Date: October 25, 2023

Time: 10:00am – 11:30am



2024 QUALIFIED HEALTH PLAN AND ESSENTIAL PLAN LINE UP

Log into the WebEx <u>first</u>: click <u>HERE</u>

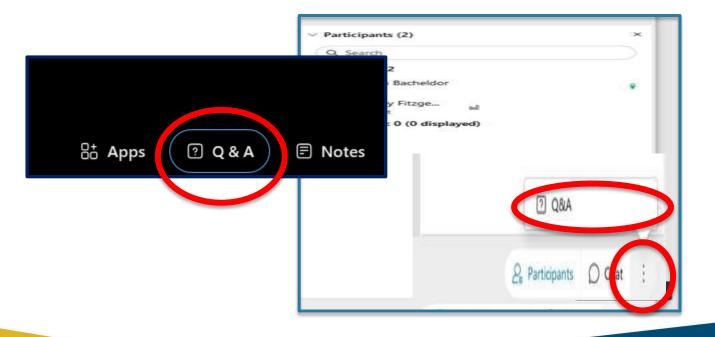
Then, you may connect to audio via computer audio or via telephone audio

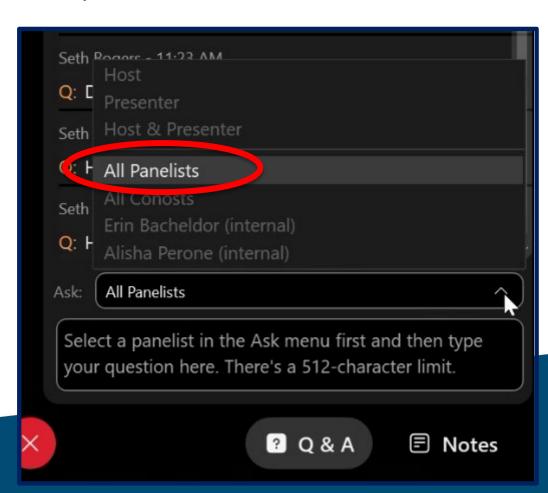
QUESTIONS



Questions can be submitted using the Q&A function on your WebEx control panel.

- Chat function is disabled, please use Q & A panel to submit questions.
- We will pause two times to take questions.



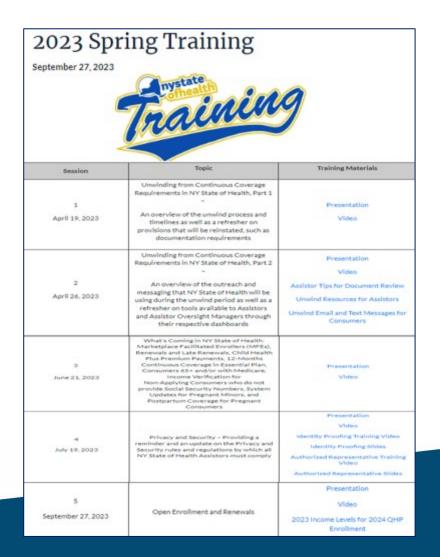


RECORDING AND MATERIALS



A recording of the webinar and any related materials will be available online on our Spring Training webpage. Please visit:

https://info.nystateofhealth.ny.gov/SpringTraining



YOUR FEEDBACK: OPEN ENROLLMENT AND RENEWALS



Webinar Statistics:

- Over 98% of respondents said the webinar increased their knowledge of the topic.
- Over 97% of respondents said that information from this webinar will help them be better prepared to help QHP eligible consumers through their renewal.

Here's what you said:

- "The trainings are amazing! The presenters are always very detailed when covering the material!"
- "The Webinars are engaging and easy to follow as usual. Please keep it up!"

TODAY'S WEBINAR



Director

Gabrielle Armenia Director, Child Health Plus and Marketplace Consumer Assistance Group

Presenters

Rachel Jeschke Supervisor, Plan Management, NY State of Health

Panelists

Joe Gagnon Assistant Director of Plan Management, NY State of Health

Maggie Middleton Director of Plan Management, NY State of Health

Sonia Sekhar Deputy Director, NY State of Health

AGENDA



- Important Dates
- 2024 Plan Line Up
 - Qualified Health Plans
 - Essential Plan
 - Small Business Marketplace
 - Dental Plans
 - Resources and Tools

NY STATE OF HEALTH IS OPEN FOR BUSINESS!



