pennie

connecting Pennsylvanians to health coverage

this meeting will be recorded for the purpose of taking minutes

Conference Call Etiquette

- Please mute your line if you are not speaking.
- Identify yourself before you speak.
- If you are on the phone and logged in via web, turn off your computer speakers.
- Please press *6 to unmute your line.
- The chat is reserved for Advisory Council members.

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pennie
connecting Pennsylvanians to health coverage

Advisory Council Meeting

September 23, 2020

Meeting Agenda

1. Preliminary Matters
2. Pennie Milestone Review
3. Policies for Broad-based Exceptional Circumstances SEPs
4. Pennie Customer Experience
5. Pennie Producer Experience
6. Adjournment

Preliminary Matters

Preliminary Matters

- Call to Order
- Roll Call
- Approval of Previous Meeting's Minutes
- Opportunity for Public Comment

Pennie Milestone Review

Milestone Review

- Upcoming Milestones
- Building the Agency
- Ready the Core System
- Contact Center
- Stakeholder Engagement
- Ready the Market
- Collaborate with Insurers
- Meet Federal Requirements

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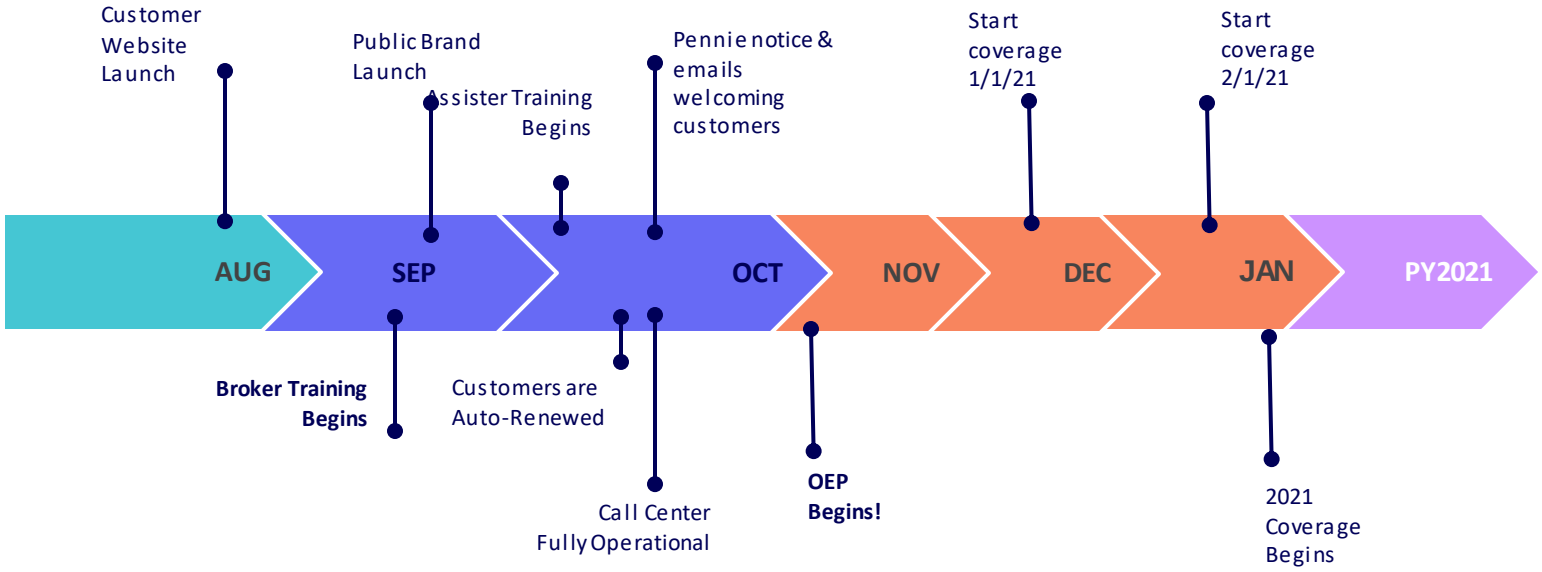
Critical Milestones



Planning Stage
(Ongoing – September 21)

Awareness Campaign
(September 21 – October 31)

Inaugural Open Enrollment Period
(November 1 – January 15, 2021)

Plan Year 2021 and Special Enrollment Period
(January 16 – November 1, 2021)

Agency Updates

Build the Agency

- Second wave of hiring completed
- Organization now includes 23 full-time employees
- Recruitment currently underway:
  - Operations specialist, data and reporting analyst, business analysts, reconciliation specialists, legal assistant
  - Currently accepting applications for a number of positions: Pennie.com/careers

Ready the Core System

- User Acceptance Testing for the “September or 20.9” release is underway and close to completion
  - Production release date: September 24th, 2020
  - This is the system we will be going live with
- Data migration has been completed in production
- Connectivity testing with Medicaid (DHS) is complete

Contact Center

- Fourth CSR training class wrapping up soon and recruitment for 9/28 CSR class underway
- Call Center will be operational for customer and broker/assister calls starting October 9th, 2020
- Call center will operate virtually for upcoming OEP and throughout 2021

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Agency Updates

Stakeholder Engagement

- Producer training went live on September 16th, 2020 and this training will be offered through PSI
  - Over 2,700 pre-registered
  - Over 700 producers have either started or completed their training
  - Average time to complete producer training is 1h 54m.
- Cognosante in partnership with PACHC was selected to serve as Pennie's assister vendor
  - Assister training to go live on October 1st, 2020 and this training will be offered through Cognosante's platform (Pennie's assister vendor)
  - Cognosante & its partners will provide a form of enrollment assistance through appointments and enrollment events this upcoming OE
- Ongoing and increased engagement with customer advocates, state partners, business & community groups

