

Dave Chandrasekaran

Health Policy Consultant, Certified Application Counselor (CAC)

Virginia
October 9, 2019



Health Reform: **Beyond the Basics**

healthreformbeyondthebasics.ora

Upcoming CBPP Webinars

Part IV: Preventing & Resolving Data-Matching Issues

Thursday, October 10 | 2 pm ET (11 am PT)

Part V: Plan Design

Tuesday, October 15 | 2 pm ET (11 am PT)

Immigrant Eligibility for Health Coverage Programs

Tuesday, October 22 | 2 pm ET (11 am PT)

Working with Immigrants: What Consumer Enrollment Assistance Providers Need to Know Now

Tuesday, October 29 | 2 pm ET (11 am PT)

Question? Contact us at beyondthebasics@cbpp.org
Sign up for our email list at bit.ly/btbemail
Register for webinars at www.healthreformbeyondthebasics.org/events



Today's Presentation

- > Section 1: Overview of Marketplace QHPs
- > Section 2: Trends in Marketplace plans
- > Section 3: Strategies to Help Consumers
- > Section 4: Plan Comparison & Selection Demo

Initial Self-Assessment

Q1: On a scale of 1 to 10, how confident are you in your ability to assist consumers in selecting a plan?

(1 = not confident, 10 = very confident)

Section 1: Overview of Marketplace QHPs

Elements of Marketplace Health Plans

- 1. Premium
- 2. Plan Design/Cost Sharing
- 3. Covered Benefits
- 4. Prescription Drug Formulary
- 5. Provider Network

Overview of Cost Sharing

Kaiser Permanente · KP VA Silver 2750/20%/HSA/Dental

Silver HMO Plan ID: 95185VA0530005

Estimated monthly premium

\$262.08 Was: \$426.75

Deductible

\$2,750 Individual Total Out-of-pocket maximum

\$5,000 Individual Total Copayments /

Coinsurance

Emergency room care: 20% Coinsurance after deductible

Generic drugs: \$15 Copay after deductible

Primary doctor: 20% Coinsurance after deductible

Specialist doctor: 20% Coinsurance after deductible Estimated total yearly costs

YEARLY COSTS

Costs for medical care

Primary care doctor visit

View limits and exclusions

Specialist visit

X-rays and diagnostic imaging

View limits and exclusions

Laboratory outpatient and professional services

In Network: 20% Coinsurance after deductible Out of Network: Benefit Not Covered

In Network: 20% Coinsurance after deductible
Out of Network: Benefit Not Covered

In Network: 20% Coinsurance after deductible
Out of Network: Benefit Not Covered

In Network: 20% Coinsurance after deductible
Out of Network: Benefit Not Covered

Summary of Benefits and Coverage (SBC)

Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services Cigna Health and Life Insurance Co.: Cigna Connect 4000

Coverage Period: 01/01/2018 - 12/31/2018 Coverage for: Individual&Family Plan Type: HMO

The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, call 1-866-494-2111. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at https://www.healthcare.gov/sbc-glossary/ or call 1-866-494-2111 to request a copy.

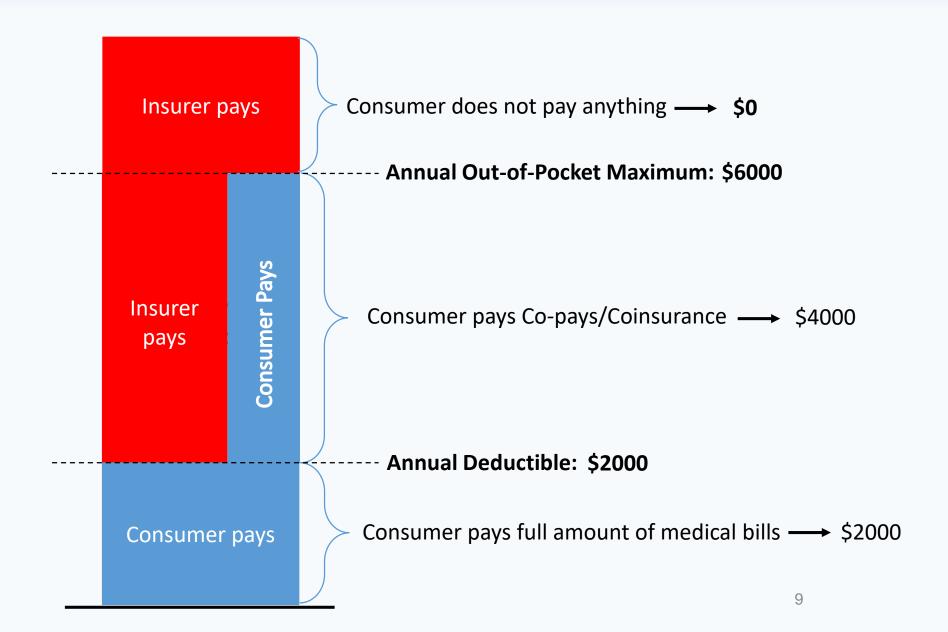
Important Questions	Answers	Why This Matters:			
What is the overall deductible?	\$4,000 person/ \$8,000 family	Generally, you must pay all of the costs from providers up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .			
Are there services covered before you meet your deductible?	Yes. Preventive care, Primary care visits, Specialty drugs, Urgent care and eye exam/glasses for children are covered before you meet your deductible.	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive ser</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/ .			
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.			
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	\$7,350 person/ \$14,700 family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.			
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, balance-billing charges, penalties for failure to obtain pre-authorization for services and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.			
Will you pay less if you use a <u>network provider</u> ?	Yes. See www.cigna.com/ifp- providers or call 1-866-494-2111 for a list of network providers.	This <u>plan</u> uses a provider <u>network</u> . You will pay less if you use a <u>provider</u> in the plan's <u>network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the provider's charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.			

Questions: Call 1-866-494-2111 or visit us at www.cigna.com/individuals-families/Illinois-insurance-plans-2018. If you aren't clear about any of the bolded terms used in this form, see the Glossary.

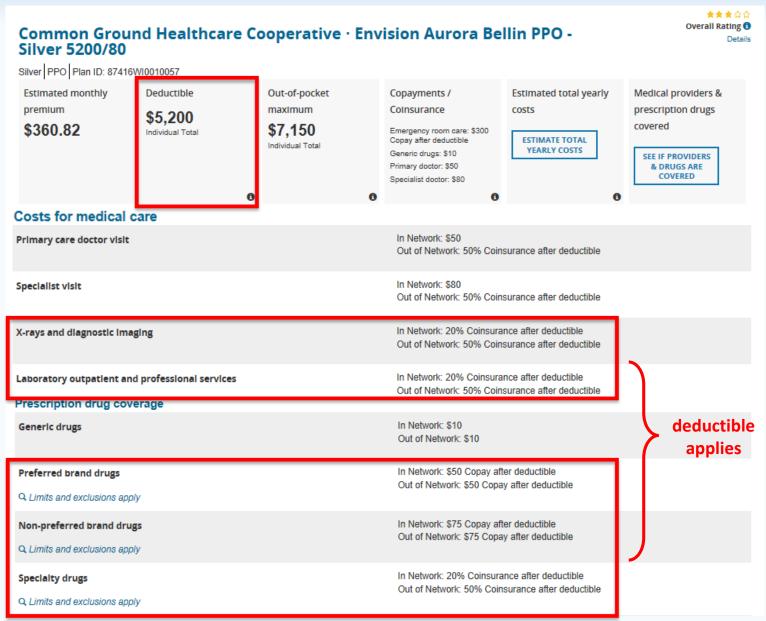
You can view the Glossary at https://www.healthcare.gov/sbc-glossary/or call 1-866-494-2111 to request a copy.