- Individual and Small Business health and dental insurer options will continue to be robust in every county of the State.
- 2024 Open Enrollment period will run from November 16, 2023 May 31, 2024
 - Consumers may continue to newly enroll in a QHP or change QHPs through May 31, 2024
 - This extended OEP is permitted under the marketplace's exceptional circumstance SEP authority due to the Public Health Emergency unwind.
- Our priority is to ensure that quality, affordable coverage is available.



OPEN ENROLLMENT - IMPORTANT DATES

Remember, 2023 Open Enrollment is available for all of 2023 Open Enrollment Timeframe Plan Year 2024 November 16, 2023 - May 31, 2024

When Enrollment is Completed	Coverage Begins
Between October 16 and November 15, 2023	December 1, 2023
Between November 16 and December 15, 2023	January 1, 2024
Between December 16, 2023, and January 15, 2024	February 1, 2024
Between January 16, 2024, and February 15, 2024	March 1, 2024
Between February 16, 2024, and March 15, 2024	April 1, 2024
Between March 16, 2024, and April 15, 2024	May 1, 2024
Between April 16, 2024, and May 15, 2024	June 1, 2024
Between May 16, 2024, and May 31, 2024	July 1, 2024



2024 QUALIFIED HEALTH PLANS

- Significantly expanded federal tax credits will remain available to New Yorkers who enroll in Qualified Health Plans (QHP) in 2024.
 - The majority of consumers who receive premium tax credits are not expected to see premium cost increases in 2024.
- The same twelve (12) health insurers will offer Qualified Health Plans (QHPs) in the individual market in 2024.
 - Highmark is expanding into Schoharie County for 2024
- The number of insurer options varies by county from two (2) to seven (7).
- Most consumers have a choice of at least four (4) insurer options.
- Charts of insurers offering QHP by county are identified in the PDF attachments located at: https://info.nystateofhealth.ny.gov/2024plans

2024 QHP INSURERS INDIVIDUAL MARKET



































Note: When counting - Highmark of Western NY/Highmark of Northeastern NY, Anthem BlueCross/BlueCross BlueShield, and Excellus/Universa are each counted as one.

2024 QUALIFIED HEALTH PLANS, CONTINUED



STANDARD PRODUCT REFRESHER

- Every insurer must offer a Standard Product at each metal level and in every county of its Marketplace service area.
- Standard products must include the Essential Health Benefits, except pediatric dental, which is optional if otherwise available.
- Cost sharing (deductibles, copayments) are the same across insurers within a metal tier.
 - The Standard benefit Design Cost Sharing Description Chart shows all preset out of pocket costs for an individual within the plan year.
 - 2023 chart can be found <u>here</u>
 - 2024 chart can be found <u>here</u>

2024 QUALIFIED HEALTH PLANS, CONTINUED ** The Official Health



STANDARD PRODUCTS IN 2024

<u>Metal Level</u>	Deductible 2023	Deductible 2024	Max Out of Pocket 2023	Max Out of Pocket 2024
Platinum	\$0	\$0	\$2,000	\$2,000
Gold	\$600	\$600	\$4750	\$5,900
Silver	\$1,750	\$2,100	\$9100	\$9,450
Silver (>200 -<250 FPL)	\$1,625	\$1,925	\$7250	\$7,550
Silver (>150 -<200 FPL)	\$250	\$275	\$2800	\$3,150
Silver (>100 -<150 FPL)	\$0	\$0	\$1000	\$1000
Bronze	\$4,700	\$4,600	\$8,700	\$9,450
Catastrophic	\$9,100	\$9,450	\$9100	\$9,450

2024 QUALIFIED HEALTH PLANS, CONTINUED



REMINDERS FOR STANDARD PRODUCTS

- All Standard Bronze products will include three (3) visits subject to co-payments, but not subject to the deductible.
 - The three visits covered in Standard Bronze products can be either primary care OR specialist including mental health and substance use disorder visits.
- Standard Silver and Silver CSR (150-250% FPL) products will have:
 - Higher deductibles and maximum out-of-pocket limits compared to 2023.
 - The Standard Silver and Silver CSR plans allow one primary care or specialist visit before the deductible (PCP/Specialist copayment applies).
- Prescription drugs are covered <u>before</u> the deductible for Standard Gold and Silver products.
- Deductible levels affect most consumers, while few consumers reach their MOOP each year.
- Catestrophic products include three (3) primary care visits per calendar year that are not subject to the deductible.

