process" application affiliated with the same Person ID as a new application or CR and the same VCL has been opened on both applications.

The change is to display the name of the individual on the "Household Member" dropdown field on the 'Document Upload' screen in the Consumer Portal when the individual has a previously deleted "In Process" application affiliated with the same Person ID as a new application or CR and the same VCL has been opened on both applications.



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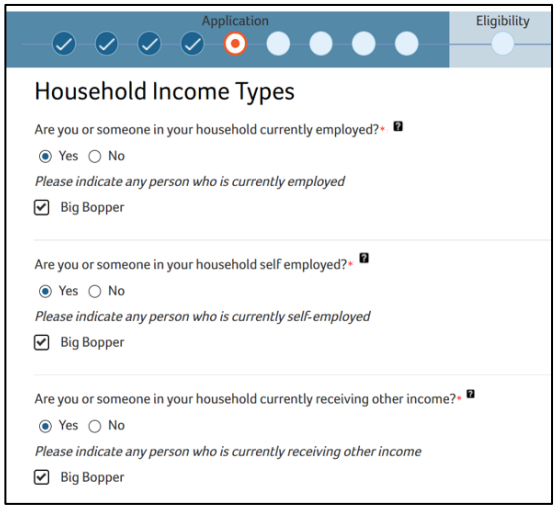
PT-12751 Provide tool tip and additional message display options for all monthly income types in CP

Existing System Behavior & Changes:

Per the current system, “Employment Income” and “Self Employment Income” on the ‘Income Type Questions’ screen do not have tooltips at the end of the question though the “Other Income” type does.

The change is to update the tooltip language from the end of the question for the “Other Income” types and add the tooltip to the end of the “Employment Income” and “Self Employment Income” types.



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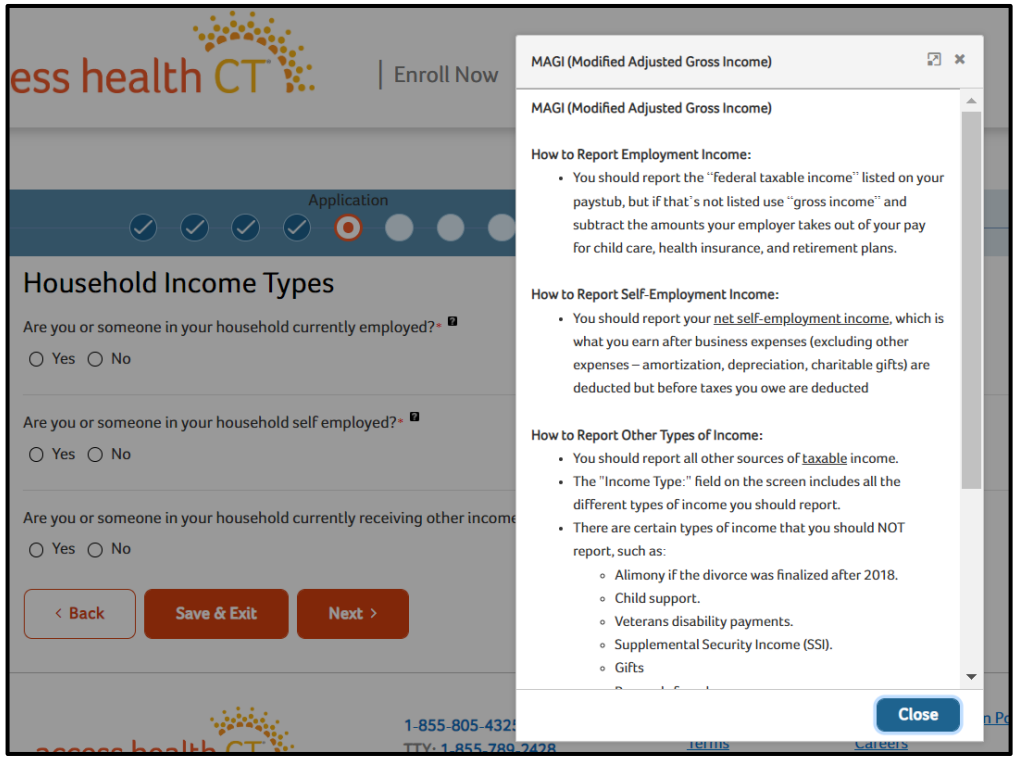
PT-12751 Provide tool ti and additional message display options for all monthly income types in CP… cont.



