



Scenario Workshop 2018

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Case Scenario #1

Luisa and Pedro are married with three children. Pedro is a DACA recipient, Luisa is currently in the process of applying for her Employment Authorization card, and their three children are U.S citizens. Luisa and Pedro both work and have a combined monthly gross income of \$5,300. Luisa and Pedro are interested in applying for their family since their employers currently do not offer health insurance. They meet with a Navigator during Open Enrollment to see what's available.

Who is potentially eligible for Marketplace coverage?

- A. Luisa only
- B. Luisa and Pedro
- C. Everyone
- D. Only the children

Case Scenario #2

Nancy and her husband, Luis, come to your office during Open Enrollment to renew their Marketplace plan. Nancy and her husband state that they will continue to receive a gross amount of \$24,000 a year. However, they would like to report that they will not be claiming their 19 year old son because he will be filing his own taxes. In the past years they would claim their son because his income was below the threshold. Once the application was submitted and the changes reported the eligibility letter stated that they were eligible to buy health insurance through the Marketplace. It also stated that they would receive APTC in the amount of \$560 a month. Nancy does not understand why they are going to receive less in APTCs if they were reporting two incomes last year.

What can you offer Nancy and Luis if they are not in agreement with their subsidy amount?

- A. Nothing, the determination is final.
- B. Help them submit an appeal through HealthCare.gov.
- C. Print the appeals form, help her complete the form and provide them with the address to mail it.
- D. Tell her to select a plan and then submit an appeal so she doesn't get penalized.

How many days do Nancy and Luis have to submit their appeal?

- A. 45 days
- B. 30 days
- C. 90 days
- D. No time

The Navigator must recommend or provide legal advice to the consumers with respect to the right to appeal.

- A. True
- B. False

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Case Scenario #3

Carolina and Pedro are married. Carolina is a DACA recipient and Pedro recently received his LPR (Lawful Permanent Resident) status on August 1, 2018. Carolina and Pedro have two girls (Karen and Kiara) who are U.S Citizens. Carolina just found out that she is pregnant with twins. Pedro is the sole provider for his family and is makes \$4,800 a month before taxes. Pedro is worried that Carolina won't have any coverage by the time she's due. During Open Enrollment, Pedro applies for Marketplace coverage for his family.

Carolina will be eligible to enroll in the Marketplace.

- A. True
- B. False

Which family members may be eligible for the Marketplace coverage?

- A. Pedro
- B. Karen and Kiara
- C. Pedro, Karen and Kiara
- D. None

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Case Scenario #4

Ben and his wife Andrea come into the office on September 10, 2018 seeking help with their health insurance options. They had previously submitted a Marketplace application and were determined AHCCCS eligible. Ben doesn't understand why they would be sent to AHCCCS when their coverage ended on August 31, 2018 when he started receiving his SSDI in the amount of \$1,800 a month. Since he was confused he decided not to continue with the application. Ben also explained that Andrea is pregnant and only receives \$1,000 a month in SSI.

What are your next steps with Ben and Andrea? Select all that apply

- A. Submit an application for AHCCCS like Marketplace asked.
- B. Tell them there's nothing you can do and that AHCCCS and the Marketplace will have to sort it out.
- C. Explain to Ben that the SSI income his wife is receiving is not countable income for Marketplace which is why the Marketplace determined them AHCCCS eligible.
- D. Inform Ben that you will help him review the application and upload the AHCCCS denial letter.

Could Andrea be potentially eligible for AHCCCS?

- A. Yes
- B. No

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Case Scenario #5

Catalina is a young woman with diabetes who is eligible for a silver plan on the Marketplace. Catalina is very stressed because she needs to take prescription drugs on a daily basis and she's worried that her plan won't cover them. What next steps should the Navigator take to ensure that Catalina understands her plan options and coverage?

What should the Navigator do? Select all that apply.