1 of 5

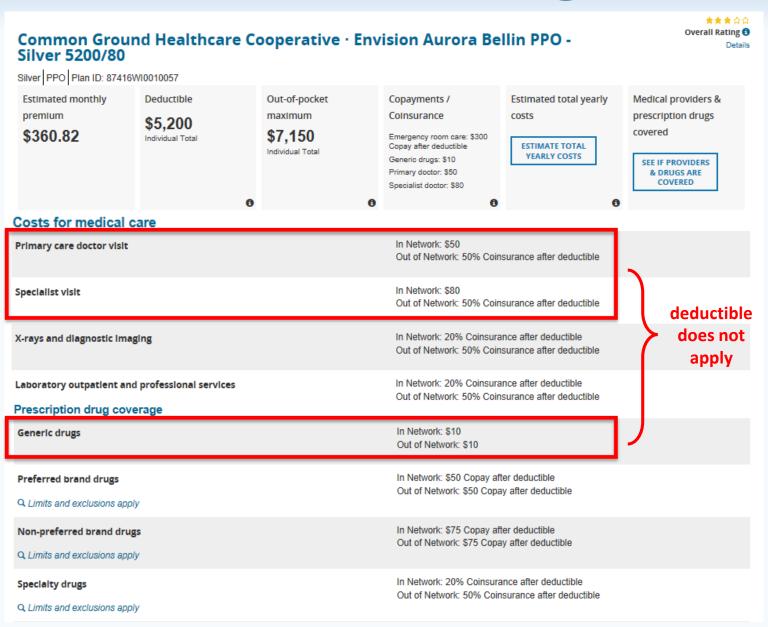
Explaining Cost-Sharing Terms



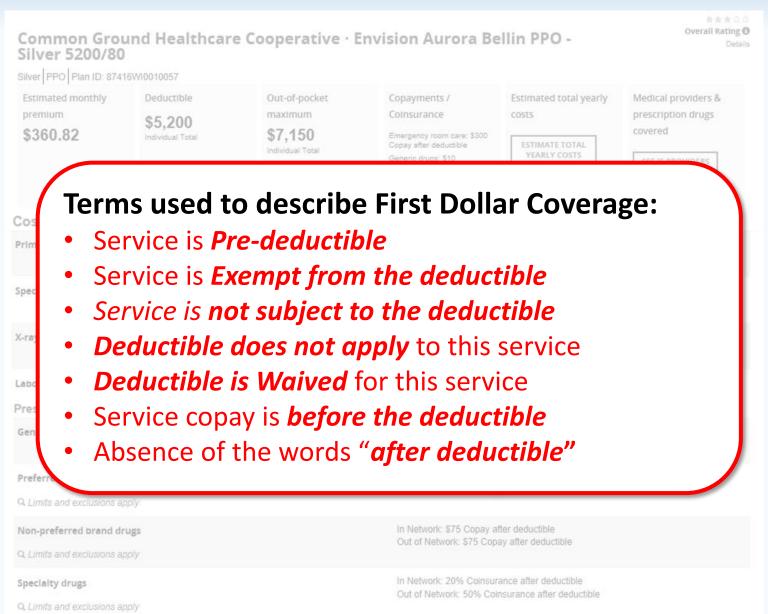
First Dollar Coverage



First Dollar Coverage



First Dollar Coverage



HSA vs. non-HSA Plans

Kaiser Permanente · KP GA Signature Bronze

Bronze HMO Plan ID: 89942GA0050020

Estimated monthly premium

\$206.58 Was: \$349.17 Deductible

\$6,200 Individual Total Out-of-pocket maximum

\$6,550 Individual Total

Primary care doctor visit	In Network: 40% Coinsurance after deductible Out of Network: Benefit Not Covered
Specialist visit	In Network: 40% Coinsurance after deductible Out of Network: Benefit Not Covered
X-rays and diagnostic imaging	In Network: 40% Coinsurance after deductible Out of Network: Benefit Not Covered
Laboratory outpatient and pro	In Network: 40% Coinsurance after deductible Out of Network: Benefit Not Covered

Prescription drug coverage

Generic drugs View limits and exclusions	In Network: 40% Coinsurance after deductible Out of Network: Benefit Not Covered
view illilito alla exclusions	
Preferred brand drugs	In Network: 50% Coinsurance after deductible Out of Network: Benefit Not Covered
View limits and exclusions	
Non-preferred brand drugs	In Network: 50% Coinsurance after deductible Out of Network: Benefit Not Covered
View limits and exclusions	
Specialty drugs	In Network: 50% Coinsurance after deductible Out of Network: Benefit Not Covered

Kaiser Permanente · KP GA Signature Silver 4700/

Silver | HMO | Plan ID: 89942GA0050025

Estimated monthly premium

\$231.36 Was: \$373.95 Deductible

\$4,700 Individual Total Out-of-pocket maximum

\$7,350 Individual Total

Primary care doctor visit In Network: \$35

Out of Network: Benefit Not Covered

Specialist visit In Network: \$65

Out of Network: Benefit Not Covered

X-rays and diagnostic imaging

In Network: 30% Coinsurance after deductible

Out of Network: Benefit Not Covered

Laboratory outpatient and profe

In Network: 30% Coinsurance after deductible

Out of Network: Benefit Not Covered

Prescription drug coverage

Generic drugs

In Network: \$15

Out of Network: Benefit Not Covered

View limits and exclusions

Preferred brand drugs In Network: \$45

In Network: \$45 Copay after deductible Out of Network: Benefit Not Covered

View limits and exclusions

Non-preferred brand drugs

In Network: 50% Coinsurance after deductible
Out of Network: Benefit Not Covered

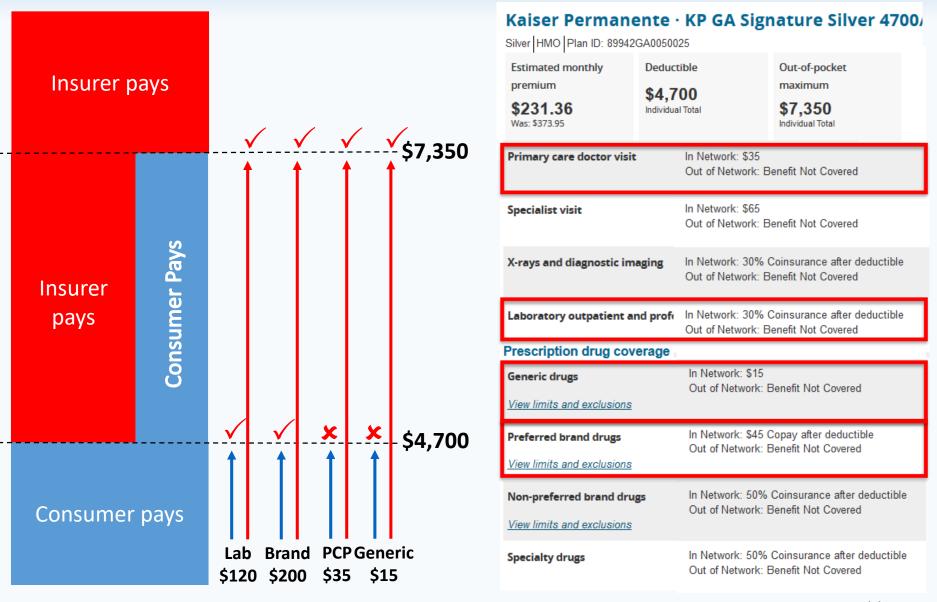
View limits and exclusions

Specialty drugs

In Network: 50% Coinsurance after deductible

Out of Network: Benefit Not Covered

Counting toward Deductible & OOP Max



QHP Metal Tiers

	Bronze (60%)	Silver (70%)	Gold (80%)	Platinum (90%)
Premium	136.10	\$235.62	\$301.97	\$458.86
Deductible	\$6,950	\$3,500	\$1,400	\$250
Maximum OOP limit	\$7,350	\$7,350	\$5,000	\$1,500
Primary care visit	\$35	\$25	\$20	\$10
Specialist visit	no charge after ded.	\$75	\$50	10%
Emergency room care	no charge after ded.	\$800	20% after ded.	10% after ded
Inpatient hospitalization	no charge after ded.	no charge after ded.	20% after ded.	10% after ded
Generic drugs	\$30	\$20	\$10	\$10
Preferred brand name	30% after ded.	\$65 after ded. \$40		\$45
Non-preferred brand	50% after ded.	\$100 after ded.	\$75	\$90
Specialty Drugs	50% after ded.	50% after ded.	50% after ded.	50% after ded.

Cost Sharing Reduction (CSR) Silver Plans

	Silver (70%)	Silver (CSR 73%)	Silver (CSR 87%)	Silver (CSR 94%)
Eligibility (% FPL)	>250% 200%-250%		150%-200%	100%-150%
Premium	\$311.62	\$143.17	\$63.24	\$48.44
Deductible	\$3,500	\$2,650	\$1,250	\$150
Maximum OOP limit	\$7,350	\$5,850	\$2,450	\$1,000
Primary care visit	\$25	\$25 \$5		\$5
Specialist visit	no charge after ded.	\$75	\$25	\$15
Emergency room care	\$800	\$800	\$150	\$75
Inpatient hospitalization	no charge after ded.	no charge after ded.	no charge after ded.	no charge after ded.
Generic drugs	\$20	\$20	\$4	\$2
Preferred brand name	\$65 after ded.	\$65 after ded.	\$15	\$25
Non-preferred brand	\$100 after ded.	\$100 after ded.	\$45	\$45
Specialty Drugs	50% after ded.	50% after ded.	50%	50%

No Cost Sharing for Preventive Services



SelectBlue 5850 HSA Bronze

Coverage Period: 01/01/2016-12/31/2016

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: HDHP



This is only a summary. If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at https://www.nebraskablue.com/individualacacontracts or by calling 1-888-592-8960.

Important Questions	Answers	Why this Matters:
What is the overall deductible?	Select In-network: \$5,850 individual / \$11,700 family In-network: \$6,450 individual / \$12,900 family Out-of-network: \$12,900 individual / \$25,800 family Does not apply to most preventive care. Copayments and coinsurance don't count toward the deductible.	page 3 for how much you pay for covered services after you meet the deductible .
Are there other deductibles for specific services?	No.	You don't have to meet deductibles for specific services, but see the chart starting on page 3 for other costs for services this plan covers.
Is there an out-of-pocket limit on my expenses?	Yes. Select In-network: \$5,850 individual / \$11,700 family In-network: \$6,450 individual / \$12,900 family Out-of-network: \$12,900 individual / \$25,800 family	The out-of-pocket limit is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.

Paying Carrier Negotiated Rates



EXPLANATION OF BENEFITS

Please retain for future reference Mary Jones MD/ PIN:7654321

Mary Jones, MD Homeville Medical Center 2121 Elm Ave. Homeville, USA 000000 Date: 01/01/12
Tax ID #: 0101010101
Check #: 1010101010
Check Amount: \$###.00

Patient Name: Bill Smith
Patient Account Number: 987654321
Patient ID # 1234567
Member ID: 54321

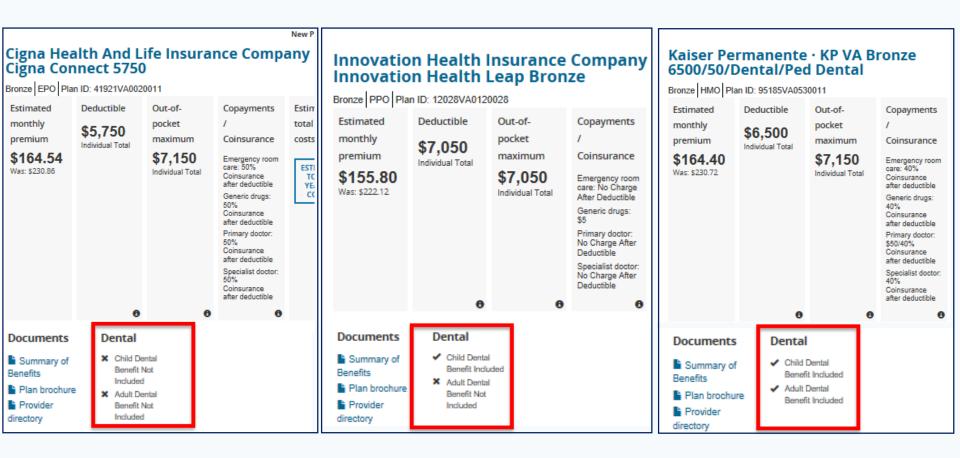
Treatment Date	AA	Service Code	ВВ	Submitted Charges	d Allowed Amount	Copay Amount	Insurance Pays	You Owe
01/01/12 01/02/12 01/03/12	===	Office visit Office visit Laboratory	= = =	\$220.00 \$220.00 \$130.00	\$85.00 \$85.00 \$20.00	\$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00	\$85.00 \$85.00 \$20.00
TOTALS				\$570.00	\$190.00	\$0.00	\$0.00	\$190.00

