



Access Health Connecticut

AHCT Release 37 Training

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

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.



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."*

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.



Income Confirmation[®]

What do you expect jeff hoogland's yearly income will be in 2023?

Amount*

Is your household income (before taxes) for this month more than \$1677?*

Yes No

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

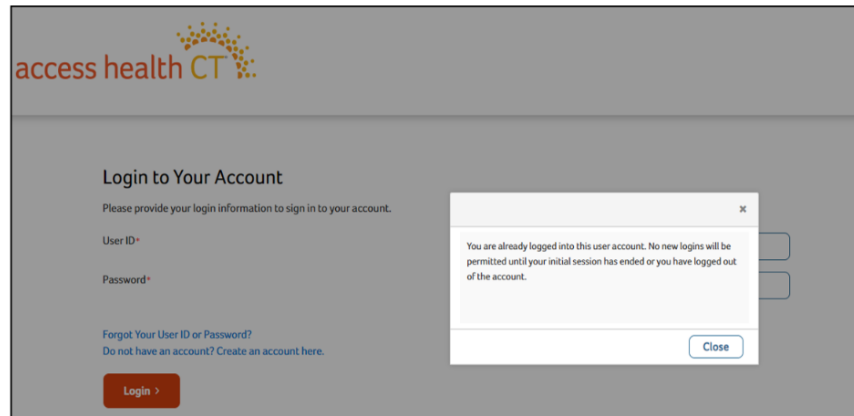
Existing System Behavior & Changes:

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.



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.

Document Upload

For help and information on uploading your verification documents, click [here](#).

Document Type:

Document Category: Verifications

Household Member: Augusta City Georgia

Additional information about why you are providing this document:

Document Upload:

Browse and upload a file no larger than 10 MB

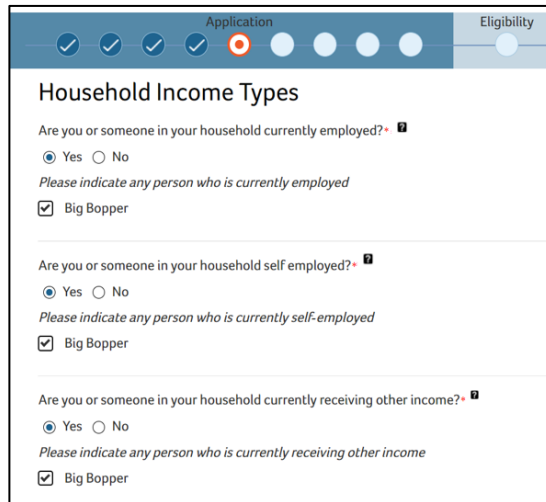
[Do not have an electronic copy and need to mail my document?](#)

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.



The screenshot shows a web form titled "Household Income Types" with a progress bar at the top. The progress bar has two sections: "Application" (with 8 circles, the 5th is active) and "Eligibility" (with 1 circle). The form contains three questions, each with a "Big Bopper" checkbox:

- Question 1: "Are you or someone in your household currently employed?" with radio buttons for "Yes" and "No". Below it is the instruction "Please indicate any person who is currently employed" and a checked "Big Bopper" checkbox.
- Question 2: "Are you or someone in your household self employed?" with radio buttons for "Yes" and "No". Below it is the instruction "Please indicate any person who is currently self-employed" and a checked "Big Bopper" checkbox.
- Question 3: "Are you or someone in your household currently receiving other income?" with radio buttons for "Yes" and "No". Below it is the instruction "Please indicate any person who is currently receiving other income" and a checked "Big Bopper" checkbox.

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

The screenshot displays the 'access health CT' application interface. At the top, there is a logo and an 'Enroll Now' button. Below this is a progress bar labeled 'Application' with several steps, the fifth of which is currently active. The main section is titled 'Household Income Types' and contains three questions, each with 'Yes' and 'No' radio button options:

- Are you or someone in your household currently employed?*
- Are you or someone in your household self employed?*
- Are you or someone in your household currently receiving other income?

