Washington Health Benefit Exchange

Update NVRA Compliance

State Elections Committees
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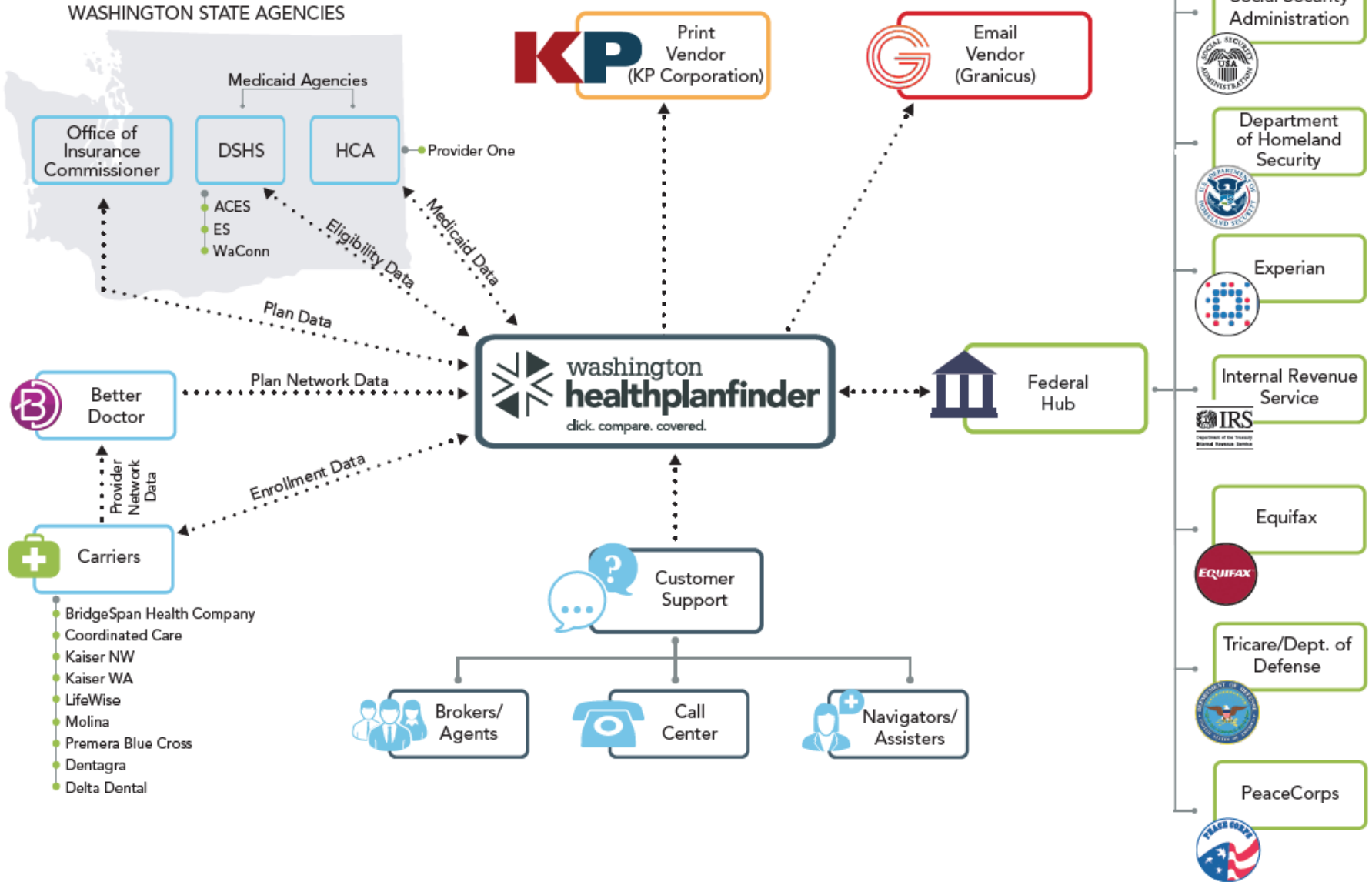
General Background

- The Exchange is responsible for the operation of *Washington Healthplanfinder*, an online marketplace for individuals, families, and small businesses to find, compare, and enroll in Qualified Health and Dental Plans <u>and</u> Washington Apple Health (Medicaid)