Covered Benefits

10 Categories of Essential Health Benefits

- Ambulatory Patient Services
- **Emergency Services**
- **Maternity and Newborn Care**
- **Hospitalization**
- Mental Health and Substance Use Disorders
- Preventive & Wellness Services
- Laboratory Services
- Prescription Drugs
- Rehabilitation and Habilitative Services
- Pediatric Oral and Vision Care

Dental Coverage for Children/Adults



Other Covered Services

Common Medical Event	Services You May Need	Your cost if you use a Plan Provider	Your cost if you use a Non-Plan Provider	Limitations & Exceptions
	Eye exam	20% Coinsurance after deductible	Not Covered	none
If your child needs dental or eye care	Glasses	No Charge after deductible	Not Covered	1 pair glasses/yr (single OR bifocal lenses) OR 1st purchase of contact lenses/yr OR 2 pair/eye/yr medically necessary contacts (select group of frames and contacts)
	Dental check-up	No charge (Deductible does not apply)	Not Covered	One evaluation, including teeth cleaning, topical fluoride applications, covered 2 times per yr; 2 bitewing x-rays per yr, 1 set full mouth x-rays every 3 yrs.

Excluded Services & Other Covered Services:

Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other excluded services.)

- Acupuncture
- Cosmetic Surgery
- Hearing Aids

- Long-Term/Custodial Nursing Home Care
- Non-Emergency Care when Traveling Outside the U.S.
- Routine Foot Care
- Weight Loss Programs

Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

- Bariatric Surgery
- Chiropractic Care with limits
- Infertility Treatment with limits

- Private-Duty Nursing with limits
- Routine Dental Services (Adult) with limits
- Routine Eye Exam (Adult)

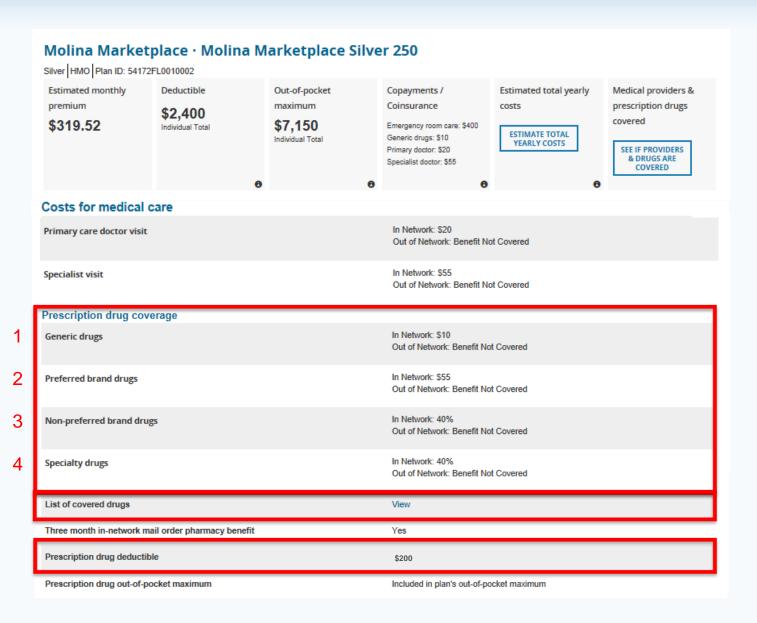
- Routine Hearing Tests
- Voluntary Termination of Pregnancy with limits

Your Rights to Continue Coverage:

Federal and State laws may provide protections that allow you to keep this health insurance coverage as long as you pay your **premium**. There are exceptions, however, such as if:

- You commit fraud
- The insurer stops offering services in the State
- You move outside the coverage area

Prescription Drug Cost-Sharing



Prescription Drug Formulary

Plan Differences in Cost-sharing/Drug Tiers

Coventry One.

Drug Search
2016 CoventryOne Prescription Drug List: IA

Start Over

Please select a drug from the list below to continue.

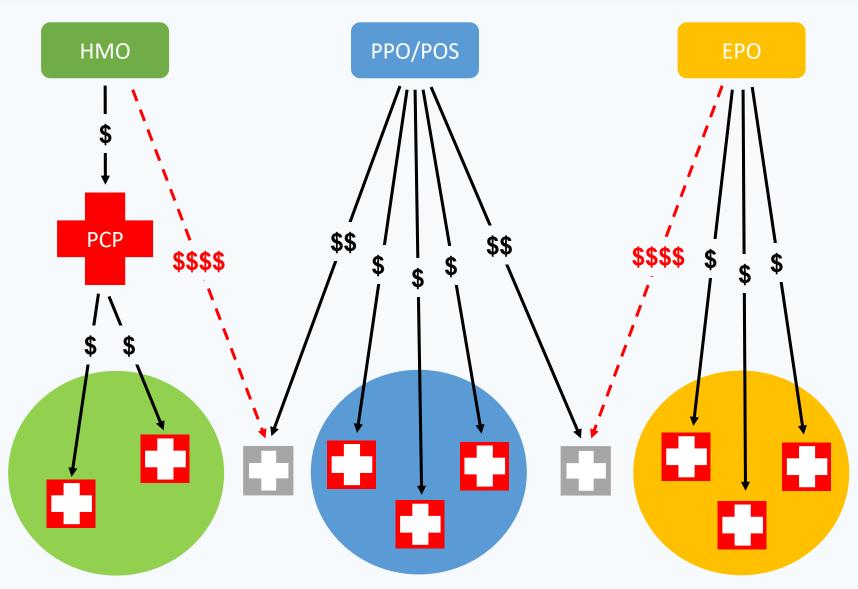
- HumaLOG 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG KwikPen 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG Mix 50/50 KwikPen (50-50) 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG Mix 50/50 SUSPENSION (50-50) 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG Mix 75/25 KwikPen (75-25) 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG Mix 75/25 SUSPENSION (75-25) 100 UNIT/ML SUBCUTANEOUS*
- HumaLOG SOLUTION 100 UNIT/ML SUBCUTANEOUS*

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2016 CoventryOne Prescription Drug List: IA

BlueCross BlueShield of Illinois Drug Name	Drug Tier	Prior Authorization	Step Therapy	Dispensing Limits	ACA	imited Distribution
XIGDUO XR - dapagliflozin- metformin hcl tab sr 24hr 10-1000 mg	4		0)	•	1	
Rapid-Acting Insulins						
APIDRA - insulin glulisine inj 100 unit/ml	4	•		•		
APIDRA SOLOSTAR - insulin glulisine soln pen-injector inj 100 unit/ml	4	•		•		
HUMALOG - insulin lispro (human) inj 100 unit/ml	4	٠		•		
HUMALOG - insulin lispro (human) soln cartridge 100 unit/ml	4			•		
HUMALOG KWIKPEN - insulin lispro (human) soln pen- injector 100 unit/ml	4	•		•		
HUMALOG KWIKPEN - insulin lispro (human) soln pen- injector 200 unit/ml	4	•		•		

