



Navigator Program Engagement Webinar #3

Wednesday, December 18, 2019
9:30 am – 11:30 am

Outreach & Sales Division | Account Services Team

Webinar Housekeeping

Recording

- Today's webinar session will be recorded.

Participants

- Please use the dial-in feature.
- Select the "Raise Your Hands" icon feature if you would like to speak. We will unmute you and announce your name to speak.

Notetakers

- We will have notetakers to document your feedback and comments.

Technical Difficulties

- Submit technical difficulty comments/questions via chat feature so we can assist you.

Agenda

1. Presentation on the Mandate/Subsidy/Penalty
2. Program/Unit Updates
3. CEC Delegation-Only Hotline
4. Bi-Monthly Progress Report changes
5. Questions/Comments
6. Next Steps



Navigator Program: Mandate/Subsidy/Penalty

CALIFORNIA'S NEW LAWS TO PROTECT AND BUILD ON THE AFFORDABLE CARE ACT

- In late June, the Governor signed the state's 2019-20 budget which:
 - Established a state subsidy program providing premium subsidies over the next three years for eligible individuals with incomes **at or below 138 percent** of Federal Poverty Level (FPL), **above 200 percent**, and **at or below 600 percent** of the FPL (incomes of \$75,000 for individuals and \$150,000 for families of four).
 - Restores the California individual mandate and penalty starting on January 1, 2020.

IMPROVING AFFORDABILITY FOR CALIFORNIANS

- California is the first state in the nation to provide premium subsidies for middle-class consumers with incomes between 400 and 600 percent of the FPL.
- Covered California enrollees, who currently receive federal financial help could be eligible for additional state subsidies, helping to make their premium costs even more affordable.
- To receive state subsidies, individuals must purchase coverage through Covered California and otherwise meet eligibility requirements for federal premium subsidies, except for the income requirements for the 400 to 600 percent FPL population.

COST SHARING ASSISTANCE AND PROGRAM ELIGIBILITY

Program Eligibility by Federal Poverty Level for 2020

Medi-Cal and Covered California have various programs with overlapping income limits.

SEE NOTE BELOW FOR INCOMES IN THIS RANGE

California State Subsidy

Federal Tax Credit

American Indian / Alaska Native (AIAN) Zero Cost Share

AIAN Limited Cost Share

Silver 94 (100%-150%)

Silver 87 (>150%-200%)

Silver 73 (>200%-250%)

% FPL	0%	100%	138%	150%	200%	213%	250%	266%	300%	322%	400%	600%	
Household Size	1	\$0	\$12,490	\$17,237	\$18,735	\$24,980	\$26,604	\$31,225	\$33,224	\$37,470	\$40,218	\$49,960	\$74,940
	2	\$0	\$16,910	\$23,336	\$25,365	\$33,820	\$36,019	\$42,275	\$44,981	\$50,730	\$54,451	\$67,640	\$101,460
	3	\$0	\$21,330	\$29,436	\$31,995	\$42,660	\$45,433	\$53,325	\$56,738	\$63,990	\$68,683	\$85,320	\$127,980
	4	\$0	\$25,750	\$35,535	\$38,625	\$51,500	\$54,848	\$64,375	\$68,495	\$77,250	\$82,915	\$103,000	\$154,500
	5	\$0	\$30,170	\$41,635	\$45,255	\$60,340	\$64,263	\$75,425	\$80,253	\$90,510	\$97,148	\$120,680	\$181,020
	6	\$0	\$34,590	\$47,735	\$51,885	\$69,180	\$73,677	\$86,475	\$92,010	\$103,770	\$111,380	\$138,360	\$207,540
	7	\$0	\$39,010	\$53,834	\$58,515	\$78,020	\$83,092	\$97,525	\$103,767	\$117,030	\$125,613	\$156,040	\$234,060
	8	\$0	\$43,430	\$59,934	\$65,145	\$86,860	\$92,506	\$108,575	\$115,524	\$130,290	\$139,845	\$173,720	\$260,580
add'l, add	\$0	\$4,420	\$6,100	\$6,630	\$8,840	\$9,415	\$11,050	\$11,758	\$13,260	\$14,233	\$17,680	\$26,520	