At the bottom of the form are three buttons: '< Back', 'Save & Exit', and 'Next >'. A tooltip window titled 'MAGi (Modified Adjusted Gross Income)' is overlaid on the right side of the screen. The tooltip contains the following text:

MAGi (Modified Adjusted Gross Income)

How to Report Employment Income:

- You should report the "federal taxable income" listed on your paystub, but if that's not listed use "gross income" and subtract the amounts your employer takes out of your pay for child care, health insurance, and retirement plans.

How to Report Self-Employment Income:

- You should report your net self-employment income, which is what you earn after business expenses (excluding other expenses – amortization, depreciation, charitable gifts) are deducted but before taxes you owe are deducted

How to Report Other Types of Income:

- You should report all other sources of taxable income.
- The "Income Type:" field on the screen includes all the different types of income you should report.
- There are certain types of income that you should NOT report, such as:
 - Alimony if the divorce was finalized after 2018.
 - Child support.
 - Veterans disability payments.
 - Supplemental Security Income (SSI).
 - Gifts

The tooltip has a 'Close' button at the bottom right. At the bottom of the application window, there is a footer with the phone number '1-855-805-4321' and the text 'TTY: 1-855-789-7428'.

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.

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.

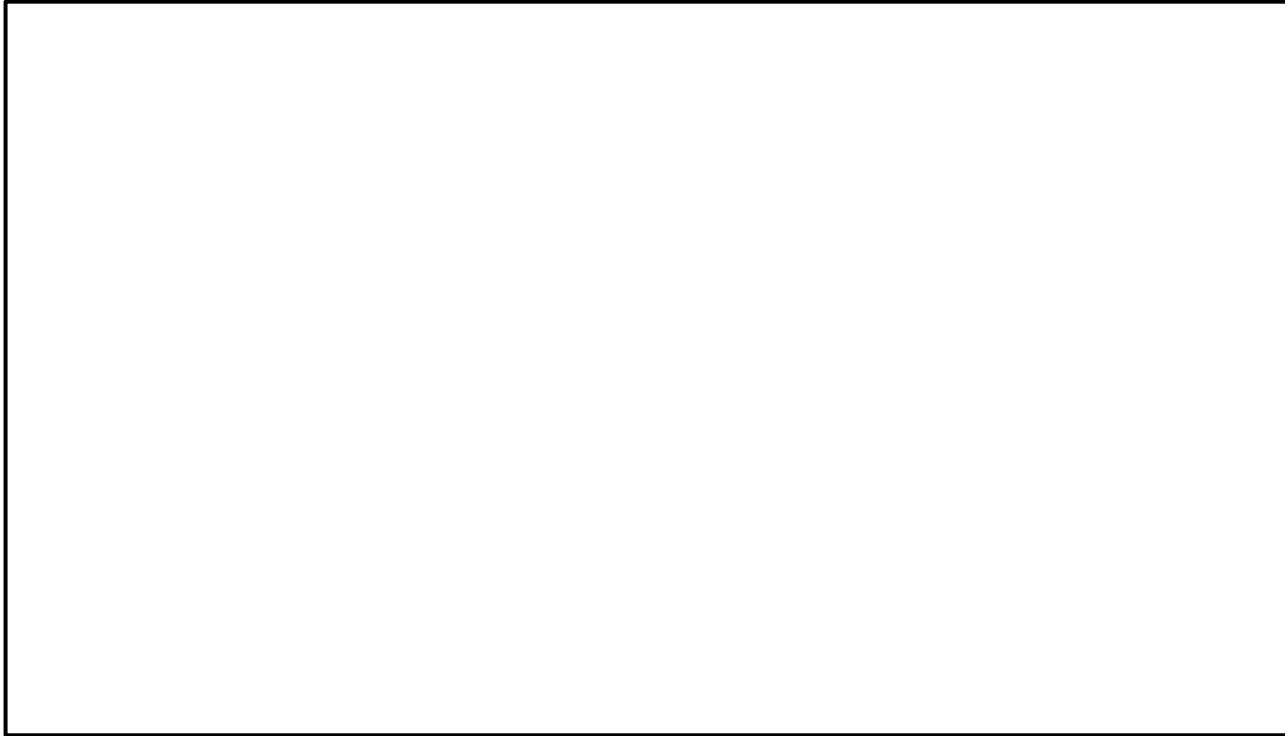
The change is to allow consumers to change their QHP policy when they there is a Gain or Loss of CSR, Gain or Loss of Covered CT, or a Gain or Loss of APTC.

