



Connecticut's Health Insurance Marketplace

**CT's Health Insurance Marketplace**  
What it Means for You

*October 2014*

# Topics Overview

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- What is Access Health CT?
- An Overview of the Patient Protection and Affordable Care Act (PPACA) and Its Application in CT
- Individual Marketplace vs. SHOP
- What is “Credible Coverage”?
- What about the employer penalties?
- What about penalties for individuals?
- This Year’s Open Enrollment
- Update On Renewals
- The Perspective from Brokers
- Linking Consumers with Navigators and “Certified Application Counselors”
- Question And Answer Session

# Key Affordable Care Act Provisions

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- No medical underwriting
- No denial of coverage due to a pre-existing condition
- Elimination of industry and gender rating
- Minimum coverage requirements (Essential Health Benefits)
- Strict limits on out-of-pocket expenditures
- Minimum medical loss ratio (“MLR”) established
- Quality rating standards and enrollee information
- Extensive preventative services provided at no cost
- Rates must be set for entire benefit or policy year
- Qualified plans evaluated and given seal of approval
- Plans organized in metal tiers

# Basic Introduction to PPACA

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- **Individuals** must have health insurance, **if affordable**, or pay a penalty
- **Small employers** are **not** required to offer health coverage or pay for coverage for their employees
- **Larger employers** (50 and more full-time equivalent employees) are **not** required to offer health coverage to their employees
- Some larger employers **may** face a penalty if they do not offer coverage, if any of their full time employees obtain government-subsidized individual insurance

# State Insurance Exchange

# What is an Insurance Exchange

- Online store where health plans compete and offer services efficiently to individuals and small employers
- Provides level playing field for health plans to comply with benefit requirements and consumer protections
- Facilitates competition based on price, quality, and value



# Getting Started

- Began in July 2011
- Substantial state-wide involvement and coordination
- Comprehensive consumer research and input
- Secured the right resources



# Vision and Mission

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- Vision:

To increase the number of insured residents, improve health care quality, lower costs and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give the best value.

- Mission:

- Build awareness of the law (ACA) and Access Health CT (AHCT)
- Educate individuals and businesses how they can benefit from the AHCT
- Reduce the number of the uninsured
- Deliver an exceptional customer experience that is easy, simple and transparent
- Foster long term favorability of AHCT

# Why do you need healthcare coverage?

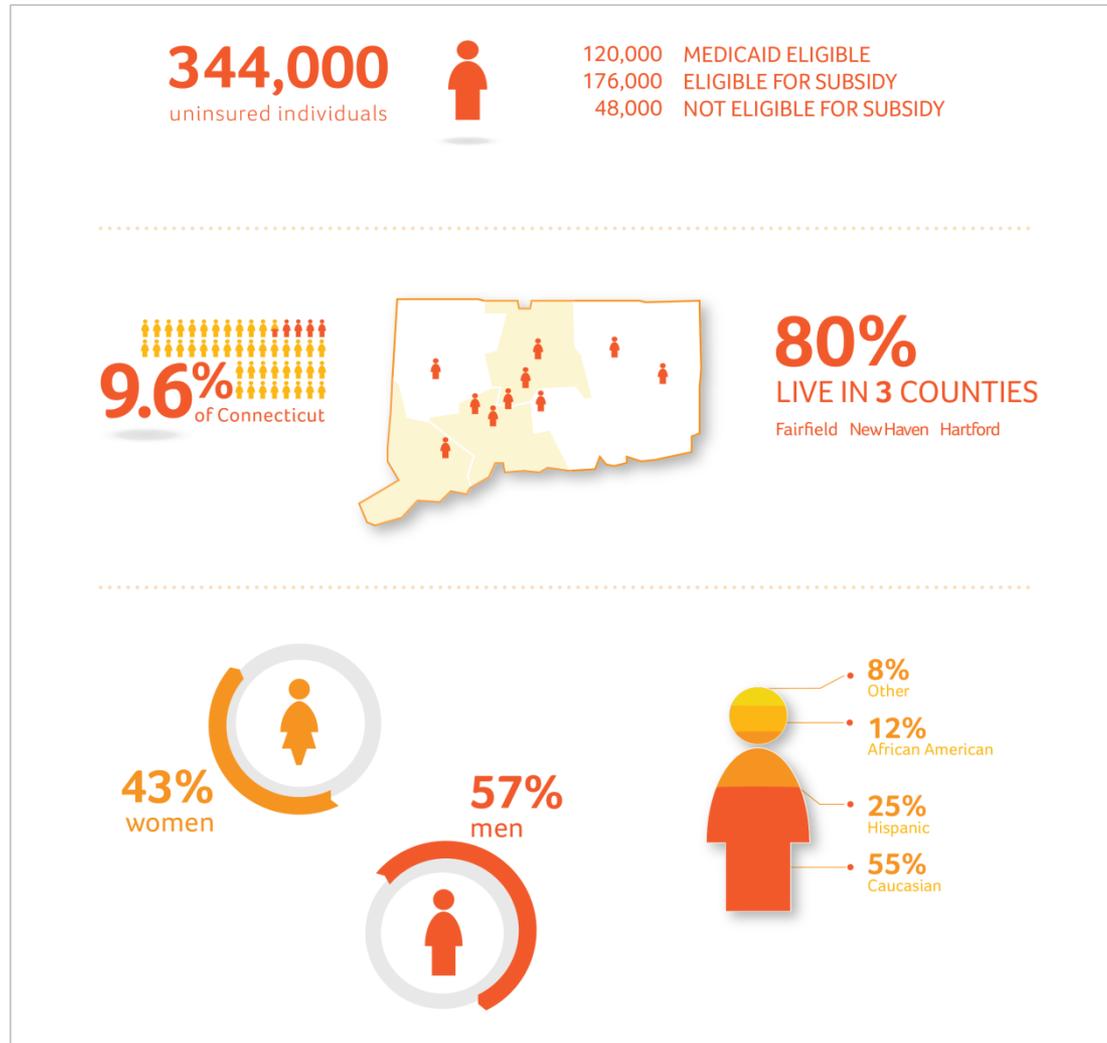
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- Protects you and your family against financial catastrophe
  - Cost of one-day inpatient hospital stay in CT: \$2,154
  - Majority of bankruptcies are related to medical bills
- Uninsured people are more than twice as likely to delay or skip needed care
  - Uninsured people are less likely to have access to preventive care services