Medi-Cal for Adults

Medi-Cal for Pregnant Women

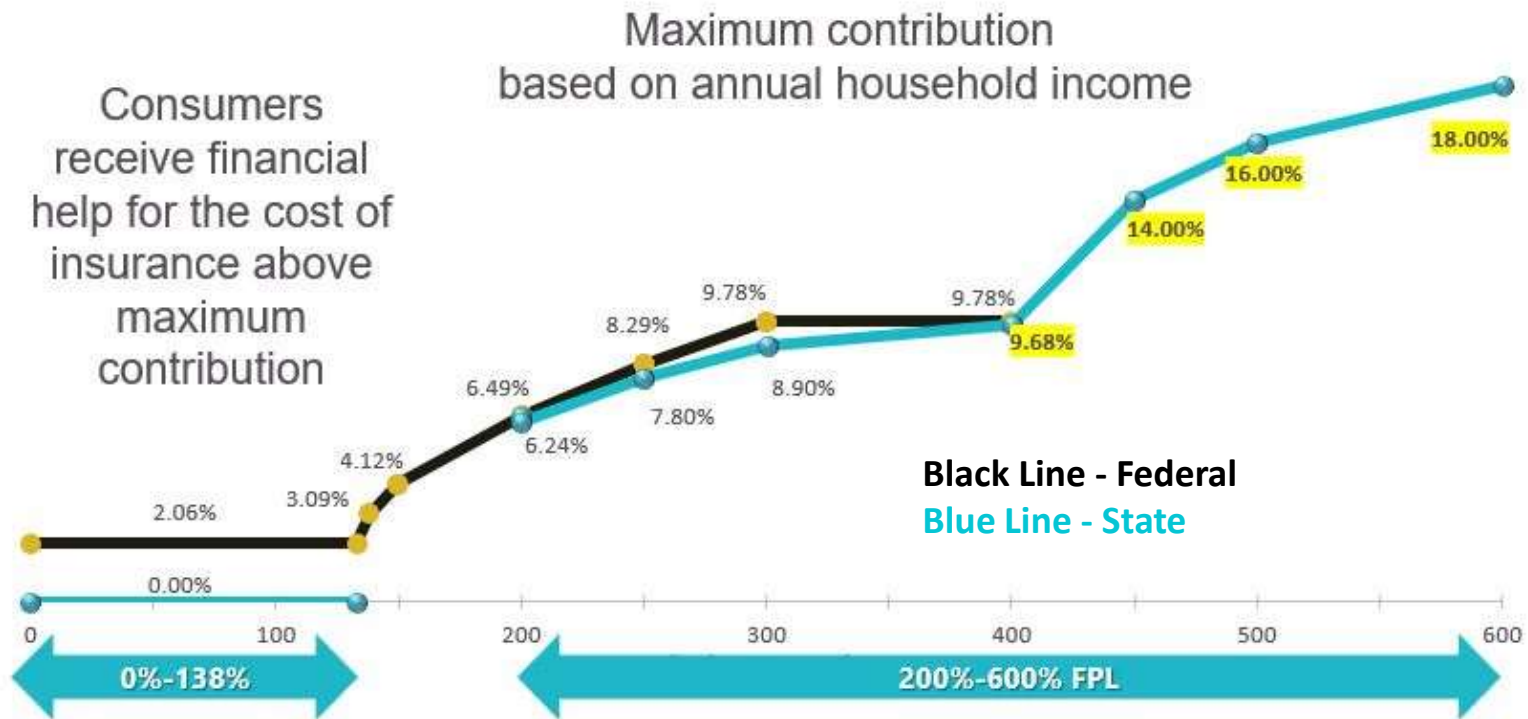
Medi-Cal Access Program (for Pregnant Women)

Medi-Cal for Kids (0-18 Yrs.)

County Children's Health Initiative Program

Note: Most consumers up to 138% FPL will be eligible for Medi-Cal. If ineligible for Medi-Cal, consumers may qualify for a Covered California health plan with financial help including: federal tax credit, California state subsidy, Enhanced Silver plans and AIAN plans.

2020 STATE REQUIRED CONTRIBUTION LEVELS



SUBSIDY RECONCILIATION

- Federal premium subsidies are reconciled at year end through the IRS.
- State premium subsidies will also be reconciled at year end through the Franchise Tax Board (FTB).
- Reconciliation adjusts consumers' final premium subsidy based on their year end income compared to the income they projected when they applied for coverage.

KEY ELEMENTS OF CALIFORNIA'S INDIVIDUAL MANDATE AND PENALTY

- Starting January 1, 2020, California residents are required to enroll in and maintain minimum essential coverage, receive an exemption, or pay a penalty.
- The individual mandate and penalty closely mirrors the federal structure that was in place prior to the penalty being “zeroed out” by Congress, with adjustments for California’s filing threshold and other adjustments needed for a state-level penalty.
- Covered California would grant exemptions year-round for hardship and religious conscience; Franchise Tax Board would grant additional exemptions (e.g., low income, unaffordability of coverage, short-term gaps in coverage) through the tax filing process.
- Penalty is the greater of \$695 per adult (\$347 per child) or 2.5% of annual household income above the tax filing threshold.
- Revenues generated from the penalty would partially offset expenditures for new state subsidies.

INDIVIDUAL MANDATE PENALTY

GET COVERED!