- A. Ask Catalina to provide the list of providers and prescriptions that she's currently seeing and using.
- B. Explain the QHPs and how they work with the subsidies.
- C. Inform Catalina that all the plans will cover her medications.
- D. Show Catalina how to search providers and prescriptions through HealthCare.gov

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Case Scenario #6

Sam is 29 years-old and is a member of the Tohono O'Odham tribe. Sam is a local entrepreneur and estimates that he will earn \$50,000 in 2018. Kat is 26 years-old and is married to Sam. She is not a member of a federally recognized tribe. Kat owns a small catering business (no other employees) and estimates that she will earn \$8,000 in 2018. Sam and Kat have two daughters: Elizabeth, 5 years-old, and Ella, 3 years-old. Both girls are members of the tribe. Last year, Kat was still covered under her parents' plan. This year, the whole Shepherd household wants to enroll in a Marketplace plan.

Is Kat eligible for year-round enrollment?

- A. Yes
- B. No

If the family applies on a single application, do all members receive the special tribal benefit of the ability to change plans monthly?

- A. Yes
- B. No

Case Scenario #7

Marcus is a former employee of Hexcel LLC, but now receives long-term disability payments of \$2,000 per month gross. He is enrolled in a COBRA plan that his former employer subsidizes. Marcus pays \$150 per month. He received a letter stating that his former employer will no longer be paying the subsidy for his COBRA plan. His plan will now be \$560 per month. It is outside the Open Enrollment period and Marcus is looking for assistance to enroll in new health coverage.

Marcus qualifies for a Special Enrollment Period (SEP) from Healthcare.gov.

- A. True
- B. False

What special enrollment period status would he qualify under?

- A. Loss of minimum essential coverage
- B. Denied Medicaid
- C. Affordability

Would he qualify for Advanced Premium Tax Credits (APTC)?

- A. No, Marcus will not receive APTC because he is enrolled in COBRA.
- B. Yes, Marcus former employer stopped contributing to his COBRA coverage, requiring him to pay the full cost.
- C. No, Marcus only qualifies for APTC during Open Enrollment.

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Case Scenario #8

Lorena is 62 years old and hasn't had any income in the last seven months. In August of 2018 she started receiving \$1,700 a month from her retirement. Lorena knows that she will no longer be eligible for AHCCCS benefits and reports the change to DES. Lorena is eligible for a SEP and she meets with a Navigator to apply for coverage through the Marketplace. Lorena projects that her income will be \$8,500 for 2018. The Marketplace determines that she is not eligible for subsidies since her income is below 100% of the FPL.

Can Lorena appeal the Marketplace determination?

- A. Yes
- B. No

If Lorena submits an appeal how would she submit it? Select all that apply.

- A. By fax
- B. Submit it through healthcare.gov
- C. Send it through the mail
- D. Call the Marketplace

Case Scenario #9

Brad and Carrie are married and file taxes together. Brad is the sole provider of the household and is projected to make a gross income of \$60,000 for 2018. Brad is offered employer sponsored insurance for him and his wife but he is not sure if he can afford it. He only has a couple more weeks until his employer's open enrollment ends. Brad and Carrie are curious about what other options they may have so they make an appointment with a Navigator during the Marketplace Open Enrollment period. Brad brings the Employer Coverage Tool to his appointment. Brad's employee only premium is \$150 per month. If he adds his wife he'll have to pay \$700 a month.

What percentage of the household annual income goes towards the employer sponsored insurance premium?

- A. 3%
- B. 14%
- C. 25%
- D. 2%

How do you assist Brad and Carrie with their next steps? Select all that apply

- A. You do nothing.
- B. You submit the Marketplace application, view the plans and tell them that the QHP's in the Marketplace are the better option.
- C. You explain the affordability guidelines and its impact on subsidy eligibility.
- D. You take them through the application and compare the Marketplace QHP's with Brad's employer sponsored insurance.

What is the affordability threshold for 2018?

- A. 10.1%
- B. 9.75%
- C. 8.96%
- D. 9.56%

Case Scenario #10

Beth comes into your office during Open Enrollment to apply for health insurance for her family. Her family consists of her husband David, who is currently incarcerated and will be released in 2020, their common children Sam (12 years old), Manny (3 years old) and her oldest son John (17 years old) from her previous marriage. Beth is a receptionist for a construction company and earns a gross income of \$4,000 a month. Beth will be filing taxes as head of household and will be claiming the three children as dependents. Beth's job does not offer health insurance and is worried about John because he's had several asthma attacks in the past month.