<http://kff.org/health-reform/fact-sheet/the-uninsured-and-the-difference-health-insurance/>

<http://kff.org/other/state-indicator/expenses-per-inpatient-day/>

# The 2013 Uninsured Marketplace



# First Year Results

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**3.59 million:** The current CT state population

**286,000:** Previous number of uninsured residents (from Kaiser)

**7.9%:** the uninsured rate when open enrollment began

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**256,666:** Current number of people enrolled through Access Health CT

**53%:** Overall number of enrollee's who were previously uninsured

**138,834:** Number of previously uninsured residents who now have coverage

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**4.0%:** the new uninsured rate in CT

**147,166:** the number of state residents remaining without coverage

# Access Health CT is for you if...

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- You need healthcare coverage
- Your employer doesn't insure you
- You work for yourself
- You're insured but looking for cost savings

# Access Health CT Enrollment Begins November 15

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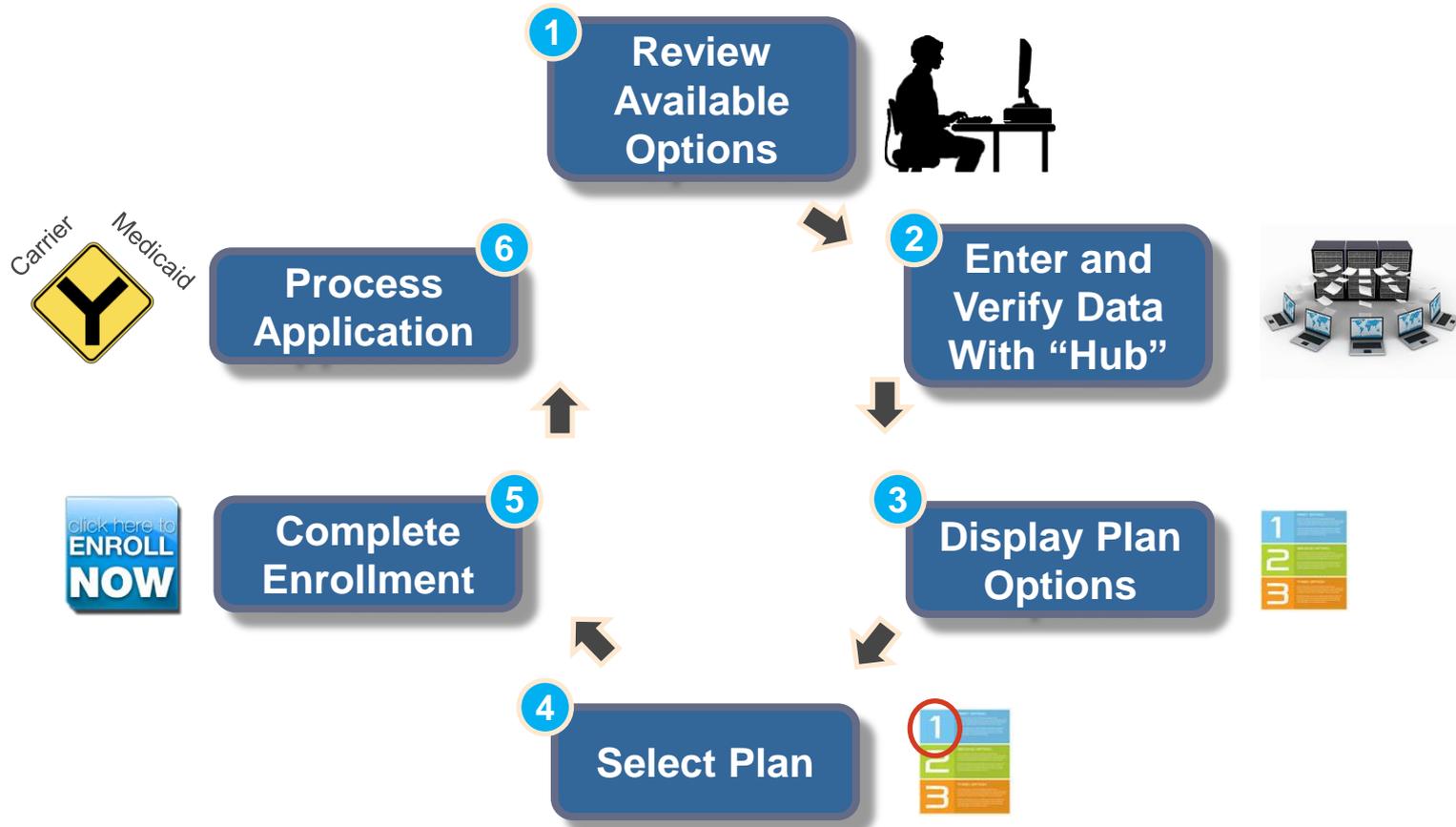
- Only place for CT residents to get a tax credit from government, if eligible.
- See if you qualify for Medicaid and enroll if you do
- Single place to compare plans and enroll – online, by phone, with a broker or community enrollment partner
- Features name-brand insurance plans approved by CT Insurance Department

# Brand Name Carriers offered in Individual Marketplace

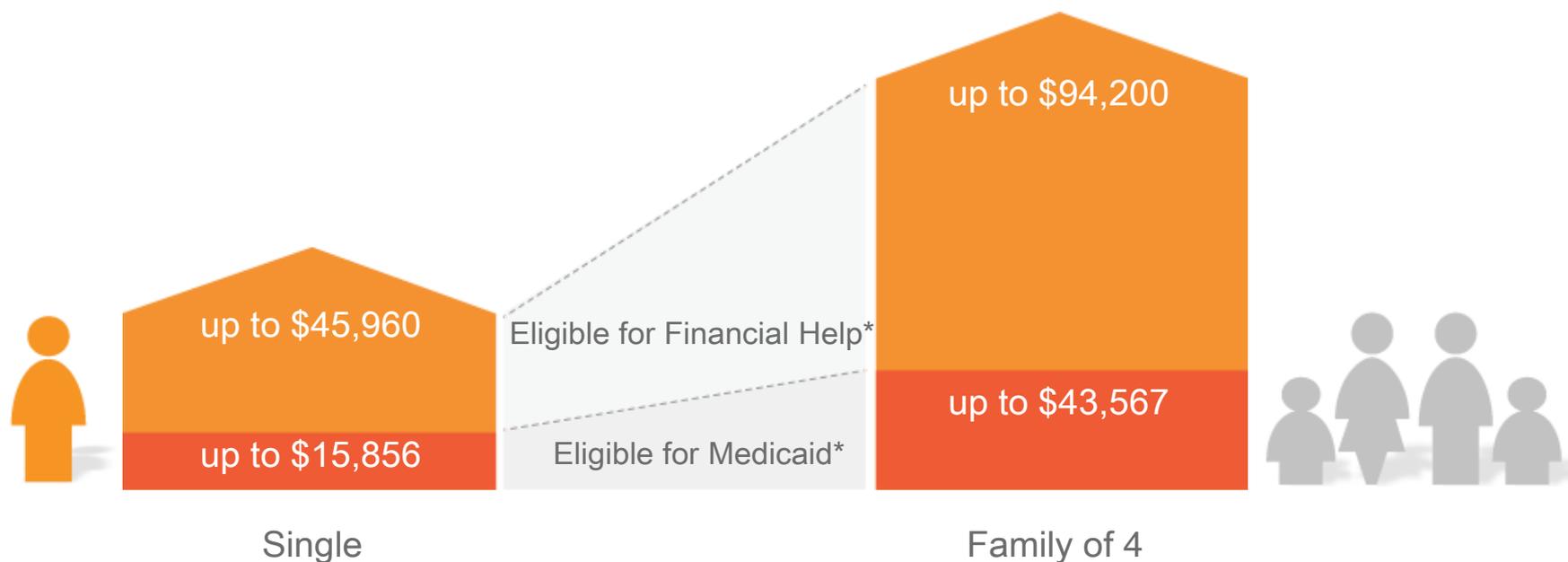
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- Anthem Blue Cross and Blue Shield of CT
- Connecticare Benefits Inc
- HealthyCT
- United Healthcare