Health Plan Network Types

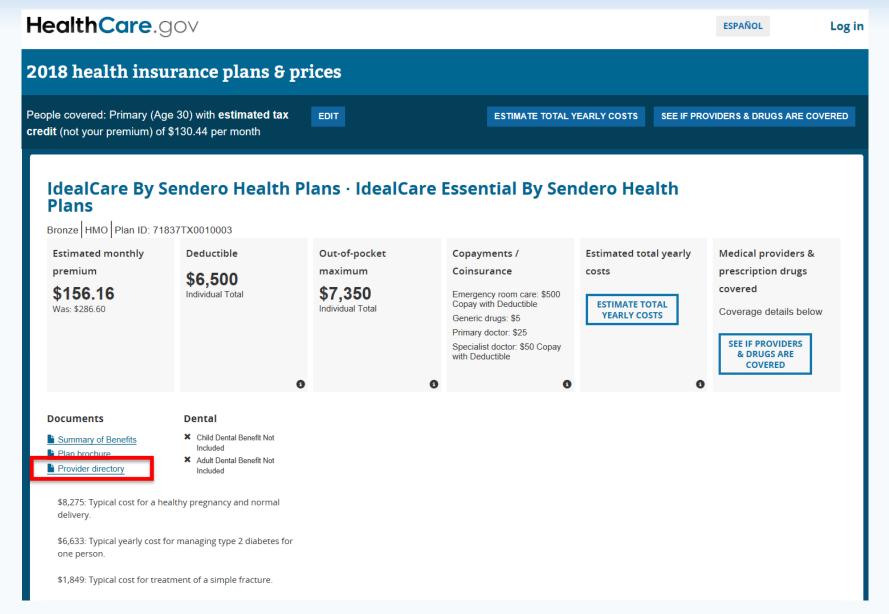


Provider Network Size

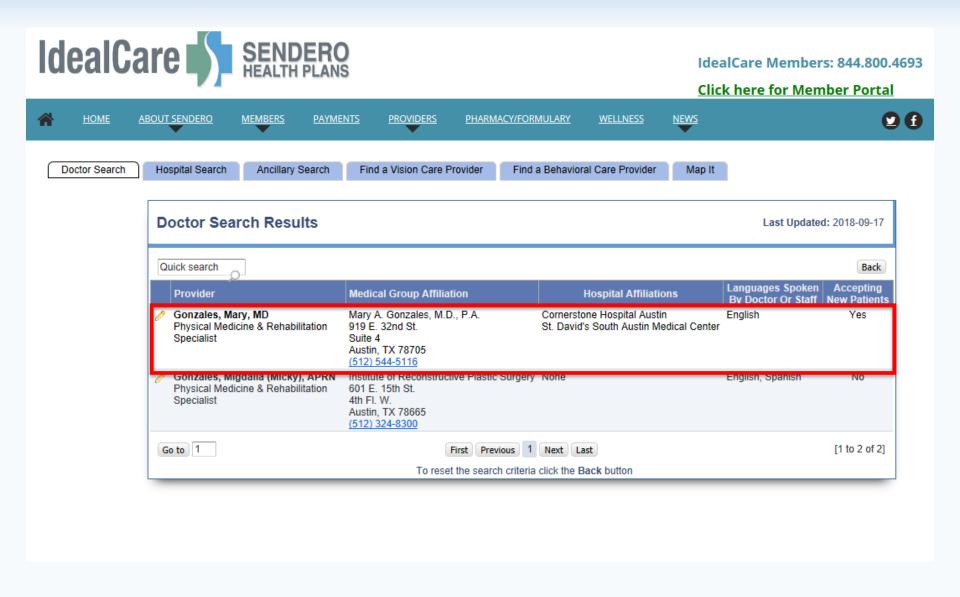
Specialty	Plan/Network Name	Network Type	Network Size*
BlueCross BlueShield	SelectBlue	PPO	269
of Nebraska	BlueEssentials	PPO	311
	MIPPA	POS	137
Carranton	CHI Heath Omaha	НМО	242
Coventry	Methodist Health Partners	НМО	195
	Nebraska Health Network	НМО	216
Medica	Medica Insure	PPO	719
UnitedHealthcare	Compass	НМО	1,082

^{*}Number of Primary Care Physicians within a 10 mile radius of 69022 Zip Code in Nebraska

Provider Search



Provider Search



Section 2: Trends in Marketplace Plans

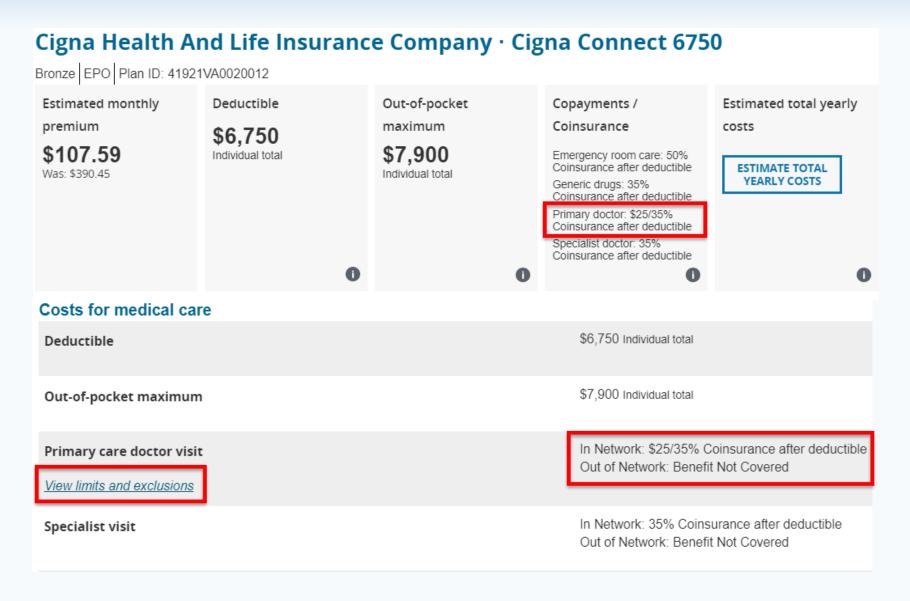
Partial Exemptions from the Deductible

Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services Cigna Health and Life Insurance Company: Cigna Connect 6750

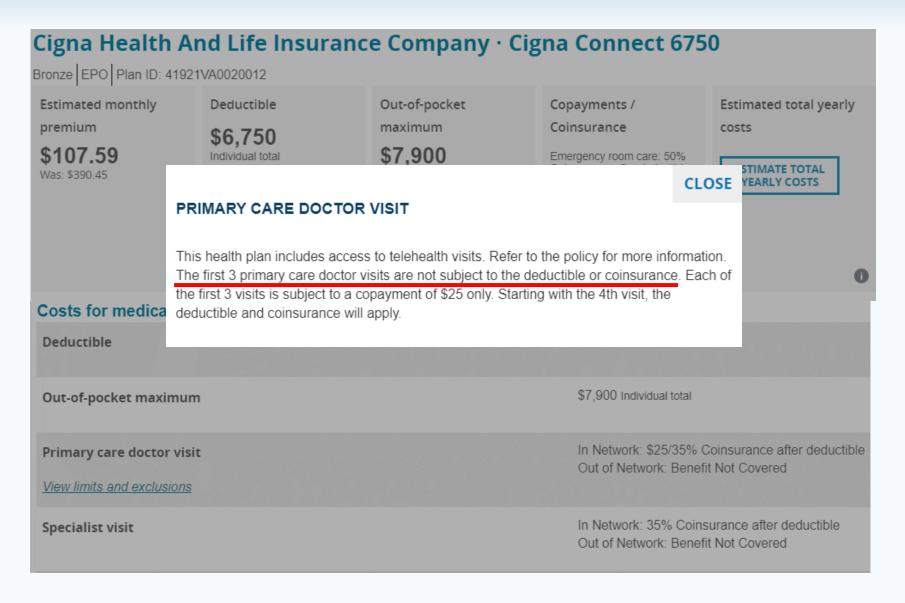
Coverage Period: 01/01/2019 – 12/31/2019 Coverage for: Individual & Family | Plan Type: EPO

Common	1.00-10-10-10-10	What Yo	ou Will Pay	Limitations, Exceptions, & Other Important
Medical Event	Services You May Need	Network Provider	Out-of-Network Provider	Information
If you visit a health	Primary care visit to treat an injury or illness	\$25 copayment/visits 1-3, deductible does not apply; 35% coinsurance/visits 4 and after	(You will pay the most) Not Covered	Virtual telehealth visit – \$10 copayment, deductible does not apply if from a Cigna Telehealth Connection Physician. Refer to the policy for more information.
care provider's office	Specialist visit	35% coinsurance	Not Covered	None
or clinic	Preventive care/screening/ immunization	No Charge	Not Covered	You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	35% coinsurance	Not Covered	None
,	Imaging (CT/PET scans, MRIs)	35% coinsurance	Not Covered	None
If you need drugs to treat your illness or	Preferred generic drugs	\$8 <u>copayment</u> (retail)/ \$24 <u>copayment</u> (home delivery); <u>deductible</u> does not apply	Not Covered	Limited to a 30 day supply (retail) or up to a 90 day supply (designated 90 day retail pharmacy/home delivery). You pay a copayment for each 30 day supply (retail).
condition More information about	Generic drugs	35% <u>coinsurance</u> (retail/home delivery)	Not Covered	Limited to a 30 day supply (retail) or up to a 90
prescription drug coverage is available at	Preferred brand drugs	35% <u>coinsurance</u> (retail/home delivery)	Not Covered	day supply (designated 90 day retail pharmacy/home delivery).
www.cigna.com/ifp- drug-list	Non-preferred drugs	50% <u>coinsurance</u> (retail/home delivery)	Not Covered	
	Specialty drugs and other high cost drugs	50% <u>coinsurance</u> (retail/home delivery)	Not Covered	Limited to a 30 day supply (retail/home delivery).

Partial Exemptions from the Deductible



Partial Exemptions from the Deductible



Additional Prescription Drug Tiers

Geisinger Health Plan: HMO Plan 20/40/3000

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage Period: 01/01/2017-12/31/2017
Coverage for: Individual + Family Plan Type: HMO

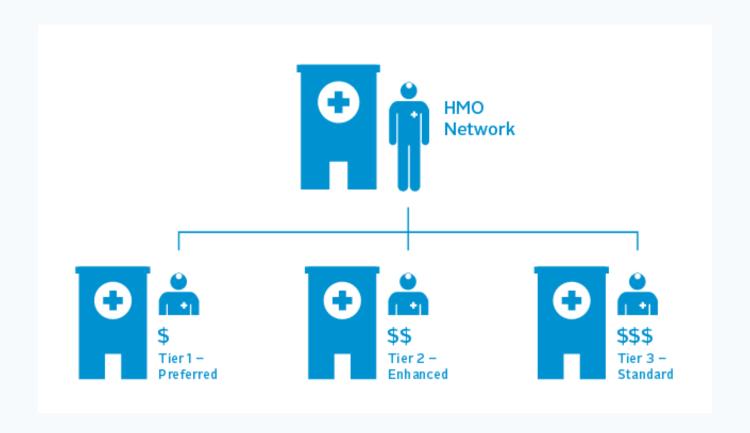


This is only a summary. If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at www.thehealthplan.com or by calling 1-866-379-4489.