Ready the Market

- Pennie website launched on August 24th, 2020
- Public awareness launch occurred September 22nd, 2020
  - Link to press event can be found at pennie.com under 'Newsroom' tab
- Awareness media campaign kicked off September 21st, 2020

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Agency Updates

Collaborate with Insurers

- Connectivity testing with insurers is complete
- Plan preview deadline for insurers was September 14th, 2020
    - Final plan sign off in system is nearly complete

Meet Federal Requirements

- Formal submission of security documents was made to CMS and subsequently approved
- Pennie submitted a progress letter declaring its intent to transition to CMS and received approval to proceed for OE2021 and beyond
- Authority to Connect (ATC) to federal data sources has been granted and associated testing is complete
- Operational Readiness Review ("ORR") and Open Enrollment Readiness Review ("OERR") are scheduled for next week and will signal final readiness reviews needed to transition successfully

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2020 September Advisory Council Meeting

Exceptional Circumstances SEP Policy Update

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Proposed SEP Policy

Exceptional Circumstances – 45 CFR § 155.420(9)

Proposal	Policy Goal(s)	Benefits	Challenges
Exceptional circumstance SEPs	• Ensure Pennsylvanians have access to health coverage	• Ensures an opportunity to enroll for customers who could not enroll due to circumstances outside of their control	• May differ from current practice

Proposed Approach to Exceptional Circumstances (by category):

1. Individual customer circumstance – staff will evaluate each case based on facts and circumstances

2. **Broad-based circumstance (proactive) – when feasible to identify in advance, staff will bring a specific proposal to the Board for approval which will include criteria and timeline for use (e.g. system backlog at end of OEP)**

3. Broad-based circumstance (reactive) – when unforeseen circumstances arise, staff will prepare a specific proposal to bring to the Board with criteria and timeline; may require emergency meeting (e.g. natural disaster, epidemic)

- Staff recommendation: Adopt approach to exceptional circumstances, by category
  - The proposed approach provides staff with enough flexibility to evaluate individual cases based on facts and circumstances, while ensuring that broad-based circumstance SEPs are evaluated based on the specific scenarios and proposed criteria.

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Broad-based Exceptional Circumstance

High-call volume

Proposal	Policy Goal(s)	Benefits	Challenges
Permit an Exceptional Circumstances SEP if the Pennie call center experiences high-call volume on a coverage deadline day	• Ensure Pennsylvanians have access to health coverage, and the information they need to enroll	• Ensures that customers who could not enroll due to circumstances outside of their control are able to complete the enrollment process	• Call volume not yet known

Circumstances in which the Pennie call center experiences high-call volume on a deadline day (e.g. Deadline for Jan. 1 coverage or on the last day of OEP)

To be considered "high-call volume" one of the following conditions must be met:

- Pennie call volumes are **2x greater** than the previous 7-day average OR
- Pennie call center wait times are **2x greater** than the previous 7-day average OR
- Call center wait times average more than **15 minutes** on a deadline day

Staff Proposal: Provide customers who attest to having tried to contact the call center during a time of high-call volume on a deadline day, with up to 7 additional calendar days to enroll in coverage.

- Dec.15 – Give impacted customers through Dec. 22 to enroll in Jan.1 coverage.
- Jan.15 – Give impacted customers through Jan. 22 to enroll in Feb. 1 coverage.

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Broad-based Exceptional Circumstance

System outage

Proposal	Policy Goal(s)	Benefits	Challenges
Permit an Exceptional Circumstances SEP due to a system outage close to a deadline day	• Ensure Pennsylvanians have access to health coverage	• Ensures an opportunity to enroll for customers who could not enroll due to circumstances outside of their control	• Impact hard to assess until it happens

System outage impacting customers' ability to complete an application for coverage, shop for a plan, or otherwise prevents them from completing the enrollment process during the 7-days leading up to, and including, a coverage deadline day.

A system outage would include, but would not be limited to, one of the following systems being inoperable for a **minimum of two hours**:

- Critical Pennie platforms: Ex. Pennie.com, Eligibility & Enrollment platform, Pennie call center
- Critical eligibility data sources: Ex. the Federal Data Hub

Staff proposal: Provide customers with up to **7 additional calendar days** to enroll in coverage if a significant system outage occurs.

- Dec. 9 - Dec.15 – Give impacted customers through Dec. 22 to enroll in Jan.1 coverage.
- Jan. 9 - Jan.15 – Give impacted customers through Jan. 22 to enroll in Feb. 1 coverage.

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Broad-based Exceptional Circumstance

Natural Disaster

Proposal	Policy Goal(s)	Benefits	Challenges
Permit an Exceptional Circumstance SEP for individuals impacted by a Natural Disaster during an enrollment period.	• Ensure Pennsylvanians impacted by a natural disaster have access to health coverage	• Ensures an opportunity to enroll for customers who could not enroll due to circumstances outside of their control • Adapts existing federal guidelines to PA	• Ongoing Covid-19 emergency declaration • Ongoing Opioid emergency declaration

Provide a SEP for up to 60 days from the **last day of a FEMA-declared emergency or an Emergency Disaster Declaration issued by the Governor** in at least one county during an enrollment period.