What programs is the family potentially eligible for? Select all that apply.

- A. AHCCCS
- B. KidsCare
- C. Marketplace
- D. None

Beth is able to apply for Marketplace coverage for her husband even though he is incarcerated.

- A. True
- B. False

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Case Scenario #11

Maria and Arthur have been married for 10 years and have two children Andres and Arthur Jr. Arthur lost his job and his health insurance on August 27, 2018. Maria works as a caregiver and earns a gross amount of \$1,400 a month. Arthur started working at a construction company earning approximately \$40,000 a year. They do not offer health insurance benefits. Maria and Arthur have informed you that they file taxes as "married filing separately" each claiming one child as a dependent. Maria claims Andres and Arthur claims Arthur Jr.

Maria and Arthur will be eligible to receive APTC and CSR.

- A. True
- B. False

They are eligible to buy health insurance through the Marketplace.

- A. True
- B. False

Case Scenario #12

Andrew moves in with his girlfriend Molly. Molly and Andrew have a 2 year old named Mia. Molly also has a son, Jason, from a previous relationship. Andrew is a Legal Permanent Resident of two years. Molly and the two children are U.S citizens. Andrew and Molly both work. Andrew earns a monthly gross income of \$2,100 and Molly earns a gross monthly income of \$1,200. Andrew and Molly file their taxes separately. Andrew claims Mia and Molly claims Jason.

Who is potentially eligible for AHCCCS?

- A. Molly and Jason
- B. Andrew, Molly, and Jason
- C. Jason
- D. None of the above

Who is potentially eligible for KidsCare?

- A. Mia
- B. Jason
- C. Mia and Jason

Andrew is eligible for AHCCCS

- A. True
- B. False

Case Scenario #13

Blaine has been receiving SSDI in the amount of \$1,500 a month since January 1, 2018. Blaine's AHCCCS coverage was terminated on January 31, 2018 for being over income. Blaine states that he was not worried because he knew that he would go into Medicare. Blaine has been feeling sick and went to see a doctor but when he got to his appointment he was charged \$85. Blaine requested an explanation and was informed that his AHCCCS coverage had ended and he had no other health insurance. Blaine comes into your office on May 10, 2018 because he was under the impression that because he has been receiving SSDI he automatically qualifies for Medicare. He wants you to help him understand why he's paying for his medication and doctor visits.

Is Blaine eligible for Medicare?

- A. Yes
- B. No

Does Blaine qualify for an SEP?

- A. Yes
- B. No

What would you do next? Select all that apply.

- A. Explain to Blaine when he would be eligible for Medicaid
- B. Provide him with the HealthCare.gov list of Brokers.
- C. Give Blaine the information to a SHIP Counselor for Medicare.
- D. Submit an application for Marketplace and Medicaid.
- E. Provide the dates for OE6

Case Scenario #14

Tim is divorced and has custody of his two children. He was recently approved for KidsCare but is unsure of how to pay the monthly premium. He makes an appointment with an Assistor and asks several questions.

How can KidsCare payments be made? Select all that apply.

- A. Via online payment service
- B. Mailing payment to AHCCCS
- C. Sending cash to DES office
- D. Via Phone

What information do you need to have in order to register for the online payment portal?

- A. Biller account number
- B. Online enrollment code
- C. Bank account information
- D. Only B and C
- E. A, B and C

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Case Scenario #15

Diane, a 25 year-old college student, is self-employed. She grosses \$42,000 per year, but her net income is \$23,000 per year. She is also part of the Hopi tribe and sells her Native American art and grosses an additional \$5,000 per year. She wants to apply for health insurance outside the Open Enrollment period. Please answer the following questions.

Is Diane able to enroll in health insurance outside the Open Enrollment period?

- A. Yes
- B. No

When you are completing Diane's application should you count her income from selling Native American art as part of her income?