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
	Primary care visit to treat an injury or illness	\$20 copay/visit	Not covered	None
If you visit a health	Specialist visit	\$40 copay/visit	Not covered	None
care <u>provider's</u> office or clinic	Other practitioner office visit	\$20 copay/visit	Not covered	Chiropractor, In-network only: 20 visits/member/benefit period
of chine	Preventive care/screening/immunization	No charge	Not covered	Adults (22+): Limited to 1 routine exam per year, PCP copay applies thereafter
If you have a test	Diagnostic test (x-ray, blood work)	No charge	Not covered	None
II you have a test	Imaging (CT/PET scans, MRIs)	No charge	Not covered	Precert / prior auth required.
1	Generic (preferred) drugs	\$3	Not covered	
If you need drugs to treat your illness or	Generic (non-preferred) drugs	\$15	Not covered	Covers up to a 34-day supply. Mail
condition 3	Brand (preferred) drugs	\$35	Not covered	order 2x copayment.
4	Brand (non-preferred) drugs	\$55	Not covered	
More information about	Specialty (preferred)	40% up to \$150	Not covered	No mail order option
prescription drug coverage is available at www.thehealthplan.com	\$0 Tier	No Charge	Not covered	MediBenNC vaccines (flu and zostavax)

Source: Summary of Benefits and Coverage, Geisinger Health Plan HMO Plan 20/40/3000 in Cambria County, PA (2017)

Tiered Provider Networks



Tiered Provider Networks

Independence HMO Silver Proactive

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage Period: Beginning on or after 01/01/2017

Coverage for: FAMILY| PlanType: HMO

Common Medical Event	Services You May Need	Your Cost If You Use			Limitations & Exceptions
		Tier 1 - Preferred	Tier 2 - Enhanced	Tier 3 - Standard	Emitadoris a Exceptions
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	\$30 Copayment (copay)	\$40 copay, no Deductible (ded)	\$50 copay, no ded	none
	Specialist visit	\$60 copay	\$80 copay, no ded	\$100 copay, no ded	PCP referral required.
	Other practitioner office visit	\$50 copay	\$50 copay, no ded	\$50 copay, no ded	PCP referral required for spinal manipulation. Visit limits may apply. See benefit booklet.
	Preventive care / screening / immunization	No Charge	No Charge no ded	No Charge no ded	Age and frequency schedules may apply. For colorectal cancer screening, your cost share may vary depending on where you receive service.
If you have a test	Diagnostic test (x-ray, blood work)	\$60 copay(X-Ray)/ No Charge(Blood Work)	\$60 copay, no ded(X- Ray)/ No Charge no ded(Blood Work)	\$60 copay, no ded(X- Ray)/ No Charge no ded(Blood Work)	PCP referral required for x-rays. Requisition form required for lab work.
	Imaging (CT/PET scans, MRIs)	\$250 copay	\$250 copay, no ded	\$250 copay, no ded	Precertification required for certain services. See benefit booklet.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	\$250 copay	Subject to ded and \$750 copay	Subject to ded and \$1,250 copay	Precertification may be required. See benefit booklet.
	Physician/surgeon fees	No Charge	5%, after ded	10%, after ded	Precertification may be required. See benefit booklet.
If you need immediate medical attention	Emergency room services	\$550 copay	\$550 copay, no ded	\$550 copay, no ded	none
	Emergency medical transportation	\$200 copay	\$200 copay, no ded	\$200 copay, no ded	none
	Urgent care	\$100 copay	\$100 copay, no ded	\$100 copay, no ded	Your costs for urgent care are based on care received at a designated urgent care center or facility.

Inaccurate Provider Directories

Improving the Accuracy of Health Insurance Plans' Provider Directories

ISSUE BRIEF / OCTOBER 2015

Inaccuracies in Provider Directories Are Prevalent

Consumers often find that reliable information about health insurance provider networks is not available. Common inaccuracies contained in the provider directories maintained by health plans include:

- » Providers who are not actually in the plan's network
- » Inaccurate provider contact information, such as incorrect phone numbers
- » Inaccurate information about which languages providers speak or the type of health care services they deliver

Research Documenting the Prevalence of Inaccurate Provider Directories

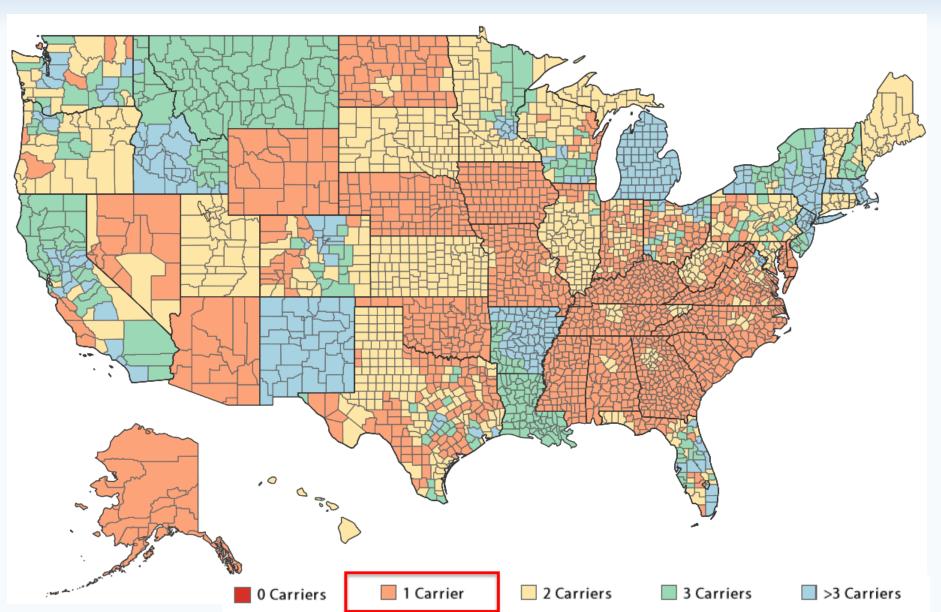
One study of Maryland's qualified health plans (QHPs, plans certified for sale on a health insurance marketplace under the ACA) found that less than half (only 43 percent) of psychiatrists listed in their provider

43% Less than half of psychiatrists in Maryland QHPs could be reached at the numbers listed for them in the provider directories.1

of psychiatrists listed in New Jersey PPOs had incorrect contact

18.2% of providers in one plan were not practicing at their listed locations.3

Counties with Only One Issuer



Source: Center for Consumer Information and Insurance Oversight. Centers for Medicare and Medicaid Services, US Department of Health and Human Services: (October, 2017)

Impact of Loss of CSR Payments on Rates

CareFirst Blue Cross Blue Shield Plans and Prices for 40 y/o in Arlington, VA (no ATPC)

Metal Level	Plan	Plan Type	Premium
Catastrophic	BlueChoice HMO Young Adult \$7,350	НМО	\$333.70
Gold	HealthyBlue HMO Gold \$1,000	НМО	\$652.93
Silver	BlueChoice HMO Silver \$3,500	НМО	\$720.34
Gold	HealthyBlue PPO Gold \$1,000	PPO	\$806.53
Silver	BluePreferred Silver \$3,500	PPO	\$927.58



Elimination of Individual Mandate Penalty



Expansion of Substandard Coverage

ACA Reform	Short-Term Limited Durational Policies	Health Care Sharing Ministries	Association Health Plans
Guaranteed issue Insurers must accept everyone who applies	-	-	_
Dependent coverage to age 26	_	_	\
Rescissions Prohibits plans, with certain exceptions, from retroactively canceling coverage	-	=	✓
Rating requirements Rates can vary only on number of enrollees, geographic area, age, and tobacco use	-	_	
Medical loss ratio Health plans must spend 80% of revenue on health care and quality improvement	=	_	=
Preexisting condition exclusions		_	√
Essential health benefits Requires coverage of 10 service categories, including maternity care and mental health		_	
Single Risk Pool When setting premium rates, each insurer must consider the claims experience of all enrollees in all the plans it sells		_	_

2020 Rates: Increasing or Stabilizing?

POLITICO

Obamacare rate hikes appear modest for 2020

By **PAUL DEMKO** | 06/03/2019 07:16 PM EDT

The era of annual eye-popping Obamacare rate hikes appears to be over.

Premium increases in the law's marketplaces are on track to be relatively modest for the second straight year, according to the first batch of 2020 rates proposed by insurers. The rate filings are an early indication that this year's small rate hikes weren't a fluke and that other Trump administration policies — including support for a lawsuit that could torch the Affordable Care Act — have proven less disruptive than some experts feared.



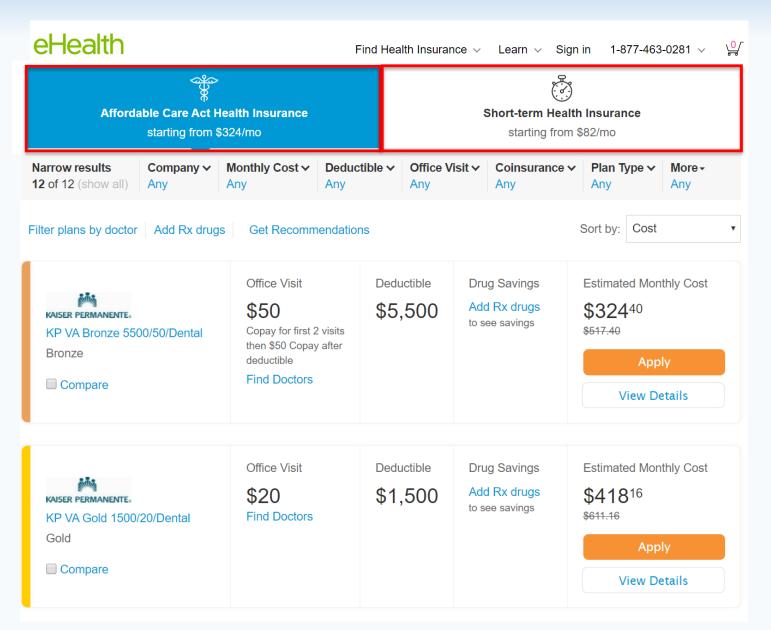
Table. Average 2020 Proposed Individual Market Rates in States with Early Filing Deadlines

State	Average Proposed Rate Change	Number of Insurers
DC	9.0%	Two
Maryland	2.9%	Two
New Mexico*	N/A	Six
New York**	8.4%	Thirteen
Oregon	3.3%	Seven
Vermont	12.5%***	Two
Washington	0.96%	Thirteen

Enhanced Direct Enrollment



Enhanced Direct Enrollment



42

Federal Navigator Funding Remains Low



CMS To Maintain Navigator Funding At \$10 Million For 2020, 2021

Katie Keith

MAY 29, 2019

10.1377/hblog20190529.659554



On May 23, 2019, the Centers for Medicare and Medicaid Services (CMS) released a new funding opportunity announcement for the navigator program for 2020 and 2021, as well as a series of frequently asked questions and an overview of the application process. CMS intends to fund the navigator program in the 34 states with a federally facilitated marketplace at \$10 million per year, for a total of \$20 million.

