

PPACA Update

11/20/14 IMAC Meeting

REN Coordinator/Contracts

- All but 1 of the 11 REN Contracts has been issued. The Richland County contract is routing internally due to a late switch from Dane being the prime on the contract.
- 6 of the 11 counties/consortia are sub-contracting with a local organization to provide the REN Coordinator.
- Some of the counties or sub-contractors will be using multiple staff to provide the REN Coordinator services.
- We have scheduled a training/collaboration session on Wednesday, December 3 from 10:00 AM to 4:00 PM in Wausau (Rib Mountain Municipal Building). DHS is working with WPHCA on the agenda, more details to follow shortly.

2015 Open Enrollment and Reporting Issues

- In the initial days following the start of 2015 open enrollment, no issues have been reported to DHS.
- For the 2015 open enrollment period the regional CMS office will not be responding to specific cases or issues via email. Due to PHI/PII requirements and CMS' internal processes and procedures, the regional CMS office is requesting that assisters (CACs, Navigators, etc.) helping consumers complete applications and renewals report and ESCALATE all issues through the federal Marketplace Call Center (1-800-318-2596). The regional CMS office may be assigned the case depending on the specific issue. Also, if county workers are assisting consumers with their applications or renewals and the consumer wishes to authorize the county worker to speak on their behalf please make sure to review the CMS requirements as they relate to maintaining confidentiality:
<https://marketplace.cms.gov/technical-assistance-resources/obtain-consumer-authorization.pdf>
- While CMS will not be responding to specific cases via email, DHS would still like the counties/consortia to report issues (without identifying the specific person) and/or trends as they are assisting consumers. DHS staff have weekly meetings with CMS staff and will be able to communicate issues/trends to both the CMS central and regional offices. Issues related to healthcare.gov and the federal Marketplace may be reported to Craig Steele (craig.steele@wisconsin.gov).