- A. Yes
- B. No

Case Scenario #16

Georgina is 50 years old and works at McDonald's. Georgina makes \$662 before taxes twice a month. McDonald's pays for Georgina's health insurance premium and dental insurance. Georgina has been diagnosed with type 2 diabetes and is concerned that she won't be able to pay for her medication. Georgina explains that she sometimes can't even pay for her co-payment of \$20 to see her regular physician.

Is Georgina Eligible for AHCCCS?

- A. Yes
- B. No

Georgina will have to end her employer based coverage before she can start with her AHCCCS benefits.

- A. True
- B. False

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Case Scenario #17

On August 26, 2018 Marissa and her husband, Gustavo, came into the Navigator's office to discuss their health coverage options for their two children. Marissa explained that as of February 28, 2018 she had lost her employer sponsored health coverage, including coverage for the rest of her family because she went from full time to part time. Marissa's yearly income for 2018 will be \$15,000. Her husband is self-employed and earns \$55,000 a year. Marissa's neighbor told her that the Marketplace plans are expensive and that she should look into KidsCare. Gustavo is concerned that they have not had insurance for seven months.

Will Marissa and her family have a tax penalty?

- A. Yes
- B. No

Will Marissa have to pay the tax penalty?

- A. Yes, because they have been without health insurance for more than three consecutive months.
- B. No, because they can file a hardship exemption for living in a county with one issuer.
- C. No, because there is no more individual mandate.

As a Navigator, what could be potential next steps? Select all that apply.

- A. Give them the dates for the next Open Enrollment period.
- B. Go over the subsidies that are available in the Marketplace.
- C. Tell them to apply for KidsCare.
- D. Provide them with a list of brokers in their area from HealthCare.gov.

Case Scenario #18

David lives on the Navajo Reservation. He works different jobs and earns around \$40,000 annually. David has a 6-year old son, Landon, who is also a Tribal member. David and Landon use the Indian Health Service (IHS) for all of their health care needs. Luckily, there is an IHS hospital and health center close by that they can go to when they need health care. David is satisfied with the care they receive and does not want to enroll in a Marketplace QHP.

Does David currently have Minimum Essential Coverage?

- A. Yes
- B. No

What are David's options?

- A. Pay the individual shared responsibility payment
- B. Enroll in a marketplace or Medicaid plan to gain MEC
- C. Apply for an exemption to the individual shared responsibility payment
- D. All of the above

Case Scenario #19

Edgar is 63 years old and retired. Edgar made an appointment during Open Enrollment to see a Navigator because he wanted assistance in reviewing his health coverage options. Edgar was previously covered under AHCCCS health insurance, but became ineligible due to a change in his income. Edgar currently receives \$1,400 from Social Security and receives a monthly disbursement of \$2,000 from his 401k. Edgar is not sure if he'll qualify for subsidies through the Marketplace.

Is Edgar eligible to enroll in the Marketplace?

- A. Yes
- B. No

Edgar does not have to report the money he is retrieving from his 401k.

- A. True
- B. False

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Case Scenario #20

Kurt is 55 years old and comes into your office to renew his AHCCCS benefits. Kurt recently started a part time-job and makes \$1,400 a month before taxes. Kurt also receives \$1,200 a month from SSDI. Kurt is very worried that he could lose his coverage because he is currently receiving treatment for his anxiety, depression and high cholesterol.

Will Kurt continue to receive AHCCCS under the adult category?

- A. Yes, because he continues to meet the income requirements within the category.
- B. No, because his part time job and SSDI income will now make him eligible under Freedom to Work.
- C. No, because he's receiving SSDI and potentially eligible under SSI-MAO category.

What is Kurt's countable income?

- A. \$1,002
- B. \$2,402
- C. \$1,400

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Case Scenario #21

Ross comes into your office to apply for AHCCCS for his girlfriend Rachel and her children Monica and Chandler. During the interview, Ross explains that he works the third shift at Elite Warehouse earning a total of \$1,200 a month. Rachel works the first shift at Elite Warehouse and earns the gross amount of \$1,500 a month. Rachel also receives \$100 a week in child support for the care of Monica and Chandler. Rachel works during the morning and has asked Ross to go in and apply for her. Ross states that even when they lived in New Mexico he was the one submitting the application. Ross has all the required documentation and is asking you to help him apply.