The amount of funding for navigators is unchanged from last year's significant cuts. The \$10 million in annual funding is down from a high of \$63 million for the 2017 plan year. Since the Trump administration took office, the navigator program has been cut by about 84 percent.

These funding cuts have had an impact. For 2019, the number of navigator organizations dropped by about half—from more than 80 organizations for 2018 to only 39 grantees for 2019. Three states (Iowa, Montana, and New Hampshire) had no navigators at all, and entire areas of

Section 3: Strategies to Help Consumers

1. Tracking changes in the lowest-cost plan options

Rank	2017		2018	2019		
Ra	Plan	Price	Plan	Price	Plan	Price
1	Innovation Health Leap Silver Basic	\$259	Kaiser Permanente Silver 6000/35/ Dental	\$392	Cigna Connect 6500	\$445
2	Innovation Health Leap Silver Diabetes	\$271	Cigna Connect 6500	\$401	Cigna Connect 4500	\$457
3	Cigna Connect 4500	\$274	Kaiser Permanente Silver 2750/20%/ HSA/Dental	\$421	Kaiser Permanente Silver 6000/35/ Dental	\$559
4	UnitedHealthcare Compass Silver 5200	\$279	Kaiser Permanente Silver 3000/30/ Dental	\$427	Kaiser Permanente Silver 3200/20%/ HSA/Dental	\$591
5	Innovation Health Leap Silver Plus	\$281	Kaiser Permanente Silver 2000/30/ Dental	ΥΔ Χ /	Kaiser Permanente Silver 2500/30/ Dental	\$629
l h	UnitedHealthcare Compass HSA Silver 2800	\$282	Cigna Connect 4500	\$441	CareFirst BlueChoice HMO HSA \$3,000	\$702
. /	Innovation Health Leap Silver Healthy Minds	\$287	Kaiser Permanente Standard Silver 3500/30/Dental	\$452	CareFirst BluePreferred PPO HSA \$3,000	\$1,060
I X	Kaiser Permanente VA Silver 6000/30/Dental/Ped Dental	\$288	CareFirst BlueChoice HMO Silver \$3,500	\$631		
9	Cigna Connect 2500	\$288	CareFirst BluePreferred Silver \$3,500	\$812		
1 1()	Kaiser Permanente VA Silver 2750/20%/HSA/Dental/Ped Dental	\$315				
	(9 other plans)					

2. Comparing Differences in provider networks

	CareFirst BCBS PPO	CareFirst BCBS HMO	Cigna	Kaiser Permanente
Primary Care Physicians	500+	500+	398	8
Cardiologists	222	222	110	0 (3 in 10 mi.)
OB/GYN	312	309	151	4
Pediatricians	177	147	200	1
Hospitals	6	6	13	0 (5 in 10 mi.)

Providers in a 5 mile radius of 22202 Zip Code (Arlington, VA)

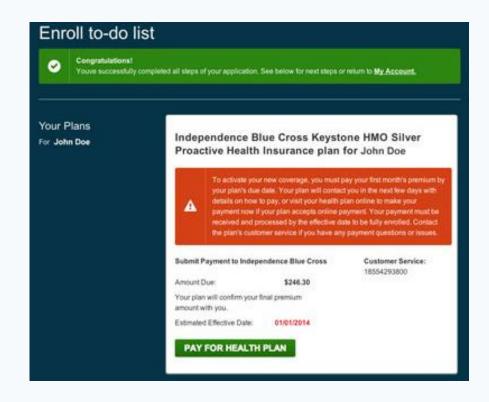
3. Comparing Other Covered Services

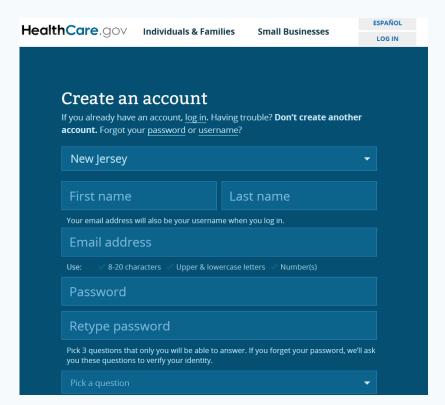
	CareFirst BCBS	Cigna	Innovation Health	Kaiser Permanente	United Healthcare
Abortions					
Acupuncture					
Bariatric surgery					
Chiropractic care					
Dental care (adult)					
Infertility treatment					
Hearing aids					
Long-term care					
Private duty nursing					
Routine eye exam (adult)					
Routine hearing tests (adult)					
Routine foot care					

3. Comparing Other Covered Services

	CareFirst BCBS	Cigna	Innovation Health	Kaiser Permanente	United Healthcare
Abortions				✓	
Acupuncture					
Bariatric surgery	✓			✓	
Chiropractic care	✓	✓	✓	✓	✓
Dental care (adult)				✓	
Infertility treatment				✓	
Hearing aids					
Long-term care					
Private duty nursing	✓	✓	✓	✓	✓
Routine eye exam (adult)	✓			✓	✓
Routine hearing tests (adult)				✓	
Routine foot care					

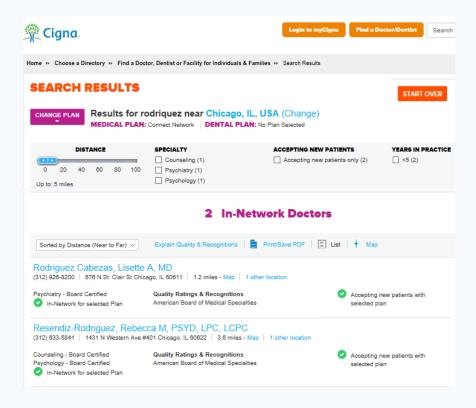
1. Renewal or new applicant?





2. Any prescription drugs or current doctors?



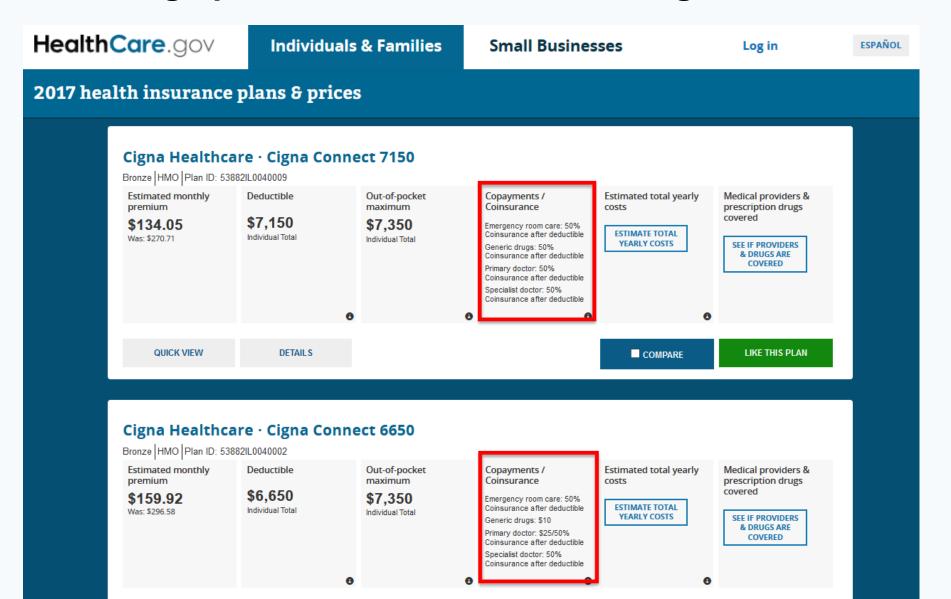


3. Major health heeds or anticipated procedures?





4. Finding options for First Dollar Coverage



1. Bronze vs. Silver



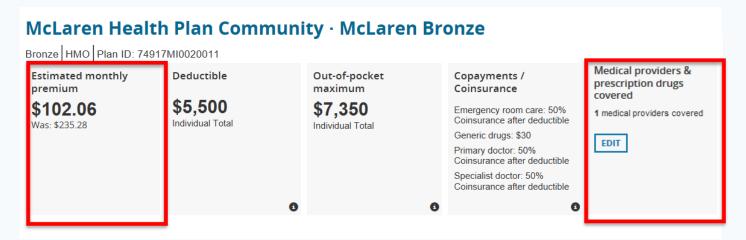
VS



2. Paying more to preserve access to providers/Rx



VS



3. Expensive Plan vs. Bronze + other source of care



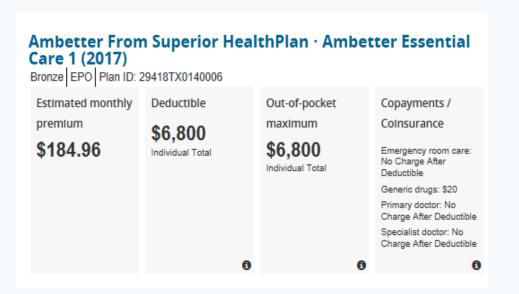








4. Benefits of coverage vs. going uninsured



Preventive Services

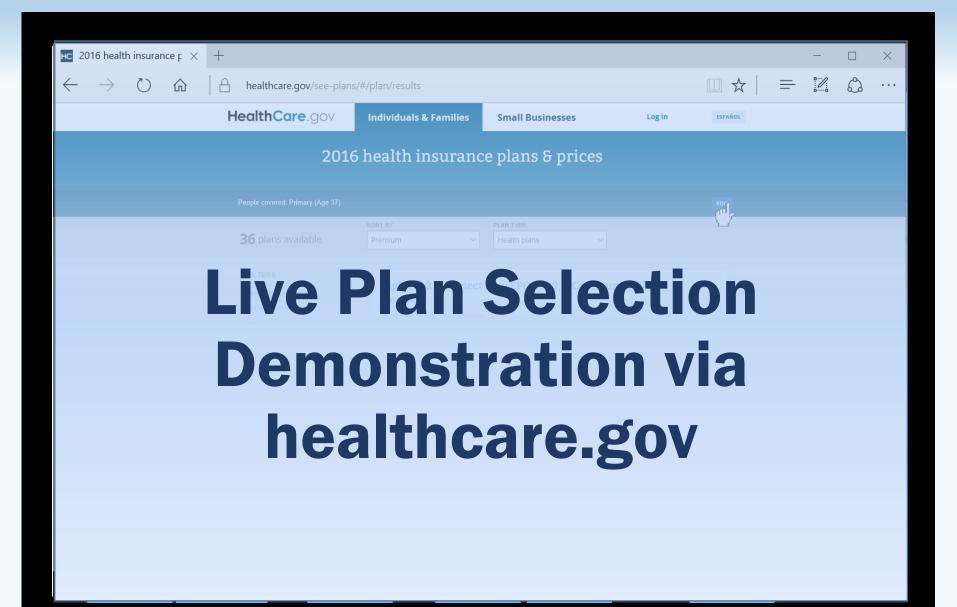
Does not apply to most preventive care. Copayments and coinsurance don't count toward the **deductible**.