- Ex. FEMA emergency is declared in Dauphin County from Jan. 2 – Jan. 6; impacted residents of that county would have up to 60 days from Jan. 6 to enroll in coverage – (through March 7)
- Ex. Gov. Wolf issues an Emergency Disaster Declaration in Northern Tier due to a snowstorm, but is not declared a FEMA emergency; same 60-day SEP would be granted for the affected counties

Staff proposal: **Adopt CMS guidance but expand to include emergencies declared by the Governor:** Emergency and Major Disaster Declarations by FEMA or the Governor of Pennsylvania (*See generally* Special Enrollment Periods (SEPs), Termination of Coverage, and Payment Deadline Flexibilities, Effective August 9, 2018)

- Individuals must attest to the following: 1) they resided in a county with a FEMA-declared emergency or major disaster declaration from the Governor; and 2) the emergency or disaster prevented them from completing enrollment (if enrolling after OEP)
- Provide retroactive coverage as applicable (Ex. Dauphin County resident enrolls Feb. 5 – make 2/1 & 3/1 coverage effective dates available)
- Does *not* include the Governor's opioid declaration

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Customer Experience

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Scenarios

- **Current Customer - Transitioning from healthcare.gov**
- New Customer - Mixed Eligibility Household
- New Customer - Unsubsidized
- Producers
- Assisters

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Current Customer

Transitioning from HealthCare.gov

Meet: Deb Ross

Background

- Age 43
- Blain, PA
- Married with 3 kids
- Part-time grocery store clerk

Goals

- Making ends meet
- A better life
- Staying healthy

Frustrations

- Environment & Lifestyle
- Health conditions
- Technology

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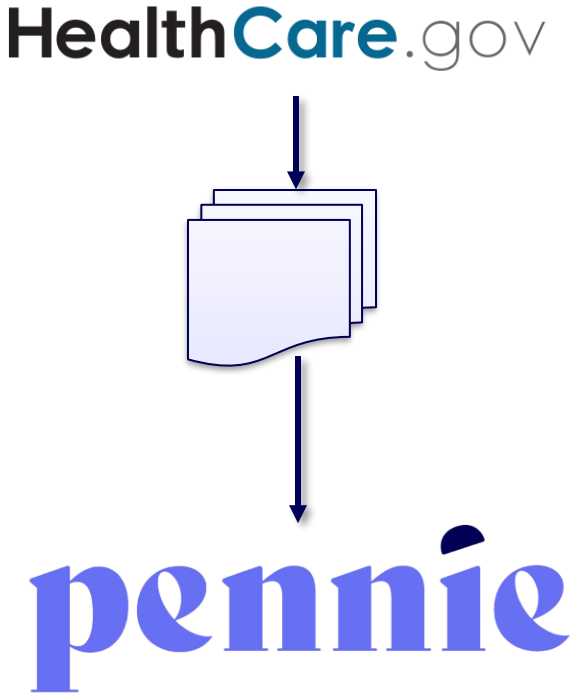
Deb’s Pennie Experience

Data Migration & Autorenewal



- Deb's 2020 PY record is included in large files from CMS. This data is parsed and formatted to be inserted in the GetInsured system. The GI/Pennie/UAT teams validate a sampling of records to ensure this data is brought over correctly and that errors are addressed.

- The renewal process interrogates the 2020 PY records to determine if they are eligible for renewal. This process is phased, with validations performed at each step. First, the 2020 PY records are carried over to 2021 PY. These records then have eligibility redetermined and their plan selection applied. Those records that are renewed have notices created (welcome and eligibility) at the appropriate times.

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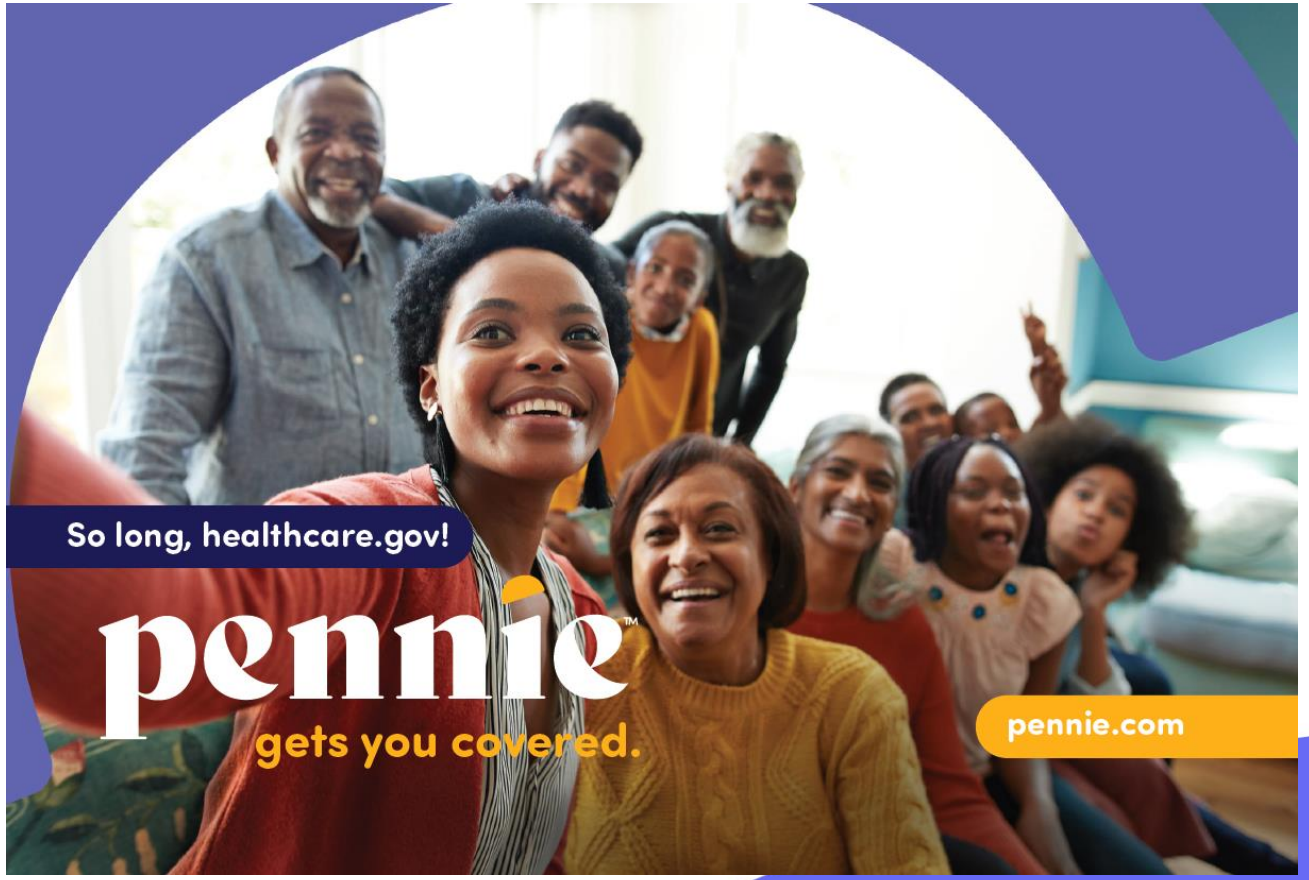
Deb's Pennie Experience

