Update on Federally Facilitated Marketplace Interactions

Health Exchange Advisory Board Meeting

December 13, 2013
Client applies in New Hampshire:
- Online via NH EASY
- In person at a DHHS office
- Telephone application via the call center
- As part of the determination process, real time FDSH services are called for automated verification
- If **eligible** for Medicaid, the client is notified and eligibility is managed by NH DHHS
- If **ineligible** for Medicaid, an automated referral is made to the FFM

Client applies directly to FFM:
- If CMS determines them eligible for Medicaid, account is to be transferred to NH
- If CMS determines them eligible for subsidized insurance, client is managed by the FFM
Federal Data Services Hub (FDSH)
- Identity Proofing
- SSA Composite
- Lawful Presence
- NH to FFM – Account Transfer
- FFM to NH – Account Transfer
- Minimum Essential Coverage

Federally Facilitated Marketplace (FFM)
## FFM Statistics

<table>
<thead>
<tr>
<th>FFM Service Name</th>
<th>Total Calls</th>
<th>Daily Average</th>
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</thead>
<tbody>
<tr>
<td>Identity Proofing</td>
<td>2,626</td>
<td>38</td>
</tr>
<tr>
<td>SSA Composite</td>
<td>40,023</td>
<td>580</td>
</tr>
<tr>
<td>Lawful Presence</td>
<td>357</td>
<td>6</td>
</tr>
<tr>
<td>Minimum Essential Coverage</td>
<td>26,018</td>
<td>436</td>
</tr>
<tr>
<td>NH to FFM - Account Transfer</td>
<td>8,252</td>
<td>186</td>
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</tbody>
</table>
NH was first in the nation to implement (11/13/13)

* Referrals done for all clients who deny or close Medicaid
* The notice informs the client that they are being referred to the FFM
* CMS plans to contact these individuals and encourage them to apply at the FFM
  * CMS asked states to change wording to encourage clients to apply via Healthcare.gov
NH ready to accept transfers

CMS refers potential Medicaid clients

1,835 applications waiting to be referred to NH from 10/1 – 11/30

CMS mitigation strategy
  * Excel spreadsheet with names and contact information
  * Potential waiver to establish eligibility prior to automated account transfer