

NH Department of Health and Human Services

Update on Federally Facilitated Marketplace Interactions

Health Exchange Advisory Board Meeting

December 13, 2013

Background

- * 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

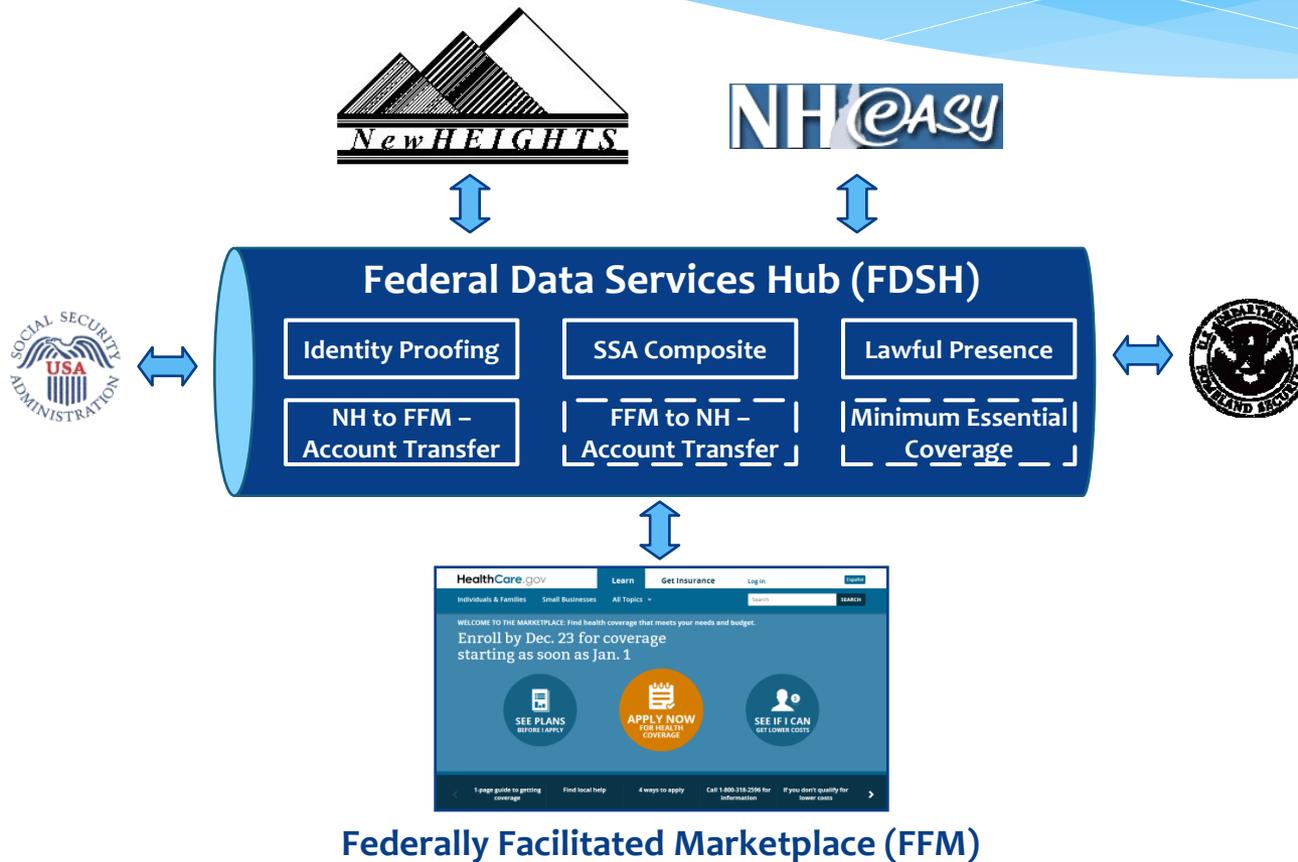
- * If **ineligible** for Medicaid, an automated referral is made to the FFM

- * 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

Services



Federally Facilitated Marketplace (FFM)

FFM Statistics

FFM Service Name	Total Calls	Daily Average
Identity Proofing	2,626	38
SSA Composite	40,023	580
Lawful Presence	357	6
Minimum Essential Coverage	26,018	436
NH to FFM - Account Transfer	8,252	186

NH to FFM – Account Transfer

- ★ * 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

FFM to NH – Account Transfer

- * 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