Customer Communications – Welcome to Pennie Postcard

- Delivered week of 10/5



Welcome to
pennie™
connecting Pennsylvanians to health coverage

Pennie is Pennsylvania's official place to shop for, compare and buy medical and dental insurance. It's the **ONLY** place that will link you to **financial assistance** to lower your monthly payment and/or out-of-pocket expenses, if eligible.

Coming from healthcare.gov? You'll now use Pennie to shop and compare plans instead of the federal marketplace. When shopping for plan coverage for 2021, you will now visit pennie.com, and we will send you an access code for the account that has been created for you. Also, keep an eye on your mailbox for notices from healthcare.gov regarding this transition!

Open enrollment runs from **Nov. 1, 2020, to Jan. 15, 2021.**

Take your next step to good health and visit pennie.com today!

PenniePA PennieOfficial

Deb's Pennie Experience

Customer Communications – Transition to Pennie Invitation

- Delivered week of 10/26

Subject line: Take action to enroll in health coverage

Trigger: Invitation email prior to start of OEP to those users who were migrated from the FFM to the SBE

Dear Deb Ross,

Welcome to Pennie, Pennsylvania's new marketplace for health coverage! You are receiving this notice because you were previously enrolled in health coverage through the federal HealthCare.gov marketplace. Pennsylvania is transitioning away from HealthCare.gov towards a fully operational state-based marketplace, which will provide application, eligibility, and enrollment services for coverage beginning January 1, 2021 and beyond.

To support this transition, HealthCare.gov has provided Pennie with your current application and enrollment information. This information has been used to create a new user account for you on the Pennie platform.

IMPORTANT!
Your Unique Access Code is: **3HGB39876BS**

What should I do next?

Enroll in coverage by 1/15/2021
This year's Open Enrollment Period takes place from 11/1/2020 – 1/15/2021,so you must enroll in coverage through Pennie during this time. For coverage beginning January 1, make sure to enroll by December 15. If you enroll between December 16 and January 15, your coverage will start February 1, 2021.

Deb's Pennie Experience

Information Migrated to Pennie

- Data Copied to the Pennie Platform:
  - Most recent 2020 submitted eligibility application, regardless of status
  - Most recent 2020 active submitted plan selection, regardless of whether it is effectuated or not
  - Agent/broker assignments from the most recent 2020 plan selection

- Data Not Copied to the Pennie Platform:
  - Any information prior to 2020 plan year
  - 2020 eligibility applications that are not the most recent submission
  - 2020 eligibility applications that were not submitted
  - 2020 plan selections that are not the most recent
  - 2020 plan selections that were previously terminated or cancelled
  - Any HealthCare.gov notices, customer service history, etc.
  - Agent/broker assignment for a customer without an active 2020 plan selection
  - Assister assignments

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Deb's Pennie Experience

Deb's Pennie Dashboard

- 2021 Eligibility Application Status
- 2021 Eligibility for Household
- 2021 Health Plan Autorenewal (if available)
- 2021 Dental Plan Autorenewal (if available)
- Agent/broker assignment (if applicable)