Negotiated Rates

SERVICE CODE	ВВ	SUBMITTED CHARGES	ALLOWED AMOUNT
Office visit Office visit Laboratory	11 11 11	\$150.00 \$150.00 \$85.00	\$85.00 \$85.00 \$20.00
		\$385.00	\$190.00



Q & A Session 1





Applicant(s) (age): Jennifer (32)

Location: Roanoke, VA

Roanoke County

Zip Code: 24001

Annual Income: \$32,000

Health Status?	Mostly healthy
Doctors/Providers?	No
Prescription Drugs?	No
Other Priorities?	Mostly concerned about cost

healthcare.gov Plan Browsing

HealthCare.gov **ESPAÑOL** Log in 2018 health insurance plans & prices **Enter your ZIP code** Example: 60647 CONTINUE Note: Open Enrollment for 2018 coverage is over You can enroll now only if you qualify for a Special Enrollment Period or for coverage through Medicaid or CHIP. Preview 2018 plans and estimated prices You can browse plans here whether you qualify for a Special Enrollment Period or not. After you use this tool we'll send you to log in or create an account if you want to continue and apply for a 2018 plan. Looking for 2017 plans and prices?

Marketplace Plan Comparison Worksheet

P	LAN COMPARISON WORKSHEET							PAGE 1 OF 2
		Marke	tplace Plan Compar	ison Workshee	t			
Ap	plicant Name:		APTC (monthly):				Date:	
# 0	f people in the plan:		Eligible for cost-sharir	ng reductions? □ No □ 73% AV		□ 87% AV	□ 94% AV	
		Option 1 (or	Current Plan)		Option 2			Option 3
Ins	urance company							
He	alth plan name							
M	etal tier (Bronze, Silver, Gold, Platinum)							
Pla	n type (HMO, PPO, POS, EPO, or other)							
M	onthly premium (after tax credit)							
De	ductible (medical/drug or combined)							
Ou	t-of-Pocket Maximum (OOP Max)							
	OUT-OF-NETWORK DEDUCTIBLE / OOP MAX							
(COST-SHARING CHARGES (COPAYS / COINSURANCE)	AM	DUNT		AMOUNT			AMOUNT
		PRE-DEDUCTIBLE	AFTER DEDUCTIBLE	PRE-DEDUCTIBL	E AF	TER DEDUCTIBLE	PRE-DEDUCTIB	LE AFTER DEDUCTIBLE
Pri	mary Care Provider (PCP) visit							
	OUT-OF-NETWORK (IF APPLICABLE)							
Sp	ecialist visit							
	OUT-OF-NETWORK (IF APPLICABLE)							
	Generic (Tier 1)							
S	OUT-OF-NETWORK (IF APPLICABLE)							
drug	Preferred brand name (Tier 2)							
ion	OUT-OF-NETWORK (IF APPLICABLE)							
Prescription drugs	Non-preferred brand name (Tier 3)							
reso	OUT-OF-NETWORK (IF APPLICABLE)							
_	Specialty (Tier 4)							
	OUT-OF-NETWORK (IF APPLICABLE)							
En	ergency Room (ER) visit							
	OUT-OF-NETWORK (IF APPLICABLE)							
Inj	eatient hospital stay							
	OUT-OF-NETWORK (IF APPLICABLE)							
Ot	her service:							

	Plan 1	Plan 2	Plan 3
Insurance company			
Health plan name			
Metal level/Network Type			
Monthly premium (after tax credit)			
Deductible (in-network/out-of-network)			
OOP Maximum (in-network/out-of-network)			
Сорау	Deductible applies?	Deductible applies?	Deductible applies?
Primary Care Provider			
Specialist Visit			
Rx Tier 1			
Rx Tier 2			
Rx Tier 3			
Rx Tier 4			
Emergency Room Visit			
Inpatient Hospital Stay			
Other Service:			
Other Service:			
Health Care Providers	In Network/Covered?	In Network/Covered?	In Network/Covered?
Provider/Rx:			
Provider/Rx:			
Provider/Rx:			62

	Plan 1		Plan 2	Plan 3		
Insurance company	Anthem HealthKeep	ers	Anthem HealthKeepe	ers	Anthem HealthKeepers	
Health plan name	Bronze X 6500		Bronze X 5250		Silver X 1800	
Metal level/Network Type	Bronze HMO		Bronze HMO		Silver HMO	
Monthly premium (after tax credit)	\$64.02	\$64.02			\$233.81	
Deductible (in-network/out-of-network)	\$6,500	\$6,500			\$1,800	
OOP Maximum (in-network/out-of-network)	\$7,900		\$7,900		\$7,900	
Сорау	Deductible applies?		Deductible applies?		Deductible applies?	
Primary Care Provider	40%	✓	\$40		\$35	
Specialist Visit	40%	✓	35%	✓	30%	✓
Rx Tier 1	40%	✓	35%	✓	\$20	
Rx Tier 2	40%	✓	50%	✓	\$50	
Rx Tier 3	50%	✓	50%	✓	50%	✓
Rx Tier 4	50%	✓	50%	✓	50%	✓
Emergency Room Visit	50%	✓	50%	✓	50%	✓
Inpatient Hospital Stay	T1: 40%, T2: 50%	✓	T1: 35%, T2: 50%	✓	T1: 30%, T2: 50%	✓
Other Service:						
Other Service:						
Health Care Providers	In Network/Covered	1?	In Network/Covered?		In Network/Covered?	
Provider/Rx:						
Provider/Rx:						
Provider/Rx:					63	

Identifying Jennifer's priorities:

- Cheapest monthly payment?
- Manageable deductible/copays
- Having first dollar coverage?





Applicant(s) (age): Jim (52), Michelle (45)

Location: Richmond City, VA

Zip Code: 23173

Annual Income: \$24,000

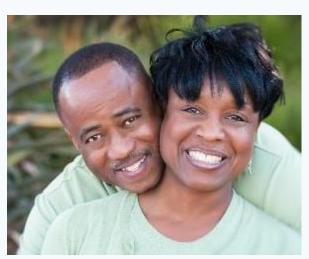
Health Status?	Jim has diabetes
Prescription Drugs?	Jim takes Metformin 500 mg
Doctors/Providers?	Michelle sees Dr. Flora Williams (OB/GYN)
Other considerations?	Jim gets frequent lab work

	Plan 1	Plan 2	Plan 3
Insurance company			
Health plan name			
Metal level/Network Type			
Monthly premium (after tax credit)			
Deductible (in-network/out-of-network)			
OOP Maximum (in-network/out-of-network)			
Сорау	Deductible applies?	Deductible applies?	Deductible applies?
Primary Care Provider			
Specialist Visit			
Rx Tier 1			
Rx Tier 2			
Rx Tier 3			
Rx Tier 4			
Emergency Room Visit			
Inpatient Hospital Stay			
Other Service: Laboratory Services			
Other Service:			
Health Care Providers	In Network/Covered?	In Network/Covered?	In Network/Covered?
Provider/Rx: Dr. Williams			
Provider/Rx: Metformin 500 mg			
Provider/Rx:	-		66

	Plan 1		Plan 2		Plan 3		
Insurance company	Virginia Premier Preferred		Cigna		Virginia Premier Preferred		
Health plan name	Bronze 6600	Bronze 6600		Cigna Connect 120-4		Silver 6500 (CSR 94)	
Metal level/Network Type	Bronze HMO		Silver EPO		Silver HMO		
Monthly premium (after tax credit)	\$0		\$54.73	\$54.73			
Deductible (in-network/out-of-network)	\$13,200		\$240	\$240		\$200	
OOP Maximum (in-network/out-of-network)	\$15,800		\$3,600		\$3,000		
Сорау	Deductible applie	s?	Deductible applie	s?	Deductible appli	es?	
Primary Care Provider	50%	✓	\$5		\$10		
Specialist Visit	50%	✓	5%	✓	10%	✓	
Rx Tier 1	50%	✓	\$10		\$2	✓	
Rx Tier 2	50%	✓	\$30		\$35	✓	
Rx Tier 3	50%	✓	50%	✓	40%	✓	
Rx Tier 4	50%	✓	50%	✓	50%	✓	
Emergency Room Visit	50%	✓	20%	✓	10%	✓	
Inpatient Hospital Stay	50%	✓	5%	✓	10%	✓	
Other Service: Laboratory Services	50%	✓	5%	✓	10%	✓	
Other Service:							
Health Care Providers	In Network/Covered?		In Network/Covered?		In Network/Covered?		
Provider/Rx: Dr. Williams	✓		*		✓		
Provider/Rx: Metformin 500 mg	Yes (Tier 1)		Yes (Tier 1)		Yes (Tier 1)		
Provider/Rx:					67		

Identifying Jim and Michelle's priorities:

- Cheapest monthly payment?
- Manageable deductible/copays
- Having first dollar coverage?
- Current doctor in network?
- Prescription drug(s) covered/cost?
- Best plan for health needs/condition?