2024 QUALIFIED HEALTH PLANS, CONTINUED



Non-Standard Products Refresher

- Ten (10) QHP insurers will offer non-standard products in 2024.
- Non-standard products are available in all counties.
 - Insurers will continue to offer up to two (2) non-standard products in each metal level
- Unlike standard products, non-standard products:
 - o Do not have to be offered at all four metal levels.
 - Must be offered at a minimum of two metal levels of the insurer's choosing, and the number of nonstandard Bronze products is limited.
- The most commonly offered non-standard benefits include Adult/Family Dental, Adult/Family Vision, Telemedicine, and Acupuncture.

2024 QUALIFIED HEALTH PLANS, CONTINUED ** Interpretation | Interpretation



SIDE BY SIDE COMPARISON

	Standard	Non-Standard
Offering	Offered by <u>all</u> insurers	Offered by <u>most</u> insurers
Provider Network	QHP Standard Network	May be the QHP Standard Network, Tiered or Limited Network
Covered Benefits	Essential Health Benefits (EHB)	EHB plus additional benefits (e.g., adult dental, adult vision, acupuncture)
Cost-sharing	Standard across all insurers	Varies from insurer to insurer

2024 QUALIFIED HEALTH PLANS, CONTINUED *** The Official Health



Naming Format - Individual Market

Field Name	Values	Meaning
Product Name	To be assigned by Insurer	
Metal Tier	Bronze, Silver, Gold, Platinum, Child Only, Catastrophic	Identifies Metal Level and whether Child Only or Catastrophic Product
Standard/ Non- Standard	ST or NS	Identifies Standard (ST) or Non-Standard (NS) Product
Network Coverage	INN or OON	Identifies in-network coverage (INN) or out-of- network coverage (OON)
Network Name	To be assigned by the Insurer	Indicates the network name associated with each product
Dependent Age Coverage	Dep25, Dep29	Identifies the maximum age of covered dependents
Non-Standard Details	Adult Vision, Family Dental, Family Vision, Wellness, Other	Identifies additional covered benefits
Dental Coverage	Pediatric Dental, Adult/ Family Dental	Identifies type of dental coverage included, if any, in QHP

2024 ESSENTIAL PLAN



- Twelve (12) insurers will offer Essential Plans in 2024.
- The number of insurer options varies by county from two (2) to seven (7).
 - MVP expanded into 8 new counties in May 2023 Clinton, Essex, Franklin, Fulton, Hamilton, Herkimer, Montgomery and St. Lawrence
- Most consumers have a choice of at least four (4) insurer options.
- Charts of insurers offering EP by county are identified in the PDF attachments located at: https://info.nystateofhealth.ny.gov/2024plans

2024 ESSENTIAL PLAN INSURERS































Note: When counting Insurers, Excellus/Univera is counted as one. Affinity by Molina Healthcare and Molina Healthcare are also counted as one.

ESSENTIAL PLAN REMINDERS



	Essential Plan 1	Essential Plan 2	Essential Plan 3 & 4
Income Eligibility	150%-200% FPL	138%-150% FPL	Up to 138% FPL
Premium	\$0	\$0	\$0
Deductible	\$0	\$0	\$0
Maximum Out-of- pocket	\$360	\$200	\$0
Vison and Dental Cost Sharing	Included with no additional cost and no co-pay for services	Included with no additional cost and no co-pay for services	Included with no additional cost and no copay for services
Additional Benefits	N/A	N/A	Additional benefits include non-emergency transportation, non-prescription drugs, orthotic services and orthotic footwear.



Marketplace Program Participation by Insurer, 2024

Insurer (Parent Company)	Medicaid	Child Health Plus (CHP)	Essential Plan (EP)	Qualified Health Plans (QHPs)	Small Business Marketplace (SHOP)	Total Number of Programs	Participates Across Programs (Medicaid, EP, CHP, QHP)
Amida Care*	1					1	
Anthem Blue Cross & Blue Shield HP, Anthem Blue Cross HP (formerly Empire)	1	1	1	1	1	5	Х
CDPHP	1	1	1	1	1	5	Х
EmblemHealth	1	1	1	1	1	5	X
Excellus BlueCross BlueShield/Univera	1	1	1	1	1	5	X
Fidelis Care	1	1	1	1		4	X
Healthfirst	1	1	1	1		4	X
Highmark (formerly HealthNow)	1	1	1	1		4	X
Independent Health	1	1	1	1		4	X
MetroPlus Health Plan	1	1	1	1		4	X
Molina Health Plan	1	1	1			3	
MVP Health Care	1	1	1	1	1	5	X
Oscar				1	1	2	
UnitedHealthcare	1	1	1	1	1	5	X
VNSNY Choice Select Health*	1					1	
Total Number of Insurers	14	12	12	12	7		11