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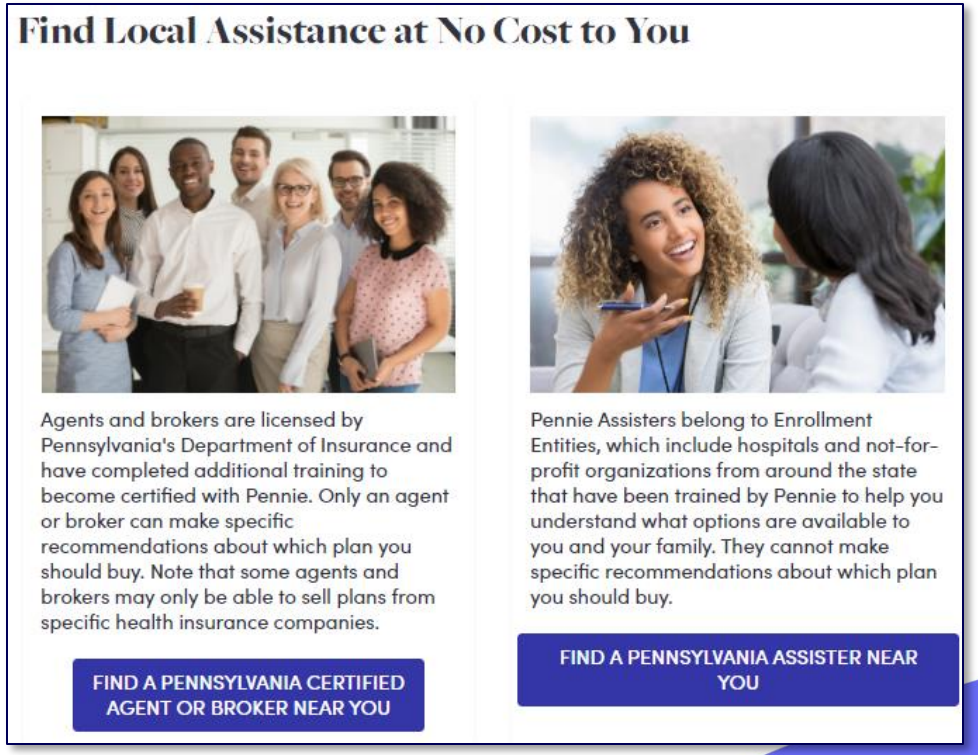
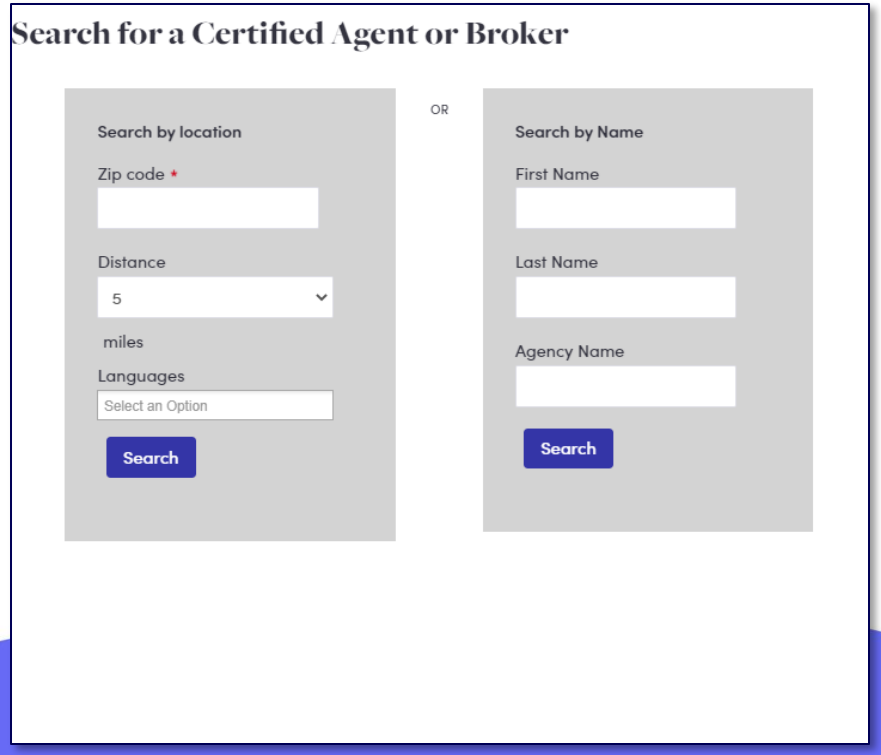
Deb's Pennie Experience

Service Options

1) Pennie Customer Service
2) Pennie-Certified Assister
3) Pennie-Certified Broker

Found on the Pennie Platform, top right corner in ***Help & Support***, ***Find Local Assistance***:





Scenarios

- Current Customer - Transitioning from healthcare.gov
- **New Customer - Mixed Eligibility Household**
- Producers

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Customer

New Customer, Mixed Eligibility Household

Meet: Amy Kim

Background

- Age 40
- Fox Chapel, PA
- Married with one child (age 5)
- Ride Share Driver

Goals

- Improving work-life balance
- Keeping family & herself healthy

Frustrations

- COVID-19
- Financial
- Health challenges

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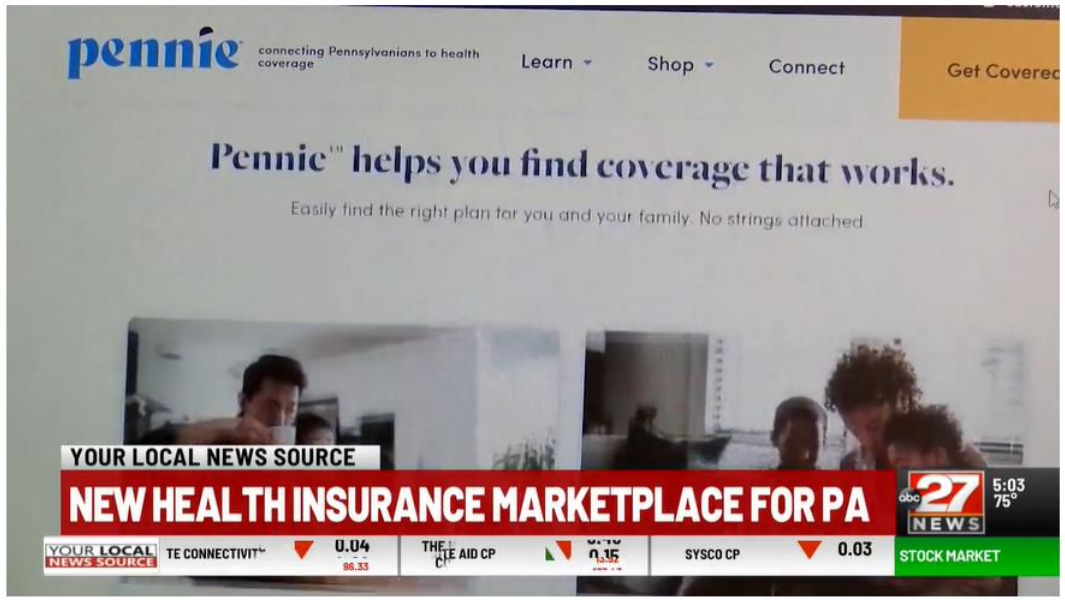
Amy's Pennie Experience