- <u>1 in 4</u> WA residents use Healthplanfinder to obtain medical and dental coverage

- *Washington Healthplanfinder* offers Washington state residents:
  - Tax credits or financial help to pay for co-pays and premiums
  - Side-by-side comparisons of Qualified Health Plans (QHPs) and Qualified Dental Plans (QDPs)
  - Local customer support – state-wide Navigator and Broker enrollment assistance programs, Spokane Call Center

Online Application Process

- Applicants apply for health coverage and report changes year-round

- Applicant information is verified in real-time

- *Washington Healthplanfinder* is integrated with multiple federal and state systems to verify identity, income, citizenship and other data enter into the online application

- The Exchange is subject to strict federal oversight, application changes typically require CMS review

- The Exchange is subject to extensive federal privacy and security regulations, limiting our ability to collect and disseminate data

- Digital signatures are not collected as part of the application process

Washington Healthplanfinder

HEALTHPLANFINDER SYSTEM INTERFACES

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click. compare. covered.

WASHINGTON STATE AGENCIES

Medicaid Agencies

- Office of Insurance Commissioner
- DSHS
  - ACES
  - ES
  - WaConn
- HCA
  - Provider One

Print Vendor (KP Corporation)

Email Vendor (Granicus)

Eligibility Data

Medicaid Data

Plan Data

Plan Network Data

Better Doctor

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Federal Hub

Provider Network Data

Enrollment Data

Carriers
- BridgeSpan Health Company
- Coordinated Care
- Kaiser NW
- Kaiser WA
- LifeWise
- Molina
- Premera Blue Cross
- Dentagra
- Delta Dental

Customer Support

- Brokers/ Agents
- Call Center
- Navigators/ Assisters

- Department of Veterans Affairs
- Social Security Administration
- Department of Homeland Security
- Experian
- Internal Revenue Service
- Equifax
- Tricare/Dept. of Defense
- PeaceCorps

Current Voter Registration Process

- *Washington Healthplanfinder* provides applicants the opportunity to register to vote when: (1) applying for coverage; (2) renewing coverage; (3) changing address

- Applicants who want to register to vote are provided an immediate opportunity to register online through the SOS electronic portal (MyVote page)

- Applicants are provided a toll-free phone number to call for information and assistance completing voter registration forms

- Current online language and design had input and review from many stakeholders (e,g., SOS, ACLU, Win/Win)

Opportunity to Register to Vote: Current Online Application

Voter Registration

IF YOU ARE NOT REGISTERED TO VOTE WHERE YOU LIVE NOW, WOULD YOU LIKE TO APPLY TO REGISTER TO VOTE? *

○ YES

○ NO

If you click "Yes" you will be able to register online or request a registration form to be sent to you.