# How Does the Exchange Work



# Do you qualify for financial help?



\* Eligibility will depend on actual income level and household size.

# Get covered or you may be required to pay a penalty

2014

\$95

or 1% of income,\*  
whichever is greater

(Example: 1% of an annual  
income of \$50,000 = \$500)

2015

\$325

or 2% of income,\*  
whichever is greater

Example: 2% of an annual  
income of \$50,000 = \$1,000)

2016

\$695

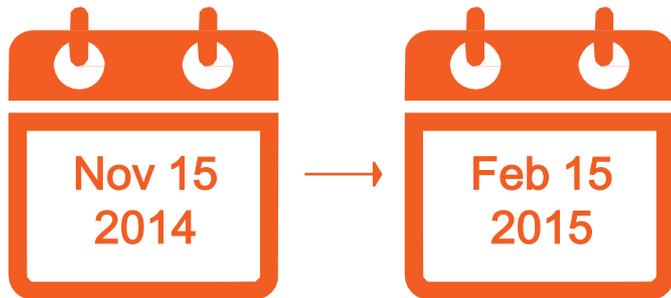
or 2.5% of income,\*  
whichever is greater

Example: 2% of an annual income  
of \$50,000 = \$1,250)

\* Income over the individual's federal income tax return filing threshold

# Enrollment Dates

Open enrollment



Coverage can begin as early as



# Ready to help you...



**Call:** Access Health CT has a full time call center to answer any questions you might have, as well as help you enroll right over the phone **(855-805-4325)**

**(855-805-4325)**



**Click:** Our website is available 24/7 to provide guidance and provide tools and services to help you enroll (Accesshealthct.com)

**(Accesshealthct.com)**



**Find in-person assistance:** Access Health partners with a host of organizations and brokers to provide in person help in your community

**New Britain:  
200 Main Street**

**New Haven:  
55 Church Street**

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# Brokers and Certified Application Counselors



Connecticut's Health Insurance Marketplace

## **Training And Education**

# Certified Enrollment Assistance

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- **Brokers: 622**

A licensed Life and Health professional

- **Certified Application Counselors: 380**

An employee of a healthcare organization who's job includes assisting clients obtain healthcare coverage.

- **AHCT Enrollment Staff : 40**

An employee of AHCT that will be working at the two enrollment centers and 10 additional enrollment sites that will be open to assist the public.

# Training Program

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There Are Three Parts:

I - 9 Online modules with quizzes to teach the ACA law, policies and eligibility rules.

II - Two day training that is focus on the practical application of the law as it applies to the enrollment process.

III - Certification test

# Office of Healthcare Advocate



The Office of the Healthcare Advocate has a threefold mission:

- ❑ Focus on assisting and educating consumers to make informed decisions when selecting a health plan
- ❑ Assist consumers to resolve problems with their health insurance plans
- ❑ Identify issues, trends and problems that may require executive, regulatory or legislative intervention



## Education = Empowerment

- ❑ Explaining insurance plans, benefits, cost-sharing to consumers to assist with plan selection and maximize utilization
- ❑ Educating consumers about their rights and how to advocate on their own behalf when they have a problem or concern about their health insurance.
- ❑ Answering questions and assisting consumers in understanding and exercising their right to appeal a health plan's denial of a benefit or service.