^{*}HIV/SNP only plan

2024 SMALL BUSINESS MARKETPLACE



- Seven (7) Insurers will offer coverage in the Small Business Marketplace (SBM).
- There are many insurers for employers to choose from through New York's SBM in 2024. Currently, these seven (7) insurers offer over 1,700 policies.
- The number of insurer options varies by county from one(1) to six (6).
- Healthy NY will be offered in every county across the state in 2024:
 - EmblemHealth, MVP Health Care and Excellus/Univera will continue offering Healthy NY in 2024.
 - Small employers can benefit from both Healthy NY and federal small business tax credits.
- SBM "Direct Enrollment" option makes it easier for New York's small businesses to access the Federal Small Business Health Care Tax Credit.

2024 SMALL BUSINESS MARKETPLACE INSURERS





















Note: When counting Insurers, Empire BlueCross/Empire BlueCross BlueShield, and Excellus/Univers are each counted as one.



STAND ALONE DENTAL PLANS (SADPS)

2024 INDIVIDUAL STAND ALONE **DENTAL PLANS**



















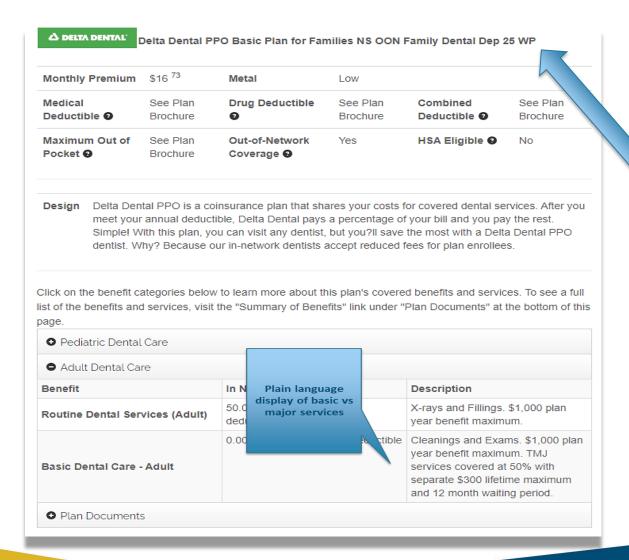
2024 INDIVIDUAL STAND ALONE DENTAL PLANS, CONTINUED

- The permitted pediatric out of pocket maximum for 2024 has increased to \$400/\$800
- The actual MOOP is determined by the plan but cannot be more than \$400/\$800 for pediatric dental.



2024 INDIVIDUAL STAND ALONE DENTAL PLANS



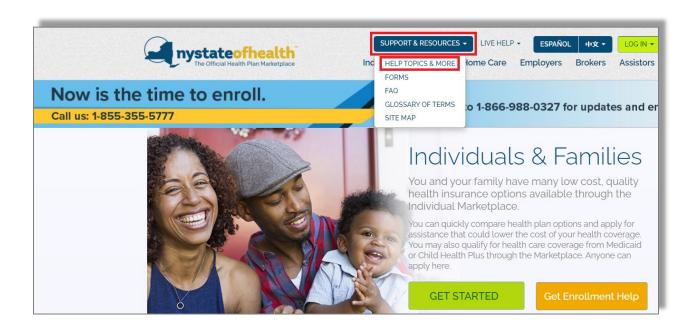


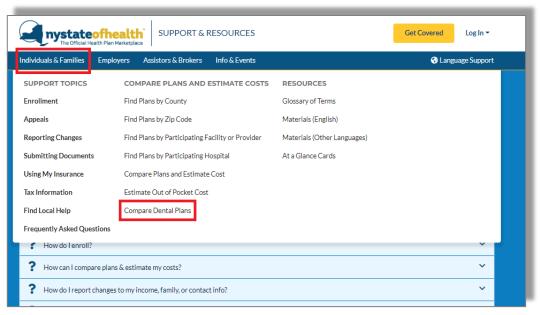
- When consumers sign up for a SADP, they get basic adult dental coverage upon enrollment.
- Under some SADPs, there may be a waiting period for a specific benefit.
 - Plan names listed will include "WP" if there is a waiting period associated with any covered dental services.