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PT-14165 Avoid multiple clicks on CP screen when validation messages are displayed

Existing System Behavior & Changes:

Per the current system, Consumer Portal users must click the button that navigates to subsequent screens (i.e., “Next”, “Create Account”, “Confirm”, “Continue”, “Search”, “Submit”, and “Save”) multiple times after a validation message has been displayed on the screen.

The change is for require Consumer Portal users to only click the button that navigates to subsequent screens (i.e., “Next”, “Create Account”, “Confirm”, “Continue”, “Search”, “Submit”, and “Save”) one time after a validation message has been thrown on the screen. This will apply to Worker Portal users as well when navigating to the enrollment screens.

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PT-12457 Enrollees to Change QHP Policy For Gain or Loss of CSR
PT-12458 Allow Consumers to Change QHP Policy For the Complete Gain or Loss of APTC

Existing System Behavior & Changes:

Per the current system, consumers are unable to change their QHP policy when there is a Gain or Loss of CSR, Gain or Loss of Covered CT, or Gain or Loss of APTC.

The change is to allow consumers to change their QHP policy when they there is a Gain or Loss of CSR, Gain or Loss of Covered CT, or a Gain or Loss of APTC.

Good to know:

- Users will be able to use filters and EYO screens will load filters based on plans that are loaded on to the screens, per current functionality.
- If a household is enrolled into a platinum plan then during CR on Health EYO screen if silver plans needs to be displayed, EYO screen will have filters as “Platinum” and “Silver”. When “Silver” filter is selected, EYO screen will display both enrolled plan and Silver plans. When “Platinum” filter is selected, only current enrolled platinum plan will be displayed on Health EYO screen.
- No changes to coverage date logic.
- No changes to SEP verification logic.
- No changes to current system functionality for AI/AN households (i.e., providing eligibility with different AI/AN AU combinations or display all plans on Health EYO & Dental EYO).
- No changes to data transfer functionality for CCT.

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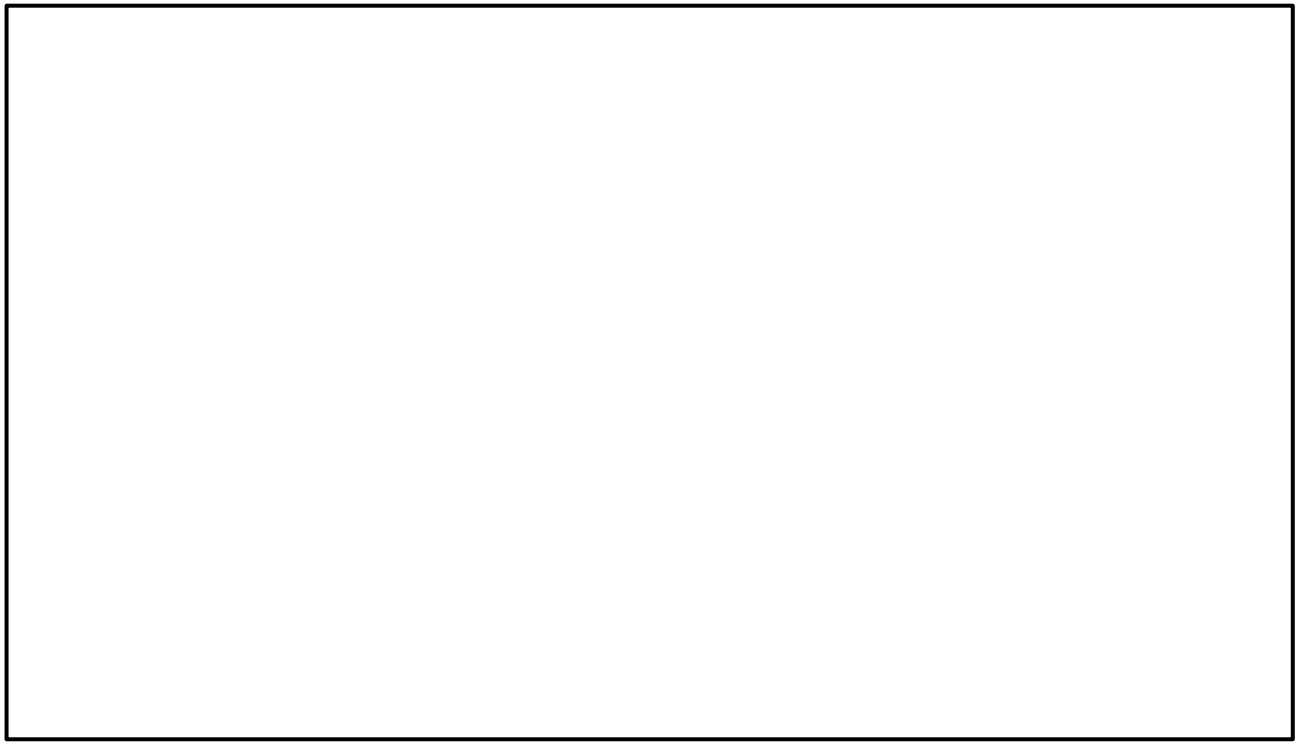
PT-12457 Enrollees to Change QHP Policy For Gain or Loss of CSR
PT-12458 Allow Consumers to Change QHP Policy For the Complete Gain or Loss of APTC… cont.