## Intervention and individual advocacy:

- ❑ OHA provides assistance to any CT resident who requests our help with a health related issue
  - ❑ Fully v self insured
  - ❑ Public v private
  - ❑ NOW – Exchange v non-Exchange
- ❑ Case Management (assess, coordinate, monitor and evaluate options and services required to meet an individual's health or advocacy needs)



## Systemic advocacy – driven by principles

- ❑ For our State to be competitive, our people must be healthy.
  - ❑ Sick system – reactive
    - ❑ Case study
- ❑ OHA tracks issues concerning access and delivery, UR, and compliance with state and federal regulation and law
  - ❑ MHPAEA
- ❑ Informs and collaborates with CGA and stakeholders about identified issues, promotes legislative and regulatory reforms
  - ❑ PA13-3



## Our Work is Guided by Principles

- ❑ Access to quality healthcare
- ❑ Reduction in healthcare system waste; innovation is essential to maximize value
- ❑ Healthcare industry watchdog; cost shifting practices burden the State's economy, providers, payors, and consumers
- ❑ Social Justice; OHA has a duty to represent the collective voice of 3.5 million healthcare consumers



In Fiscal year 2014, OHA's activities included:

- Continuing outreach to state agencies to create collaboration and partnerships,
- Leading statewide health reform efforts,
- Performing over 100 outreach and education events and media education efforts,
- Assisting over 7,600 residents with individual healthcare access issues,
- Advocating for transparency in healthcare and for enforcement of the Mental Health Parity and Equity Addiction Act (MHPAEA) of 2008

OHA recovered over \$7.2 million for consumers through overturned denials of coverage, resolution of billing disputes and ensuring enrollment into healthcare coverage.

In FY 2013, over 92% of consumers reported they would refer a family or friend to OHA.

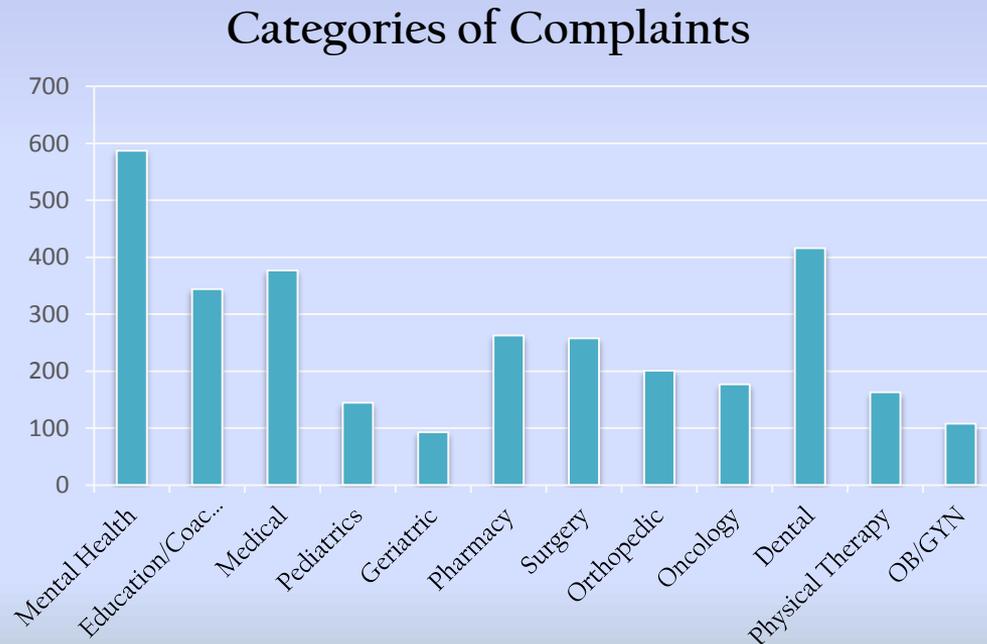


OHA furthers its public service commitment by participation or expanded participation in the following activities/groups:

- Access Health CT Board of Directors and Committees and Advisory Committees:
- All Payer Claims Database Advisory Council Committees:
- Connecticut Partners for Health (CPH) Board of Directors
- Connecticut Family Support Council Board of
- Connecticut Partnership for Patient Safety
- Children's Behavioral Health Advisory Committee
- Connecticut Three Branch Home Team
- Department of Public Health State Health Improvement Planning/Healthy People 2020 coalition
- Council on Medical Assistance Program Oversight
- Behavioral Health Partnership Oversight Council
- CT Campaign for paid family leave
- UConn School of Business Healthcare Management Advisory Board
- Connecticut Choosing Wisely
- Covering Kids and Families Steering  State of Connecticut Open Data Portal
- CT Behavioral Health Partnership Pay for Performance (P4P) study
- State Innovation Model Initiative Healthcare Innovation Steering Committee