DENTAL PLAN COMPARISON TOOL



 The Dental Plan Comparison Tool helps to compare Pediatric Dental Plans, Family Dental Plans and Qualified Health Plans with Dental benefits that are offered in a specific county

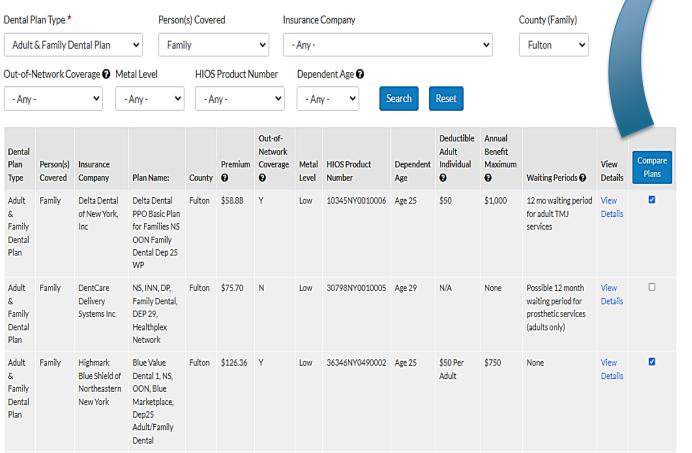




The Dental Plan Comparison Tool can be found at www.info.nystateofhealth.ny.gov
 in the "Support & Resources" drop down or going directly to:
 https://info.nystateofhealth.ny.gov/dental/dental-tool

DENTAL PLAN COMPARISON TOOL





Delta Dental of New York, Inc

• Plan Delta Dental PPO Basic Plan for Families NS OON Family Dental Dep 25 Issuer Name: Delta Dental of New York, Inc. HIOS ID: 10345NY0010006 Annual Benefit Maximum: \$1,000 Plan Brochure Link: Viev Out of Network Coverage: Y Dental Plan Type Plan Information · FDP In Network Cost Sharing Adult Benefits · FDP In Network Cost Sharing Adult Benefits · FDP In Network Cost Sharing Pediatric Benefits . FDP Out of Network Cost Sharing Adult Benefits FDP Additional Out of Network Cost Sharing Adult Benefits · FDP Out of Network Cost Sharing Pediatric Benefits · FDP Network Information (Family Dental)

Highmark Blue Shield of Northeastern New York

→ Plan	
Plan Na Blue Va Dental	ame: lue Dental 1, NS, OON, Blue Marketplace, Dep25 Adult/Family
Issuer I	Name: Highmark Blue Shield of Northeastern New York
HIOSI	D: 36346NY0490002
Plan Br	Benefit Maximum: \$750 ochure Link: View Vetwork Coverage: Y
Dental F	Plan Type
• Plan Info	ormation
→ FDP In I	Network Cost Sharing Adult Benefits
• FDP In I	Network Cost Sharing Adult Benefits
• FDP In I	Network Cost Sharing Pediatric Benefits
→ FDP Ou	t of Network Cost Sharing Adult Benefits
→ FDP Ad	ditional Out of Network Cost Sharing Adult Benefits
• FDP Ou	t of Network Cost Sharing Pediatric Benefits
▶ FDP Ne	twork Information (Family Dental)
	Premium: \$126.36

Premium: \$58.88 Premium: \$126.36

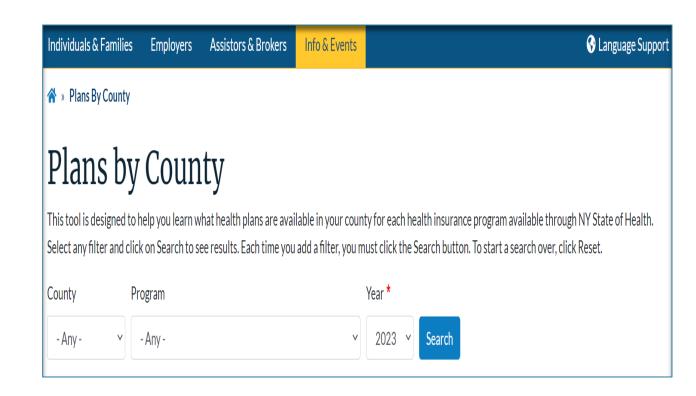


OTHER RESOURCES AND TOOLS

PLANS BY COUNTY SEARCH TOOL



- New tool provides a way to search which health plans are available in which program for each county in NYS.
- Tool can be found here: https://info.nystateofhealth.ny.gov/plans-by-county
- Or by using info.nystateofhealth.ny.gov > Individuals & Family > Find Plans by County

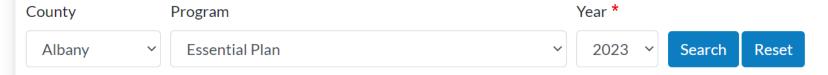


PLANS BY COUNTY SEARCH TOOL



Plans by County

This tool is designed to help you learn what health plans are available in your county for each health insurance program available through NY State of Health. Select any filter and click on Search to see results. Each time you add a filter, you must click the Search button. To start a search over, click Reset.