What would be the best course of action?

- A. Submit the application-** Since he has all the documents with him he must be telling the truth.
- B. Reschedule the appointment- Provide** him with an Authorized Representative form and ask him to schedule another appointment to apply on Rachel and her children's behalf.
- C. Submit the application- Give** him the forms after and ask him to bring it back to you at a different time.
- D. Submit an application and schedule another appointment-** Let him know that you can submit an application for him but will need to schedule another appointment to apply on Rachel and her children's behalf. You provide him with the Authorized Representative form that needs to be filled out by Rachel.

Who can be an Authorized Representative? Select all that apply.

- A. Neighbor
- B. Family member
- C. Partner
- D. Assistor Organization
- E. All of the above

Case Scenario #22

Matthew and Bryan are married and live with their two adopted children Samantha and Allen. Samantha was diagnosed with asthma three months ago and is taking several medications to control it. Bryan lost his job two months ago and as a result of this, his family lost their health insurance. Matthew is now the sole provider for his family and is earning a monthly gross income of \$4,500.

What programs are Samantha and Allen potentially eligible for?

- A. AHCCCS
- B. Marketplace
- C. KidsCare
- D. None of the above

Samantha and Allen have to wait 90 days to apply for KidsCare.

- A. True
- B. False

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Case Scenario #23

Alejandra received a Health-e-Arizona Plus notice to renew her AHCCCS benefits by May 15, 2018. Alejandra had recently received an increase in her income, and knew that she would no longer be eligible for benefits. Health-e-Arizona Plus sent her a letter stating that her benefits were being terminated as of June 30, 2018 for not renewing on time. Alejandra started to experience some health problems and made an appointment with a Navigator for October 5th to apply for coverage through the Marketplace.

Is Alejandra eligible for SEP?

- A. Yes
- B. No

How many days does the client have to report a change in income to DES?

- A. 5 days
- B. 10 days
- C. 15 days
- D. Immediately

Case Scenario #24

Kassandra and Oscar are married and have a blended family. They each have a child from a previous relationship as well as one child from their current marriage. Oscar and Kassandra moved to Arizona five weeks ago and lost their employer sponsored coverage. Kassandra started a part time job as a waitress in local restaurant earning \$2,100 a month before taxes. Kassandra is also receiving \$400 in child support from her ex-husband. Oscar works at Amazon earning a monthly gross amount of \$3,000. Kassandra and Oscar plan to file 2018 taxes as married filing jointly and claiming all the children as dependents.

Who is eligible to enroll in the Marketplace?

- A. Kassandra and Oscar
- B. Only common children
- C. Step-children
- D. The entire household

What SEP does family qualify under? Check all that apply

- A. Change in household
- B. Change in residency
- C. Change in income
- D. All of the above

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Case Scenario #25

Alisa and Mike are married with three kids. Alisa is a DACA recipient and her husband Mike is a Legal Permanent Resident of four years. They have two common children Nancy (6 years old) and Melissa (7 years old) who are both U.S citizens. Tony, the oldest of the three is 10 years old and a U.S citizen. Tony is from Mike's previous relationship. Mike receives \$500 a month in child support for Tony's care. Mike is the sole provider of the family and earns \$3,900 a month in gross income. Mike and Alisa plan on filing their taxes jointly and will claim all three children as dependents. They make an appointment to see if they can apply for AHCCCS.

Do you include the \$500 from child support in their application?

- A. Yes
- B. No

Who is potentially eligible for KidsCare?

- A. Nancy, Melissa and Tony
- B. Nancy and Melissa
- C. No one

Alisa and Mike can apply for coverage through the Marketplace.

- A. True
- B. False

Case Scenario #26

Tanya and Sean are married and have coverage through the Marketplace. They have a silver plan and are receiving APTCs and CSR. Tanya will be turning 65 on November 2nd of this year. Tanya makes an appointment with a Navigator to discuss the upcoming changes. Tanya explains that she spoke with a community representative at a health fair who stated that she can have both Marketplace and Medicare as long as she does not take Medicare Part B. Tanya knows that she will receive part A starting November 1, 2018 because she earned sufficient credits. Her husband who is 63 years old will continue to have coverage through the Marketplace but is also considering having Medicare and Marketplace coverage.