Starting in 2020, a new law requires all California residents to have health insurance or pay a penalty. You can avoid paying a penalty if you have health coverage that meets state requirements. And, with additional financial help now available through Covered California, you may find it easier to afford health insurance.



Getting Health Coverage is Easier and More Affordable Than Ever With the New State Subsidy

If you are not covered by your employer's health plan, or have other qualified coverage, you can go to CoveredCA.com to see if you are eligible for financial help.

Financial help may be available to lower your monthly cost for coverage.

You can shop and compare qualified health insurance plans.

Remember, you will want to select a plan that best suits your needs, and enroll during open enrollment which starts **October 15th** and ends **January 31st**.



Paying the Penalty for Not Having Health Coverage

If you aren't covered for most of the year in 2020 you could face a penalty at tax time unless you qualify for an exemption.

The penalty for a family not having health insurance in 2020 could be \$2,000 or more.



Some Individuals May Not Have to Pay a Penalty if They Qualify for an Exemption

Exemptions through Covered California:

- **Affordability:** If the lowest cost Bronze plan or employer plan exceeds 8.24% of your household income.
- **General Hardship:** Homelessness, eviction or foreclosure, domestic violence, death of a family member, natural disaster, bankruptcy, medical expenses and other conditions.
- **Religious Conscience:** A member of a recognized religious sect or division who is opposed to acceptance of the benefits of any private or public insurance.

Exemptions through Franchise Tax Board:

Most exemptions from the mandate will be claimed when filing 2020 state income tax returns in early 2021. A full listing of exemptions can be found on the FTB website: www.ftb.ca.gov

Estimates of the Penalty for Not Having Health Insurance*	
Individual	Minimum \$695
Married Couple	Minimum \$1,390
Family of 4 (2 Children)	Minimum \$2,085

*FTB Regulations regarding the mandate penalty are being finalized and may change. See reverse for sample calculations for the 2020 calendar year.

How to estimate your penalty

The penalty will either be a flat amount based on the number of people in the household or a percentage of the household income.

Individuals will pay the higher amount of the two calculations:

FLAT AMOUNT

You pay \$695 per adult and \$347.50 per child.

PERCENTAGE OF HOUSEHOLD INCOME

You pay 2.5 percent of your gross income that is above the filing threshold based on your tax filing status and number of dependents.

For Example

A family of three, two parents and one child, with a gross household income of \$150,000.

FLAT AMOUNT

\$695 per adult, \$347.50 per child: $(2 \times \$695) + (1 \times \$347.50) = \$1,737.50$

PERCENTAGE OF HOUSEHOLD INCOME

2.5% of income over filing threshold: $(\$150,000 - \$49,085) \times .025 = \$2,522.88$

Consumer pays the higher of the two calculations, in this case it would be \$2,522.88



*Tax filing thresholds vary by household size and composition. When available, complete 2019 tax filing threshold information will be posted at www.ftb.ca.gov



Navigator Program: Program/Unit Updates

Navigator Program Updates

- Productivity Report
 - Data warehouse issues continue
 - Cumulative report issued during October
 - November Productivity report in review currently
- Account Services Staff Changes
 - Daniel Rivas resigned, seeking new opportunities
 - The Account Services Section Manager position is currently vacant
- New collateral being issued
 - Addresses Public Charge, as well as cobranded info sheet on Penalty



Navigator Program: CEC Delegation-Only Hotline

CEC Delegation-Only Hotline

- CEC only phone line
- Will handle Delegations only
- M-F 8am-6pm

Certified Counselors have access to a new Service Center functionality: a **delegation-only line**! With this line, a consumer can delegate you to their case without the additional application review and questions that normally happen during a call to the Service Center.

Please note: Service Center representatives on this delegation-only line cannot handle additional questions, case issues, or application support. Any caller needing additional assistance will be transferred back to the main call queue.

How To Reach the Delegation-Only Line

Call (888) 680-2565

For assistance with Counselor Certification – Please email your request or question to CommunityPartnerCertSupport@covered.ca.gov



Navigator Program: Bi-Monthly Progress Report Changes

Bi-monthly Progress Report Enhancements

Actions Taken

- *Decreased overall number of sections from 13 to 9*
- *Added pick-list and narrative options instead of quantitative reporting*
- *User does not have to complete the entire form in one sitting*
- First reports have been submitted after changes have gone live
 - Most have been reviewed and approved
 - Great feedback has been received via the reports



Navigator Program: Questions/Comments

Feedback and Comments

- Click on the icon, “Raise Your Hands”
- We will unmute you and announce your name to speak

OR

- Type your comments in the “chat box” and we will share it out.

Next Steps

- Release an FAQ based on this session
- Communicate a date and time for the next engagement webinar
- Continue to collect feedback and enhance Navigator program



COVERED
CALIFORNIA

Thank You!