First Step Final Confirmation
(CP & WP)

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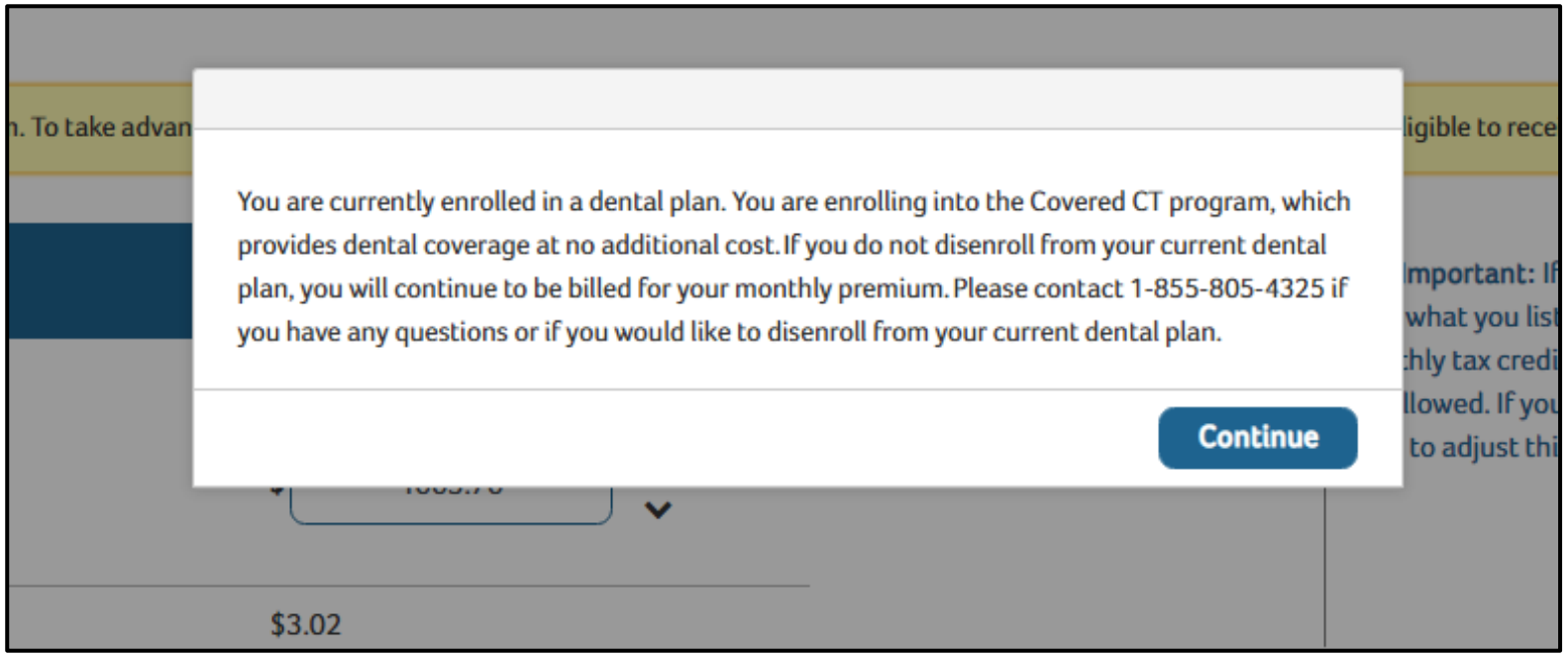