Earned media & Traditional media

NEWS

State announces launch of new health insurance marketplace

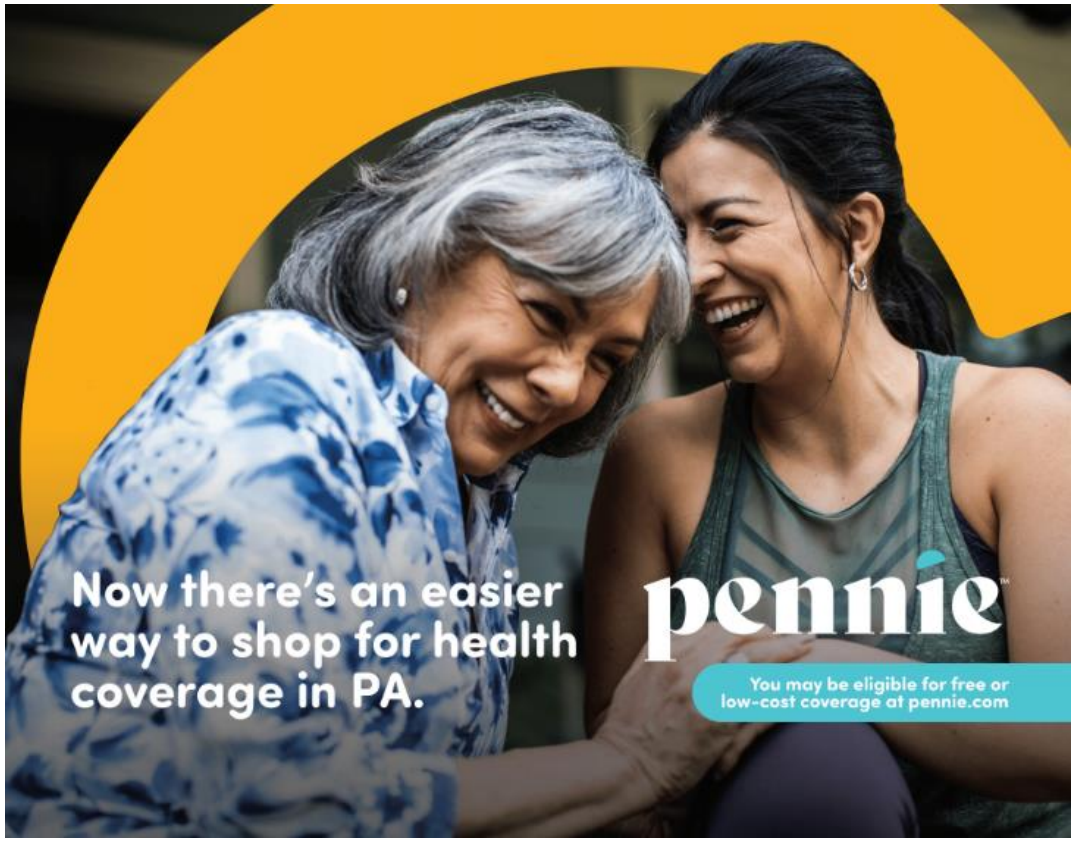


TV : 30

Radio: 30

Amy's Pennie Experience

Unique Out-of-home – Grocery carts & Pharmacy hand sanitizer



Amy's Pennie Experience

Digital Ads - Social, Streaming, Paid Search

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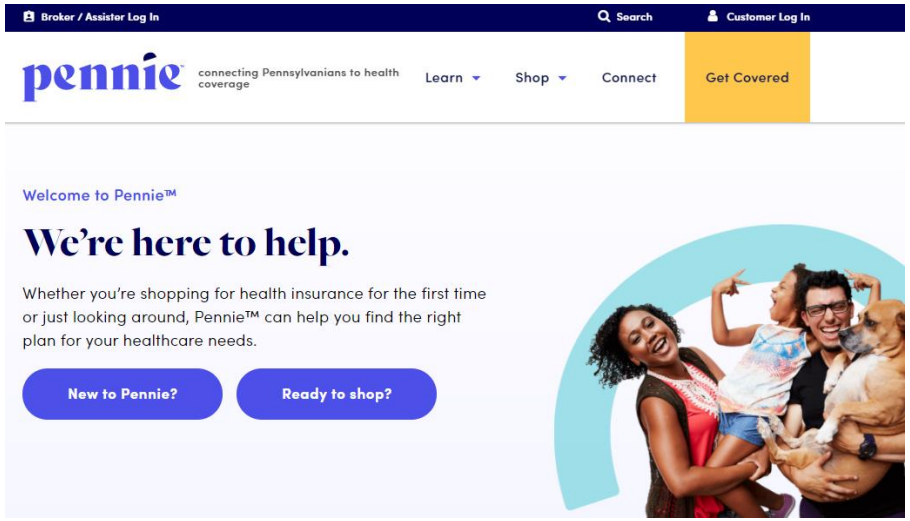
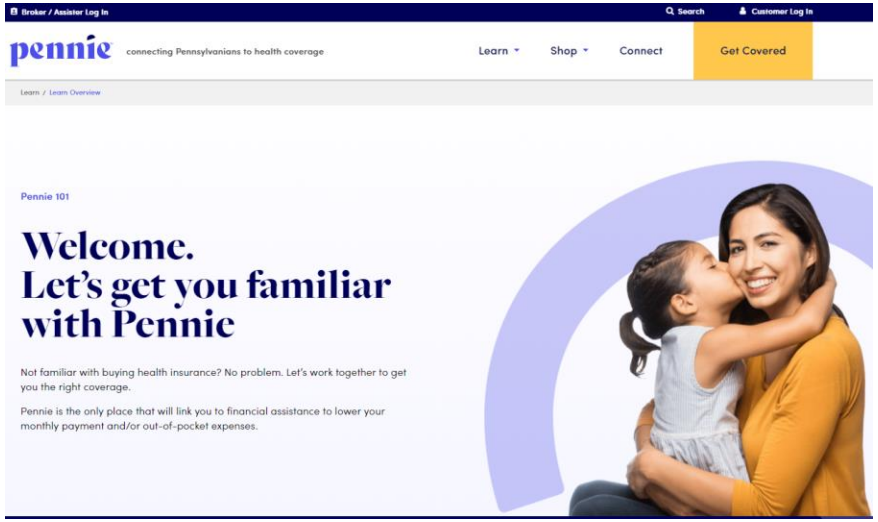
FYI: Spanish Ads