Program	Plan Name	County	Year
Essential Plan	CDPHP	Albany	2023
Essential Plan	Fidelis Care	Albany	2023
Essential Plan	MVP Health Care	Albany	2023
Essential Plan	UnitedHealthcare Community Plan	Albany	2023

To learn more about the Essential Plan, click here.

HOSPITAL PARTICIPATION SEARCH TOOL

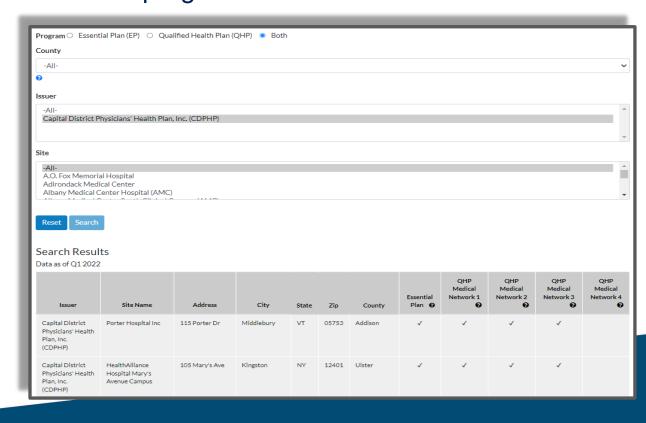


• The Hospital Participation Search Tool can be found here: https://info.nystateofhealth.ny.gov/hospital-participation

 This tool is designed to help you find participating hospitals in an insurer's network in the Essential Plan and Qualified Health Plan programs. You can

search by Insurer or by Hospital.









NYS Provider & Health Plan Look-Up Tool



- How to access the NYS Provider & Health Plan Look-Up Tool:
 - https://pndslookup.health.ny.gov
 - NYSOH Website
- The telehealth icon will appear in the search results







NYS Provider & Health Plan Look-Up Tool, Continued

- Networks can change throughout the year. It is important to check the NYS Provider & Health Plan Look-Up
 tool to verify providers and facilities and their participation with plans.
- This is an online tool to research provider networks and health plans.
 - Search by provider, including doctors and hospitals to see which health plans they participate in.
 - Search by health plan to see a list of providers and/or facilities that participate with that plan.
 - Search by facility to find a health plan.
- The NYS Provider & Health Plan Look-Up currently includes:



The tool is updated approximately every 30 days using data submitted by the health plans.