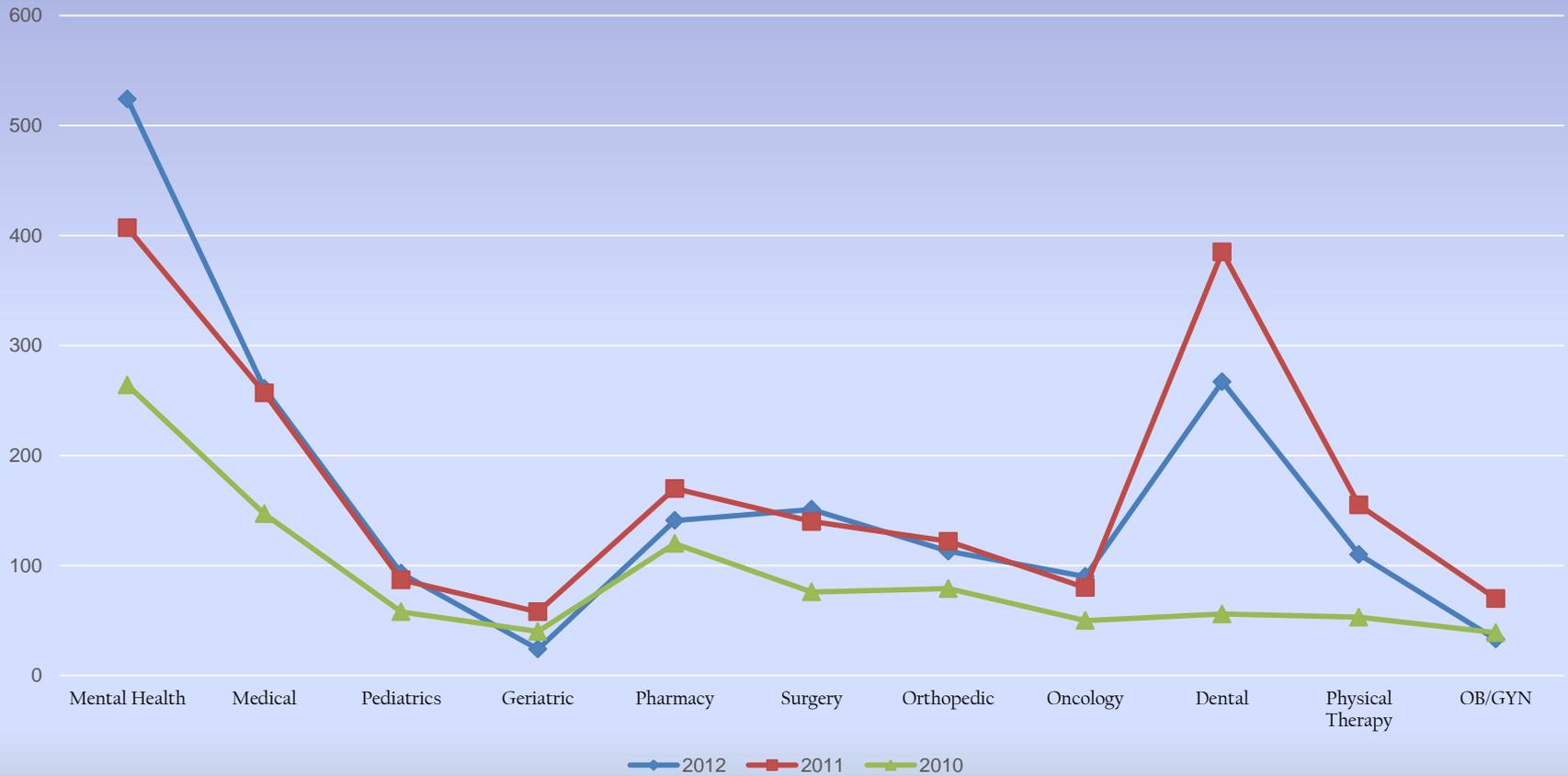
# SICK SYSTEM – One of OHA’s chief interventions

OHA’s data show #1 clinical complaint is denial of mental health/substance use treatment



# Major Issue Categories

Comparison of Case Clinical Categories



# Data = Evidence for Change

- OHA Systemic Advocacy – Mental Health, ACA
- Insurance Changes
- Public Health Changes
- Human Services Changes

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# Small Employers



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# Small Employer Health Options Plan (SHOP)

# Who we are

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## What is Access Health CT Small Business (AHCT SB)?

