

State Wide Regional Forum – Louisville, October 7, 2016

Q&As

1. How can we assist individuals at the Federal level when they need to upload information but have no way to do that?

Response: Data Matching Issues (DMIs), formerly known to Kentucky as RFIs, can be submitted through mailing the documents into the federal processing center in London, KY.

2. Can we get a list of phone numbers for help centers?

Response: We are working on a referral document with pertinent phone numbers and contact information and it will be posted on the KHBE website at www.healthbenefitexchange.ky.gov.

3. Will the same plans be available to the clients?

Response: No. You will need to go to healthcare.gov and search for the plans that are being offered for 2017 coverage.

4. What are the healthcare.gov terms and their meaning?

Response: You may find healthcare.gov terms and definitions on their website under resources.

5. Can we make the wait times on the phone shorter?

Response: Both, the KHBE call center and the DCBS call center are adding additional staff for the open enrollment period. Regarding the FFM call center, last year the last week of Open Enrollment the hold times = 1.5 hours or more. The following is FFM guidance:

- a. They have an initial message to caller indicating whether hold times are over or under 30 minutes.
- b. ONLY when hold times get to this long level do they consider implementing a call back program (Sr. Mgmt determines when to implement).
- c. Last two days of Open Enrollment last year they received approx. 1 M call each day.
- d. When this call back feature is implemented, they can capture a caller's phone number.
- e. This preserves a caller still being able to obtain 1/1 coverage, as long as the call center can connect back with the caller.
- f. Last year call backs were not completed until 12/24.

Healthcare.gov Call Center does expect long hold times during last week of OE period. Therefore, it is important that callers attempt to enroll before the last week of OE.

6. Can we get sample letters for the individual notifications that will go out to the clients?

Response: The notices that are going out are available on the KOHBIE website at www.healthbenefitexchange.ky.gov.

7. Can we get individual CAC Id numbers?

Response: KHBE will be creating and assigning assister ID numbers.