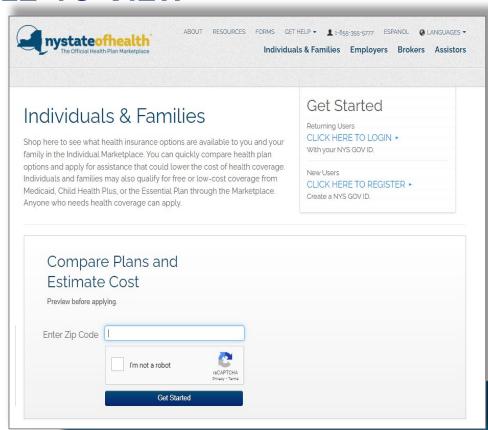




NYSOH ANONYMOUS PLAN SEARCH TOOL

2024 PLAN OPTIONS NOW AVAILABLE TO VIEW



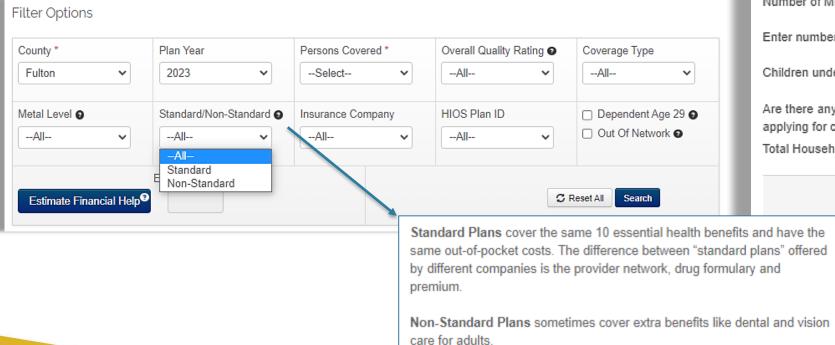


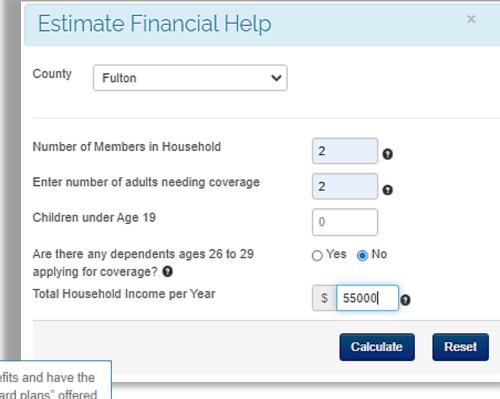


NYSOH ANONYMOUS PLAN SEARCH TOOL AND ESTIMATING FINANCIAL ASSISTANCE

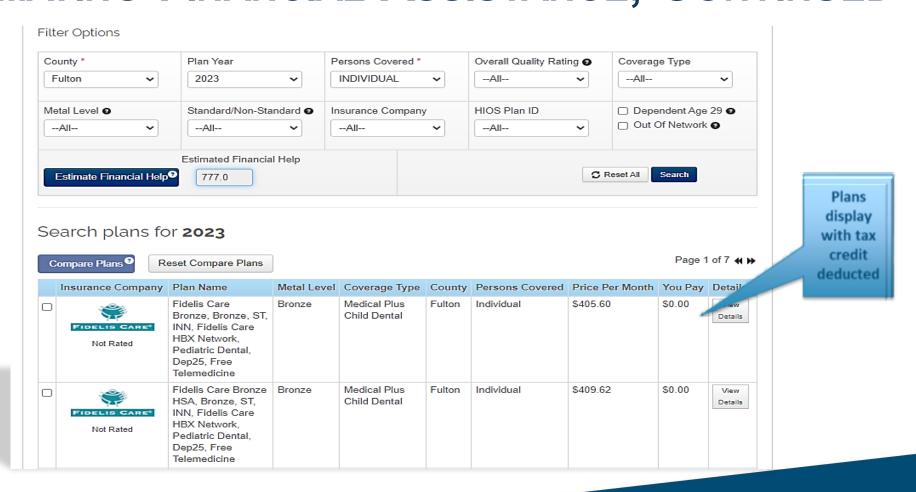
How to use the tool:

Use the Anonymous Plan Search tool to determine the consumer's estimated premium after tax credits. https://nystateofhealth.ny.gov/individual







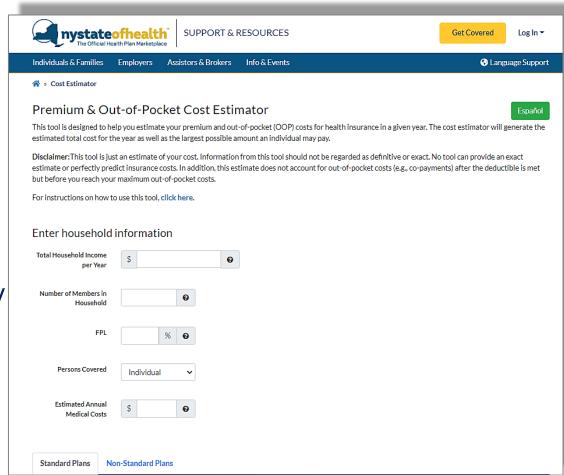




nystateofhealth The Official Health Plan Marketplace

QHP OUT-OF-POCKET COST ESTIMATOR

- Compares estimated consumer premium and out-ofpocket costs in different standard and non-standard plans.
- Consumers input household information and estimated annual medical costs.
- Generates the <u>estimated</u> total cost for the year as well as the largest possible amount an individual may pay.
- The QHP Out-of Pocket Cost Estimator can be found here: https://info.nystateofhealth.ny.gov/cost-estimator
- <u>Disclaimer</u>: No tool can provide an exact estimate or perfectly predict costs.





QUESTIONS?

2024 QHP and EP Plan Line Up

- Qualified Health Plans
- Essential Plan
- Small Business Marketplace
- Dental Plans
- Resources and Tools



EMAIL CONTACTS



All Assistors

- If you have general Assistor training questions, or questions about this specific training, please send them to: Eligibility.Training.Support@health.ny.gov.
- If you have a case specific question that you have already discussed with your supervisor or program manager, the issue should be submitted on an encrypted Account Review Spreadsheet to: <u>Assistor.Cases@health.ny.gov.</u>
- If you need help with your Assistor account or Oversight Manager account, or if your agency needs to report staff changes, please send an email to: Assistor.Admin@health.ny.gov.