Amy's Pennie Experience

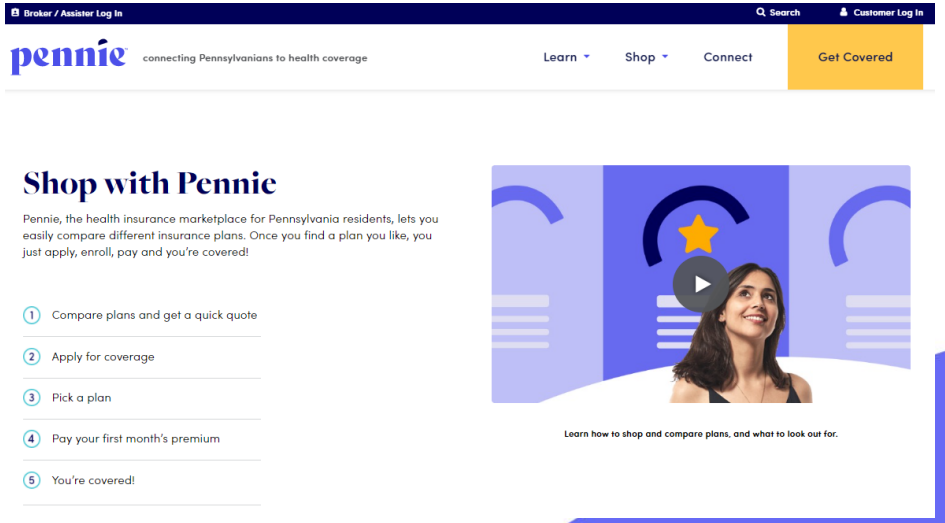
Visits pennie.com



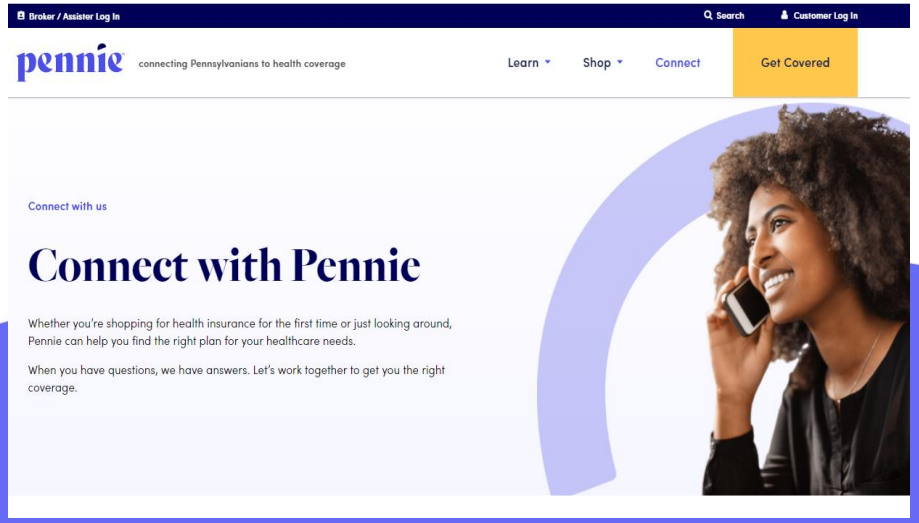
pennie.com/learn



pennie.com/shop



pennie.com/connect



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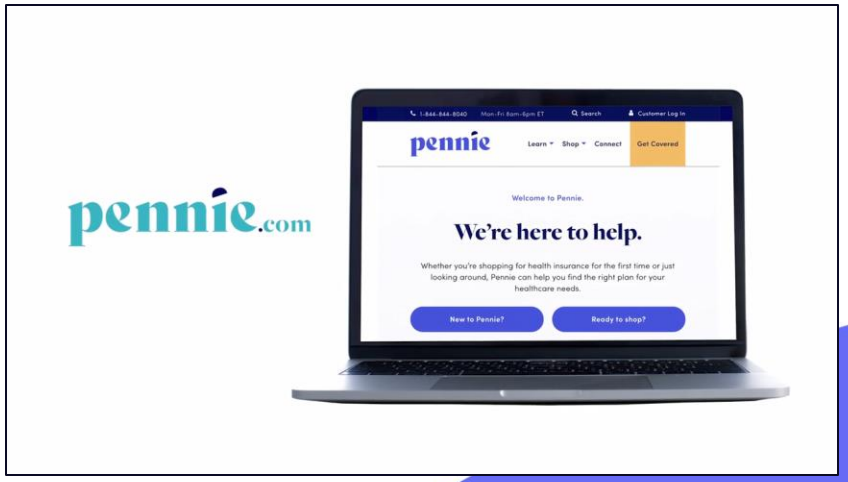
Amy's Pennie Experience