CCT Dental Popup
(CP & WP)

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PT-16142 Dental Inclusion Into Automatic Renewals

Existing System Behavior & Changes:

Per the current system, there is no auto-renewal process for Dental enrollees.

The change is to allow individuals enrolled in Dental to be run through an auto-renewal projection and final batch process.

Good to know:

- Existing notices will be modified to consider Dental Renewals (1304, 1337, and 1204).
- Changes to the 'Individual Account Home' screen in the CP to display tiles for renewal if the household has Dental enrollments.
- Changes to WP to display renewal option if the household has Dental enrollments.
- Dental enrollment will follow same logic as Health enrollment logic (i.e., subscriber assignment, age calculation, continuous coverage, Medicare logic, assister association, etc.)

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PT-12272 HUSKY A Loss Due to Failure to Renew Not Opening an SEP

Existing System Behavior & Changes:

Per the current system, if an individual is disenrolled from HUSKY in AHCT (Loss of MA/Future Loss of MA) and also has a non-MAGI insurance record (irrespective of active EMS record or not) a “Loss of MEC” event (voluntary or involuntary) is not being opened in AHCT.

The change is to open a SEP when one of the below conditions are satisfied:

1. AHCT coverage end date is within the last / next 60 days and no active EMS non-MAGI record present (OR)
2. Person is actively enrolled in AHCT Medicaid / CHIP and loses eligibility in the current application

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PT-14511 Display of Deductible Can Be Misleading To End User

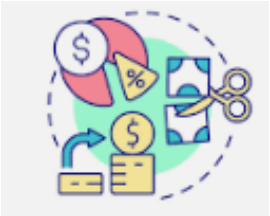
Existing System Behavior & Changes:

Per the current system, users with multiple people in their household will see the deductible as an aggregation of entire household's deductible on the Health Explore Your Options screens.

The change is to clarify the individual versus household's deductible for consumers in the Anonymous Browsing and Shopping Health Explore Your Options screens.

Good to know:

- Changes to Health EYO in Anonymous Browsing and Post Shopping flows for below requirements.
  - Annual Deductible amount will display at the individual level with the household amount shown in parentheses underneath (for 2+ person households). These will be labeled as "Per Person" and "per household", respectively. These changes apply for tiered plans as well.
  - Annual Out-Of-Pocket Max should be at the household level with a text clarification that the amount is "Per Household"
  - Removed the "Emergency Room" column from the Health EYO plan tiles
  - Updated column label to "Est. Maximum Monthly Premium" for the Anonymous Browsing for consistency with Post Shopping Health EYO screen
  - Updated label to "Price After $<Tax Credit Amount> Tax Credits" for the Anonymous Browsing for consistency with Post Shopping Health EYO screen



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PT-14511 Display of Deductible Can Be Misleading To End User… Cont.

Health Explore Your Options (CP & WP)

Display for 1 person household

Display for 2+ person household

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Knowledge Check Questions:

1. How long will consumers have to wait to see their Eligibility Determination Notice in the Consumer Portal after completing an application?
2. What dropdown will be removed from the Income Confirmation Screen?
3. Will the system allow consumers to change their QHP Policy when there is a gain/loss of APTC, gain/loss of Covered CT or gain/loss of CSRs?
4. Will consumers enrolled in dental plans be reviewed for auto-renewal eligibility?

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Questions

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Our Values

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