Navigators Only

- When Navigator Agencies are submitting contract documents (vouchers, annual packet documents, consumer story submissions, site schedules, etc.) and related questions to the New York State Department of Health, please send them to: Navigator.Admin@health.ny.gov.
 - CC your Navigator Contract Manager
- When Navigator Agencies are submitting media approval requests, and educational and marketing material approval requests to the New York State Department of Health, please send them to: Navigator.Media@health.ny.gov.
 - CC your Navigator Contract Manager

RECERTIFICATION PROCESS

- All Assistors and Assistor Oversight Managers
 (AOMs) who are registered or completed the online
 Assistor Certification training by 10/31/2023 will be
 required to view the recertification webinars.
- Keep track of the date you watched the live webinar or the recording.
- Mid-November, supervisors will be emailed a
 Recertification Report or spreadsheet and must
 attest to the accuracy of each date the Assistor said
 they viewed the webinar.
- The webinars that are required for 2023 will be posted at:

https://info.nystateofhealth.ny.gov/SpringTraining2023



2023 Sp1 September 27, 2023	ring Training	9
Session	Topic	Training Materials
1 April 19, 2023	Unwinding from Continuous Coverage Requirements in NY State of Health, Part 1 ————————————————————————————————————	Presentation Video
2 April 26, 2023	Unwinding from Continuous Coverage Requirements in NY State of Health, Part 2 An overview of the outreach and messaging that NY State of Health will be using during the unwind period as well as a refresher on tools available to Assistors and Assistor Oversight Managers through their respective dashboards	Presentation Video Assistor Tips for Document Review Unwind Resources for Assistors Unwind Email and Text Messages fo Consumers
3 June 33, 2023	What's Coming In NY State of Health: Marketplace Pacificated Enrotters (ARFEs), Renewesh and Late Renewesh. Child Health Plus Premium Payments, 32-Months Continuous Coverage in Essential Plan, Consumers 46 s and/or with Medicare. Non-Applying Commission who do not provide Social Security Numbers, System Updates for Pregnant Misons, and Postpartum Coverage for Pregnant Consumers	Presentation Video
4 July 19, 2023	Privacy and Security - Providing a reminder and an update on the Privacy and Security rules and regulations by which all NY State of Health Assistors must comply.	Presentation Video Sdentity Proofing Training Video Identity Proofing Stides Authorized Representative Training Video Authorized Representative Stides
5 September 27, 2023	Open Enrollment and Renewals	Presentation Video 2023 Income Levels for 2024 QHP Enrollment

ASSISTOR SUPERVISOR TRAINING



- In addition to the recertification requirements for all Assistors, every individual who has been designated a primary contact at an assistor agency will need to view and attest to watching the supervisory training webinar.
- We will share the link to the training when we send out the recertification information to agencies.
- We will collect the date in which supervisors watched this webinar along with a signed Assistor Agency Agreement during our annual review of Recertification information for your assistors.

Individuals & Families Employers Assistors & Brokers Info & Events

News & Events » Assistor Agency Supervisor Training

Assistor Agency Supervisor Training

September 30, 2021

The New York State Department of Health has posted a training for assistor agency supervisors. The goal of this training is to provide a broad overview of the responsibilities of a primary contact or supervisor of an assistor agency and provide resources for managing groups of assistors.

The Assistor Agency Supervisor Training includes the following topics:

- · Assistor Certification Training, Registration, and Recertification
- · Dashboard Management and the AOM Role
- Contact Information and Staff Changes
- · Monitoring and Reports
- · Outreach, Customer Service, and Additional Resources

You may view the recording of this training at the following link: https://meetny.webex.com/meetny/ldr.php?RCID=1455c422bcc955981390d6285c3e64e3

If you have any questions regarding this training, please email Assistor.Admin@health.ny.gov.

News Type Webinars

Attachments

Attachment	Size
Assistor Agency Supervisor Training Presentation.pdf	731.46 KB

THANK YOU FOR JOINING US!



- Please complete the survey:
 - Evaluation of Webinar: 2024 QHP and EP Plan Line UP
- As always, watch for the video and materials to be posted to: http://info.nystateofhealth.ny.gov/SpringTraining.