Applicant(s) (age): Marco (43), Maria (43),

Mariela (19)

Location: Arlington, VA

Zip Code: 22202

Annual Income: \$36,000

Health Status?	Mariela has asthma
Doctors/Providers?	Mariela sees Dr. Eileen Hsu (Pulmonologist)
Prescription Drugs?	Mariela takes Advair (0.5 MG inhaler)
Other Health	Marco is considering a procedure at Virginia
Needs/Issues?	Hospital Center

	Plan 1	Plan 2	Plan 3
Insurance company			
Health plan name			
Metal level/Network Type			
Monthly premium (after tax credit)			
Deductible (in-network/out-of-network)			
OOP Maximum (in-network/out-of-network)			
Сорау	Deductible applies?	Deductible applies?	Deductible applies?
Primary Care Provider			
Specialist Visit			
Rx Tier 1			
Rx Tier 2			
Rx Tier 3			
Rx Tier 4			
Emergency Room Visit			
Inpatient Hospital Stay			
Other Service:			
Other Service:			
Health Care Providers	In Network/Covered?	In Network/Covered?	In Network/Covered?
Provider/Rx: Dr. Eileen Hsu			
Provider/Rx: Falls Church Medical Center			
Provider/Rx: Advair 60 0.1mg/0.05			70

	Plan 1		Plan 2		Plan 3	
Insurance company	Cigna Health and Life		Cigna Health and Life		Kaiser Permanente	
Health plan name	Cigna Connect 6750	0	Cigna Connect 850-3		KP VA Silver 0/15/CSR/Dental	
Metal level/Network Type	Bronze EPO		Silver EPO		Silver HMO	
Monthly premium (after tax credit)	\$0		\$117.64		\$491.19	
Deductible (in-network/out-of-network)	\$13,500		\$1,700		\$0	
OOP Maximum (in-network/out-of-network)	\$15,800		\$5,000	\$5,000		
Сорау	Deductible applies?		Deductible applies?		Deductible applies?	
Primary Care Provider	3 for \$25/35%	~	\$10		\$15	
Specialist Visit	35%	✓	10%	✓	\$30	
Rx Tier 1	35%	✓	\$10		\$10	
Rx Tier 2	35%	✓	\$45		\$55	
Rx Tier 3	50%	✓	50%	✓	30%	
Rx Tier 4	50%	✓	50%	✓	30%	
Emergency Room Visit	50%	✓	30%	✓	30%	
Inpatient Hospital Stay	35%	✓	10%	✓	30%	
Other Service:						
Other Service:						
Health Care Providers	In Network/Covered?		In Network/Covered?		In Network/Covered?	
Provider/Rx: Dr. Eileen Hsu	×		*		✓	
Provider/Rx: Virginia Hospital Center	✓		✓		✓	
Provider/Rx: Advair 60 0.1mg/0.05	Yes (Tier 2 of 5)		Yes (Tier 2 of 5)		?	

	Plan 1		Plan 2		
Insurance company	Cigna Health and Life		Cigna Health and Life	,	
Health plan name	Cigna Connect 6750		Cigna Connect 850-3		
Metal level/Network Type	Bronze EPO Silver EPO				
Monthly premium (after tax credit)	\$0		\$117.64		
Deductible (in-network/out-of-network)	\$13,500		\$1,700		
OOP Maximum (in-network/out-of-network)	\$15,800		\$5,000		
Сорау	Deductible applies?		Deductible applies?		
Primary Care Provider	3 for \$25/35%	۸	\$10		
Specialist Visit	35%	✓	10%	✓	
Rx Tier 1	35%	✓	\$10		
Rx Tier 2	35%	✓	\$45		
Rx Tier 3	50%	✓	50%	✓	
Rx Tier 4	50%	✓	50%	✓	
Emergency Room Visit	50%	✓	30%	✓	
Inpatient Hospital Stay	35%	✓	10%	✓	
Other Service:					
Other Service:					
Health Care Providers	In Network/Covered? In Network/		In Network/Covered?		
Provider/Rx: Dr. Eileen Hsu	×		×		
Provider/Rx: Virginia Hospital Center	✓		✓		
Provider/Rx: Advair 60 0.1mg/0.05	Yes (Tier 2 of 5)		Yes (Tier 2 of 5)		

	Plan 1	
Insurance company	Cigna Health and Life	
Health plan name	Cigna Connect 6750	
Metal level/Network Type	Bronze EPO	
Monthly premium (after tax credit)	\$0	
Deductible (in-network/out-of-network)	\$13,500	
OOP Maximum (in-network/out-of-network)	\$15,800	
Сорау	Deductible applies?	
Primary Care Provider	3 for \$25/35%	~
Specialist Visit	35%	✓
Rx Tier 1	35%	✓
Rx Tier 2	35%	✓
Rx Tier 3	50%	✓
Rx Tier 4	50%	✓
Emergency Room Visit	50%	✓
Inpatient Hospital Stay	35%	✓
Other Service:		
Other Service:		
Health Care Providers	In Network/Covered?	
Provider/Rx: Dr. Eileen Hsu	×	
Provider/Rx: Virginia Hospital Center	✓	
Provider/Rx: Advair 60 0.1mg/0.05	Yes (Tier 2 of 5)	

Plan 3				
Cigna Health and Life				
Cigna Connect 850-3				
Silver EPO				
\$117.64				
\$1,700				
\$5,000				
Deductible applies?				
\$10				
10%	✓			
\$10				
\$45				
50%	✓			
50%	✓			
30%	✓			
10%	✓			
In Network/Covered	?			
×				
✓				
Yes (Tier 2 of 5)				

	Plan 1				Plan 3	
Insurance company	Cigna Health and Life			Γ	Cigna Health and	l Life
Health plan name	Cigna Connect 6750				Cigna Connect 8	50-3
Metal level/Network Type	Bronze EPO		Annual Cost Annual Cost		Silver EPO	
Monthly premium (after tax credit)	\$0		\$0	\$1,412	\$117.64	
Deductible (in-network/out-of-network)	\$13,500				\$1,700	
OOP Maximum (in-network/out-of-network)	\$15,800				\$5,000	
Сорау	Deductible applies?				Deductible appli	es?
Primary Care Provider	3 for \$25/35%	~	\$275	\$50	\$10	
Specialist Visit	35%	✓	\$750	\$75	10%	✓
Rx Tier 1	35%	✓			\$10	
Rx Tier 2	35%	✓	\$1,050	\$135	\$45	
Rx Tier 3	50%	✓			50%	✓
Rx Tier 4	50%	✓			50%	✓
Emergency Room Visit	50%	✓			30%	✓
Inpatient Hospital Stay	35%	✓	\$5,000	\$1,700+\$330	10%	✓
Other Service:						
E primary save visite (\$100 cosh)						
5 primary care visits (\$100 each) 5 specialist visits (\$150 each)	twork/Covered	?	\$7,075	\$3,672	In Network/Cove	red?
3 prescriptions (\$350 each)	×				*	
4-day hospital stay for surgery (\$	5000) 				✓	
, , , , , , , , , , , , , , , , , , , ,	es (Tier 2 of 5)				Yes (Tier 2 of	5)

Identifying Jim and Michelle's priorities:

- Cheapest monthly payment?
- Manageable deductible/copays
- Having first dollar coverage?
- Current doctor in network?
- Prescription drug(s) covered/cost?
- Best plan for health needs/condition?
- Hospital or facility in network?
- Lowest estimated annual OOP cost based on consumer's needs



Q & A Session 2

The Right Fit Presentation Evaluation

Thank you for participating in The Right Fit: Helping Consumers Navigate the Plan Selection Process. We welcome your feedback to help us improve these presentations in the future.

* Required



Choose -



The Right of the production of

How confident are you in your ability to help consumers select a plan (AFTER the presentation)? *

https://tinyurl.com/2019RightFitEval

Q1: On a scale of 1 to 10, how confident were you in your ability to assist consumers in selecting a plan (BEFORE the presentation?)

(1 = not confident, 10 = very confident)

Q2: On a scale of 1 to 10, how confident are you in your ability to assist consumers in selecting a plan (AFTER the presentation?)

(1 = not confident, 10 = very confident)

Q3: What plan selection topics do you think were missing and should be added to the presentation?

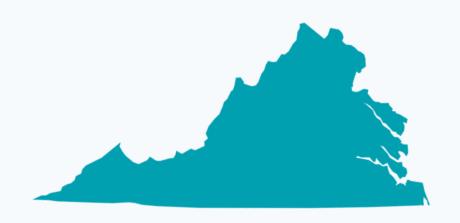
Q4: What topics were <u>not useful</u> and <u>should be</u> <u>removed</u> from the presentation?

Q5: What topics were not explained well enough and needed more time/focus?

Q6: On a scale of 1 to 10, how would you rate the **CONTENT** of the training?

Q7: On a scale of 1 to 10, how would you rate the presenter's <u>DELIVERY</u> of the training?

GOOD LUCK IN OEP 7!!!



Contact Information

Dave Chandrasekaran
Health Policy Consultant
dave.chandrasekaran@gmail.com
Washington, DC

Upcoming CBPP Webinars

Part IV: Preventing & Resolving Data-Matching Issues

Thursday, October 10 | 2 pm ET (11 am PT)

Part V: Plan Design

Tuesday, October 15 | 2 pm ET (11 am PT)

Immigrant Eligibility for Health Coverage Programs

Tuesday, October 22 | 2 pm ET (11 am PT)

Working with Immigrants: What Consumer Enrollment Assistance Providers Need to Know Now

Tuesday, October 29 | 2 pm ET (11 am PT)

Question? Contact us at beyondthebasics@cbpp.org
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