Medicare part A counts as minimum essential coverage.

- A. True
- B. False

If Tanya decides to keep her Marketplace coverage will she still be eligible to receive subsidies as long as she waives Medicare Part A and B.

- A. Yes
- B. No

Case Scenario #27

Carlos (60 years old) and Nadia (58 years old) are married and are caring for their 12 year old granddaughter Emily. Carlos is a self-employed mechanic who earns a net income of \$40,000 per year. Emily receives a Kinship payment of \$75 every month. Carlos and Nadia will be filing a joint tax return and they will not be claiming Emily as a dependent. Emily is in need of prior quarter coverage. Carlos and Nadia incurred significant costs from the ER two months ago when Emily broke her arm playing in the playground.

Emily is eligible for AHCCCS.

- A. True
- B. False

What programs are the grandparents eligible for?

- A. AHCCCS
- B. Medicare
- C. Marketplace
- D. None

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Case Scenario #28

Juanita recently separated from her husband and moved to Arizona with her two children. Juanita comes to your office to apply for AHCCCS for herself and her two children. She states that she will be filing taxes separately and will be claiming both of the children as her dependents.

Is it mandatory for her husband to be included in the AHCCCS application?

- A. Yes, because they are still married.
- B. No, because they are not living in the same household.
- C. Yes, because he is the father of the children.
- D. No, they are filing separate taxes, no longer living together and Juanita will be claiming the children as her dependents.
- E. A and C

Case Scenario #29

Lisa is 19 years old and attends Northern Arizona University on a full time basis. Every summer, Lisa comes back to Phoenix to stay with her parents and two younger siblings. Lisa's parents claim her as a dependent on their taxes. They recently received their renewal letter from Health-e-Arizona Plus and are unsure of what to do. They schedule an appointment with an Assistor.

Should Lisa still be included on their renewal application?

- A. Yes, because her parents claim her as a dependent.
- B. No, because she is attending college on a full time basis.

Lisa's parents need to obtain an Authorized Representative form in order for them to apply on her behalf.

- A. True
- B. False

Case Scenario #30

Aracely is seeking insurance for her and her two children Mario and Raquel. Aracely recently separated from her husband and rented her own apartment. However, Aracely and her husband plan on filing their 2018 taxes jointly. Aracely and her husband Manny will claim both of the children as dependents. Aracely works at Angry Crab earning \$1,300 a month before taxes and Manny works at FedEx earning \$2,000 a month before taxes. Aracely is applying for AHCCCS for the children and herself. Aracely comes to her appointment with all her information with the exception of her husband's information.

How would you proceed with Aracely?

- A. Submit the application since he does not live in the same house his information will not be asked.
- B. Reschedule the appointment since they will file taxes together and claim both of the children as dependents. Manny must be included at the beginning of the application
- C. Submit the application, but explain that because they are filing taxes together she will need to provide proof of his income.
- D. None of the above

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Case Scenario #31

Laura is a single mother of four children; Nicolas (2 years old), Jovani (4 years old), Nathan (6 years old) and Axcel (19 years old and attends high school). Laura meets with a Navigator to review their health coverage options. Laura and her son Axcel recently got hired through a temp agency. Laura will be a full time (40 hours a week) employee earning \$18 per hour. Laura will be getting paid on a weekly basis. Axcel will be part-time (20 hours per week) earning \$12 per hour. Axcel will be paid every two weeks. Laura will only claim Nicolas as a dependent on her 2018 taxes. Axcel will file as single with no tax dependents. Nathan and Jovani have health insurance through their father who will be claiming them as dependents on his 2018 taxes.

What programs does the family qualify for? Select all that apply.

- A. KidsCare
- B. Marketplace
- C. AHCCCS
- D. None

What is Laura's yearly income?

- A. \$34,560
- B. \$29,120
- C. \$27,555
- D. \$37,440

Does Laura need an Authorized Representative form for Axcel?

- A. Yes
- B. No