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.



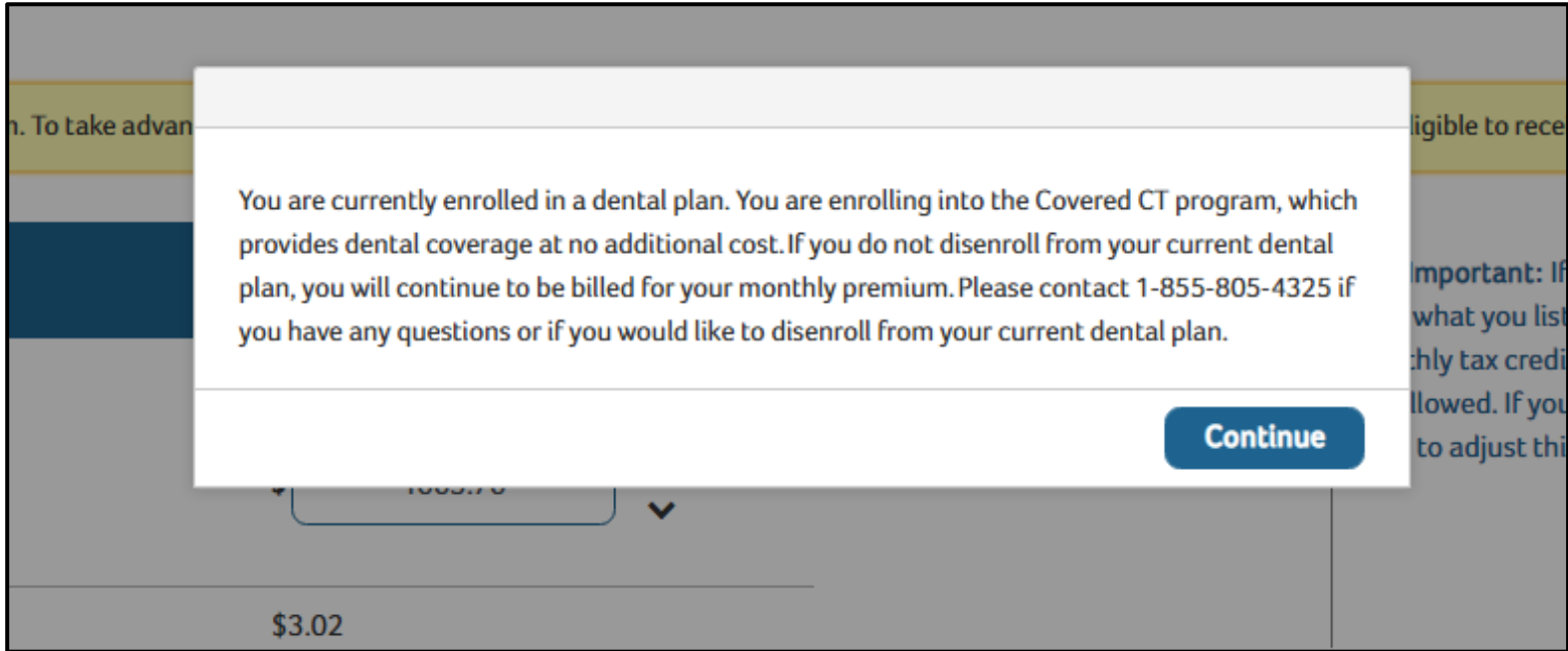
PT-12457 Enrollees to Change QHP Policy For Gain or Loss of CSR
PT-12458 Allow Consumers to Change QHP Policy For the Complete Gain or Loss of APTC... cont.



First Step Final Confirmation
(CP & WP)

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



CCT Dental Popup
(CP & WP)

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.)