- Small Business Health Options Program / SHOP
- Serves the 2-50 Employer market
- Offering greater choice

## Why use AHCT SB?

- Unique carrier choice
- Competitive product choice
- Exceptional service
- Financial help for qualified groups

# Our Value to You

## Participating Carriers

- Anthem Blue Cross BlueShield
- HealthyCT
- UnitedHealthcare



## Choice Model

- Makes employer decision easier with no added cost
- Vertical Choice - all available “metal tiers” from one selected carrier
- Horizontal Choice - all carriers across one “metal tier”
- Single Choice - one plan from one carrier
- Defined Contribution Strategy

# Eligibility Guidelines

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## Group Eligibility

- 2-50 full time equivalent employees
- Minimum participation is 75% inclusive enrollment
  - Eligible full-time employees must enroll or have other coverage elsewhere

## Employee Eligibility

- Average 30 hours per week
- Changes to coverage must be made during open enrollment

## Tax Documents

- Connecticut Quarterly Wage & Tax Statement (CT Form UC-5A/UC-2)  
(or acceptable documents based on company filing)

# Qualifying for the Small Business Tax Credit

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- **Contribution to health care coverage**
  - You cover at least 50% of the cost of health care coverage for your workers based on the single rate?
- **Firm size**
  - You have fewer than 25 Full Time Equivalents (FTEs)
- **Average annual wage**
  - You pay average annual wages below \$50,000?
- ***Both taxable (for-profit) and tax-exempt organizations qualify***
- **Maximum Small Business Tax Credit**
  - Up to 50% of a small business' premium costs in 2014 for two years
  - Up to 35% for tax-exempt employers (refundable via payroll tax) for two years

# Tax Credit Calculator

Note:  
Content to be  
Updated

**Business owners** **DRAFT** 

Whether you're a for-profit business or a tax-exempt organization, you might be eligible for federal tax credits. To qualify, you must provide health insurance to all employees, cover at least half the premium cost, have fewer than 25 full-time equivalent employees, and pay an average annual wage below \$50,000.

**Find out if you might be eligible to receive a tax credit in 4 easy steps**

Enter how many full-time equivalent (FTE) employees<sup>°</sup> you have

Enter the total wages you pay annually to all employees, excluding income to owners and their family members.

Enter the total amount you pay annually toward health insurance premiums

Are you a tax-exempt or non-profit employer?

<sup>°</sup>Calculating FTEs can be complex. [Click here](#) for guidance.

**Calculate**

Note that results are only an estimate. Consult your tax advisor for more information.

# Our 2015 Plans

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**Plan designs are more desirable and better in many ways to other similar current small group offerings:**

- Richer benefits than general marketplace
- Deductibles have been lowered for lower member cost sharing
- More favorable Rx cost-sharing

# Sample SHOP Flyer

## 10 Reasons Why

Access Health CT is Better for Small Business

### Small Business Health Options Program (SHOP)

SHOP is open for business. We are here to help your client through every step of the enrollment process by creating an insurance quote and helping your clients through the implementation process. We want to support your efforts in bringing your clients the best healthcare options for their needs.