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided, or your eligibility.
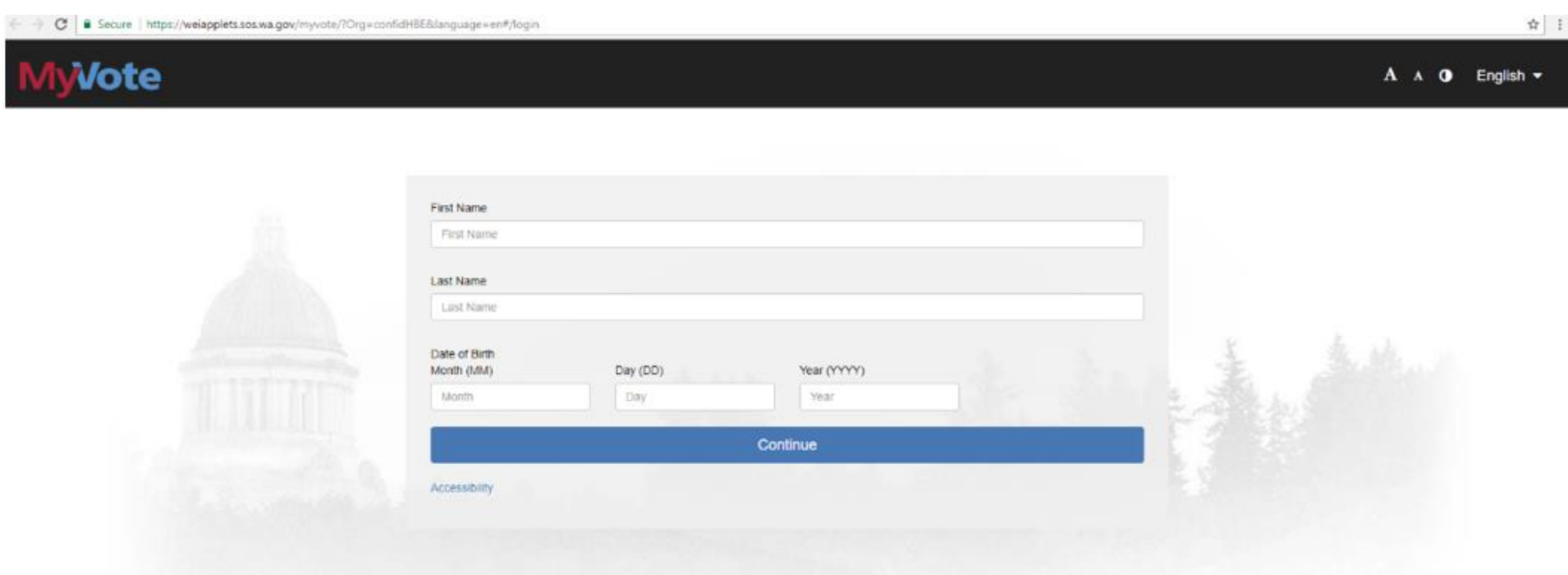
If you would like help in filling out the voter registration application, you can receive assistance at Washington's toll free Voter Registration Hotline, 1-800-448-4881. The decision whether to seek or accept help is yours. You may fill out the application in private.

If you believe that someone has interfered with your right to register or to decline to register to vote, or your right to privacy in deciding whether to register, you may file a complaint with the Washington State Elections Division, PO Box 40229, Olympia, WA 98504, email elections@sos.wa.gov, or call 1-800-448-4881.

Real-Time Referral to SOS

Applicants who select Y to register to vote are referred to the SOS MyVote website

Current Referral Success

- In 2017, SOS received 75,667 page views from *Washington Healthplanfinder*

- Resulting in 26,144 new registrations or address changes

New registrations or Address changes	26,144	34.55%
MyVote Logins (i.e. No Change)	10,321	13.64%
TOTAL Activity	36,465	48.19%
TOTAL Visits	75,667	

Future State

E2SHB 2595 requires that the Exchange:

- <u>For</u> applicants who indicate they want to register to vote and are:
  - Washington residents
  - Age eighteen years or older
  - Verified citizens

- <u>Package and securely send</u> the following applicant information to SOS to expedite the current voter registration process:
  - Name
  - DOB
  - Residential address
  - Mailing address (if different)

E2SHB 2595 Implementation Timeline

- Consult with SOS to design the system changes/handoffs that will be needed to perform a secure and timely data transfer (in progress)

- Report any known implementation barriers to the appropriate committees of the legislature and the governor by December 1, 2018

- Implement and test system updates (Spring, 2019)

- Implement new process beginning July 1, 2019

Appendix

E2SHB 2595 (Sec. 201)

(1) Beginning July 1, 2019, the health benefit exchange shall provide the following information to the secretary of state's office for consenting *Washington Healthplanfinder* applicants who affirmatively indicate that they are interested in registering to vote, including applicants who file changes of address, who reside in Washington, are age eighteen years or older, and are verified citizens, for voter registration purposes:

   (a) Names;

   (b) Traditional or nontraditional residential addresses;

   (c) Mailing addresses, if different from the traditional or nontraditional residential address; and

   (d) Dates of birth

E2SHB 2595 (Sec. 201)

(2) The health benefit exchange shall consult with the secretary of state's office to ensure that sufficient information is provided to allow the secretary of state to obtain a digital copy of the person's signature when available from the department of licensing and establish other criteria and procedures that are secure and compliant with federal and state voter registration and privacy laws and rules.

(3) If applicable, the health benefit exchange shall report any known barriers or impediments to implementation of this section to the appropriate committees of the legislature and the governor no later than December 1, 2018.

(4) If the health benefit exchange determines, in consultation with the health care authority, that implementation of this act requires changes subject to approval from the centers for Medicare and Medicaid services, participation of the health benefit exchange is contingent on receiving that approval.