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



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

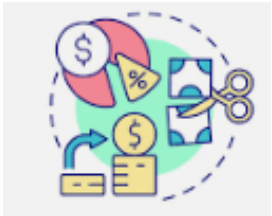
Existing System Behavior & Changes:

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:

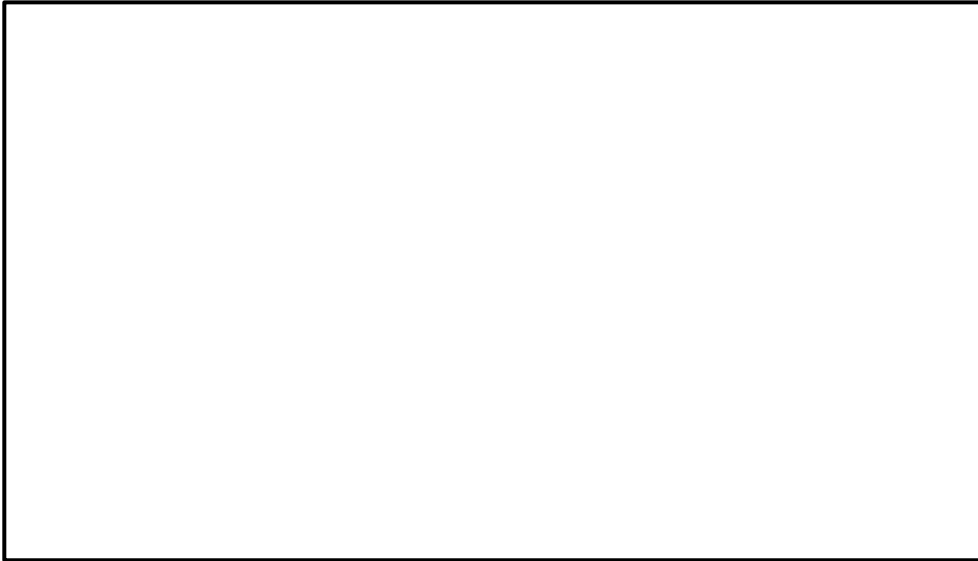
- Changes to Health EYO in Anonymous Browsing and Post Shopping flows for below requirements.
 - Annual Deductible amount will display at the individual level with the household amount shown in parentheses underneath (for 2+ person households). These will be labeled as “Per Person” and “per household”, 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



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

You selected this plan when shopping earlier

Compass EPO Gold Alternative

METAL LEVEL: Gold [Click for Plan Details](#)

ConnectiCare

Total Cost Estimate: High

OVERALL PLAN RATING: *Not yet rated*

Est. Maximum Monthly Premium	Annual Out-Of-Pocket Max Per Household	Primary Care Visit	Annual Deductible Per Person
\$95.83	\$18200	Tier 1: \$20 Tier 2: 40%	Tier 1: \$1700 (\$3400 per household) Tier 2: \$3400 (\$6800 per household)

Price After \$1,015.00 Tax Credits

[Selected Doctors](#)

[Selected Prescription Drugs](#)

[Click Here For Detailed Plan Documents \(PDF\)](#)

+ Add to Compare Buy

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?





Questions

Our Values

Authenticity

Act with sincerity, credibility,
& self-awareness

- Be genuine and kind, empathetic and ethical
- Engage in constructive and actionable dialogue
- Contribute to creating a positive, fun, and friendly environment
- Be yourself; balance work, family, community, and self

Ownership

Take responsibility & initiative

- Embrace your superpower to create unique solutions
- Seek out knowledge and develop skills
- Be accountable for behaviors and actions
- Focus until you finish

Integrity

Commit to doing the right
thing with genuine intention

- Create an environment of open and honest communication
- Act in the best interest of employees and customers
- Deliver on commitments



One Team

Collaborate to succeed

- Trust each other
- Respect and listen to others
- Foster team spirit
- Celebrate success and each other

Excellence

Aim high & challenge
the status quo

- Create opportunities to learn and grow
- Be knowledgeable and well informed
- Be innovative and resourceful
- Be open to new ideas; seek new perspectives
- Transform mistakes into learning experiences
- Exceed expectations

Passion

Dedication to creating
opportunities for
greater health & well-being

- Commit to benefiting the lives of others
- Embrace challenges to overcome obstacles
- Demonstrate loyalty to our mission and vision