- Small Business Tax Credit:** Qualifying small businesses may be eligible for a tax credit of up to 50% of the employer's contribution to their employees' premium cost. Non-profit organizations may be eligible for a tax credit of up to 35% of the employer's contribution to their employees' premium cost.
- Tax Credit:** To qualify for a tax credit your client must:
  - have fewer than 25 full-time-equivalent (FTE) employees\*
  - contribute at least 50% of each employee's insurance premium
  - pay an average annual wage of less than \$50,000
- No Fees or Required Lines of Coverage:** There are no administration or membership fees.
- Wide Selection of Plan Choices from Quality Carriers:** Three insurance carriers participate in the SHOP, offering multiple plans including HSA plan design options. Plan designs are available which provide services, such as physician office visits, not subject to the plan deductible.
- Choice:** We offer multiple plans and tier combinations to help your clients find a plan selection strategy that best meets your client's situation.
  - Vertical Choice** - Access to all plans that are available from a single insurance carrier.
  - Horizontal Choice** - Access to all insurance carriers and plans in one metal level (e.g. all silver plans).
  - Single Choice** - Employer chooses one plan from a single insurance carrier for the group offering.
- Defined Contribution:** The employer sets a defined dollar amount or percentage tax advantaged contribution to cover a portion of or the entire cost of a chosen plan. This allows the employer to have a fixed annual health insurance budget.
- Simple Enrollment through the use of Universal Forms:** SHOP utilizes universal forms. Your clients will receive an itemized bill and will be required to submit only one check to SHOP.
- Flexible Eligibility:** Full-time equivalent employees are those who work an average of 30 hours per week. Employers can elect to cover all employees (part-time, 1099, etc.) but must offer coverage to all full-time employees. We can enroll group sizes from 1 to 50 employees. A group of one must be an employee, not a sole proprietor.
- State of the Art Technology:** Online enrollment for both the employer and employee adds increased efficiency. Enjoy the ease of administration that is typically reserved for large companies.
- Dental Insurance:** Dental Insurance is also available and, after November 15, 2014, your clients can offer an advanced dental shopping experience. There are two dental insurance carriers: Anthem, and MetLife.

Insurance Carrier	2014 Plans	2015 Plans
Anthem BCBS	2 Gold 1 Silver 2 Bronze	2 Gold 1 Silver 3 Bronze
Healthy CT	1 Gold 1 Silver 2 Bronze	1 Gold 2 Silver 5 Bronze
United Healthcare	1 Gold 1 Silver 1 Bronze	2 Gold 3 Silver 2 Bronze

\* The small business owner and his or her immediate family members who they may employ are not included in these requirements.

## Small Business Health Options Program (SHOP)

### SHOP is Open for Business

Providing high-quality health insurance is good for your client's small business. Covering the cost of employee health insurance is a major challenge for companies today, but can be well worth the expense. The SHOP provides your clients with the choices they want. Plus, the SHOP can reduce your client's costs and ease their administrative burden.

Some of the benefits for a small employer offering health insurance to their employees through the SHOP include:

- attracting qualified employees and reduction of turnover,
- helping your clients' employees stay healthy and reduce health related absences,
- a large number of plan options to meet different levels of health needs, and
- a shopping experience that rivals that of large companies.

Our goal is to ensure that every small business in the state of Connecticut has access to quality health care coverage. Your small business clients can offer their employees a variety of quality coverage options through the SHOP. It's easier and more affordable than ever, thanks to simpler administration and potential tax credits.



#### How to Contact SHOP:

- To Get a Quote**  
1-860-757-6812  
SHOP.AHCT@ct.gov
- Administrative Help**  
1-855-762-4928 or  
SHOP.AHCT@ct.gov
- Fax**  
1-860-757-5330
- Corporate Mailing Address**  
Access Health CT  
280 Trumbull Street, 15th Floor  
Hartford, CT 06103



Visit [www.AccessHealthCT.com](http://www.AccessHealthCT.com) and Click ON   
Select the Employers Option to gain access our free quote tool, compare plans and enroll.

#### ENROLL NOW!

Get free enrollment help. Call 1-855-762-4928  
Get your questions answered quickly.

# Sample Employer & Broker Brochures



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# Large Employers

# What are the main coverage requirements for large employers?

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- **Large employers** must offer coverage to their full-time employees and their dependents
- Coverage must be **affordable** and of a **minimum value**
- Employers subject to Shared Responsibility penalty if any employee receives an advanced premium tax credit for a plan in the Exchange.

# What are the Penalties

## Penalty for *no coverage* - *IRC §4980H(a)*

- ▶ If a large employer does not offer coverage to their full-time employees and their dependents, employers face a penalty of:
  - ▶ \$2,000 x the total number of full-time employees (FTE) if at least one FTE is receiving a premium assistance tax credit

## Penalty for *unaffordable coverage* - *IRC §4980H(b)*

- ▶ If a large employer offers coverage to their full-time employees and their dependents but the coverage is unaffordable to certain employees or does not provide minimum value, employers face a penalty of:
  - ▶ The lesser of \$3,000 x the number of FTEs receiving a premium assistance tax credit or \$2,000 x the total number of FTEs

To determine penalty employers may subtract the first 30 workers.

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# Questions

# Contact Information

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EMAIL: [Phil.boyle@ct.gov](mailto:Phil.boyle@ct.gov)

Access Health CT Website :

<http://www.accesshealthct.com/>

# Small Print

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