Helpful video tutorials

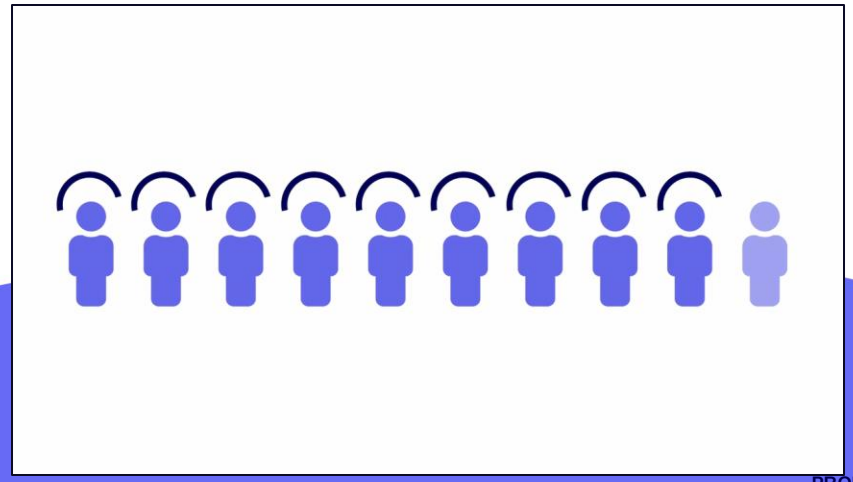
Welcome to Pennie

How to Enroll

How to Shop

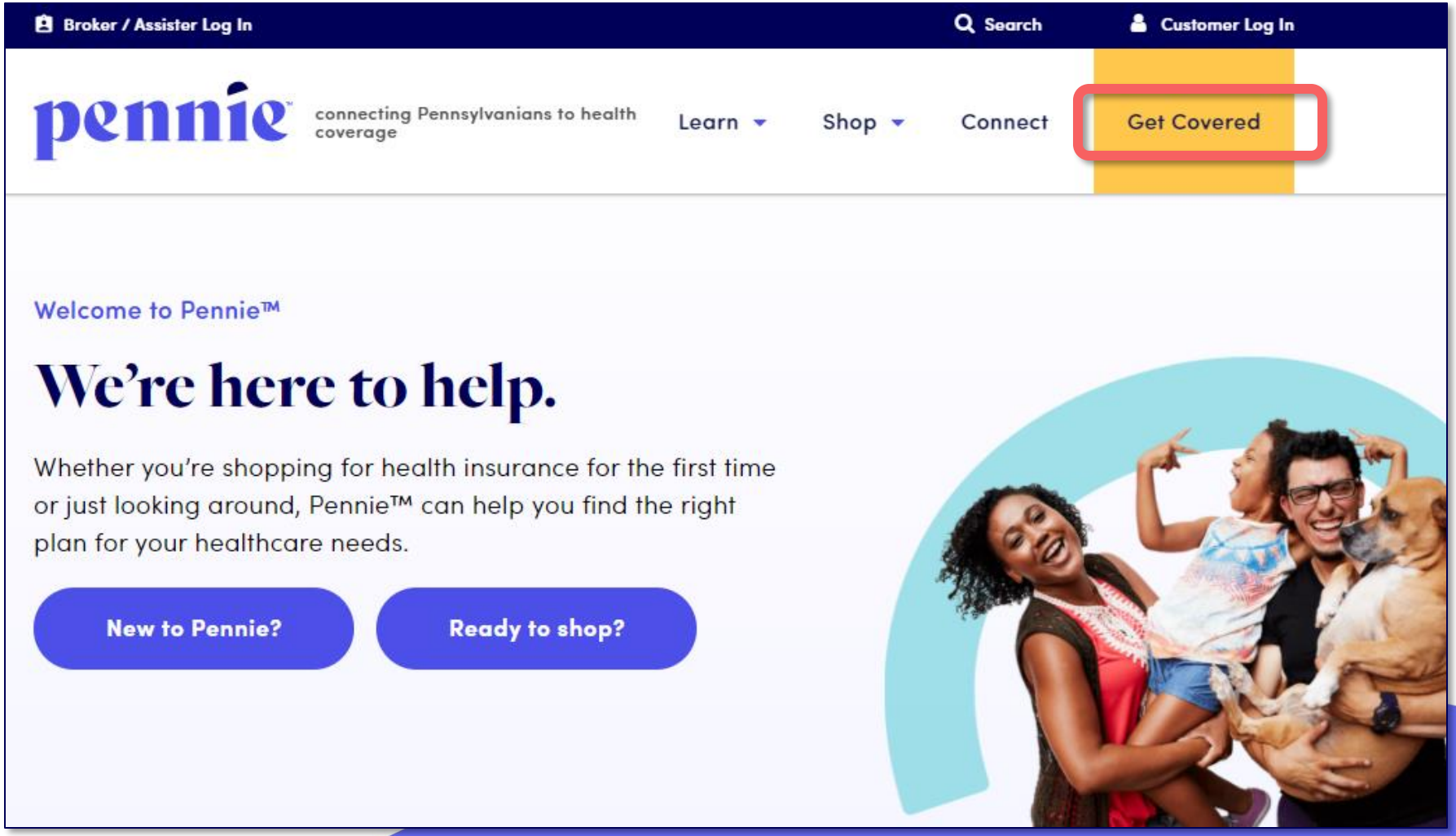


Financial Assistance



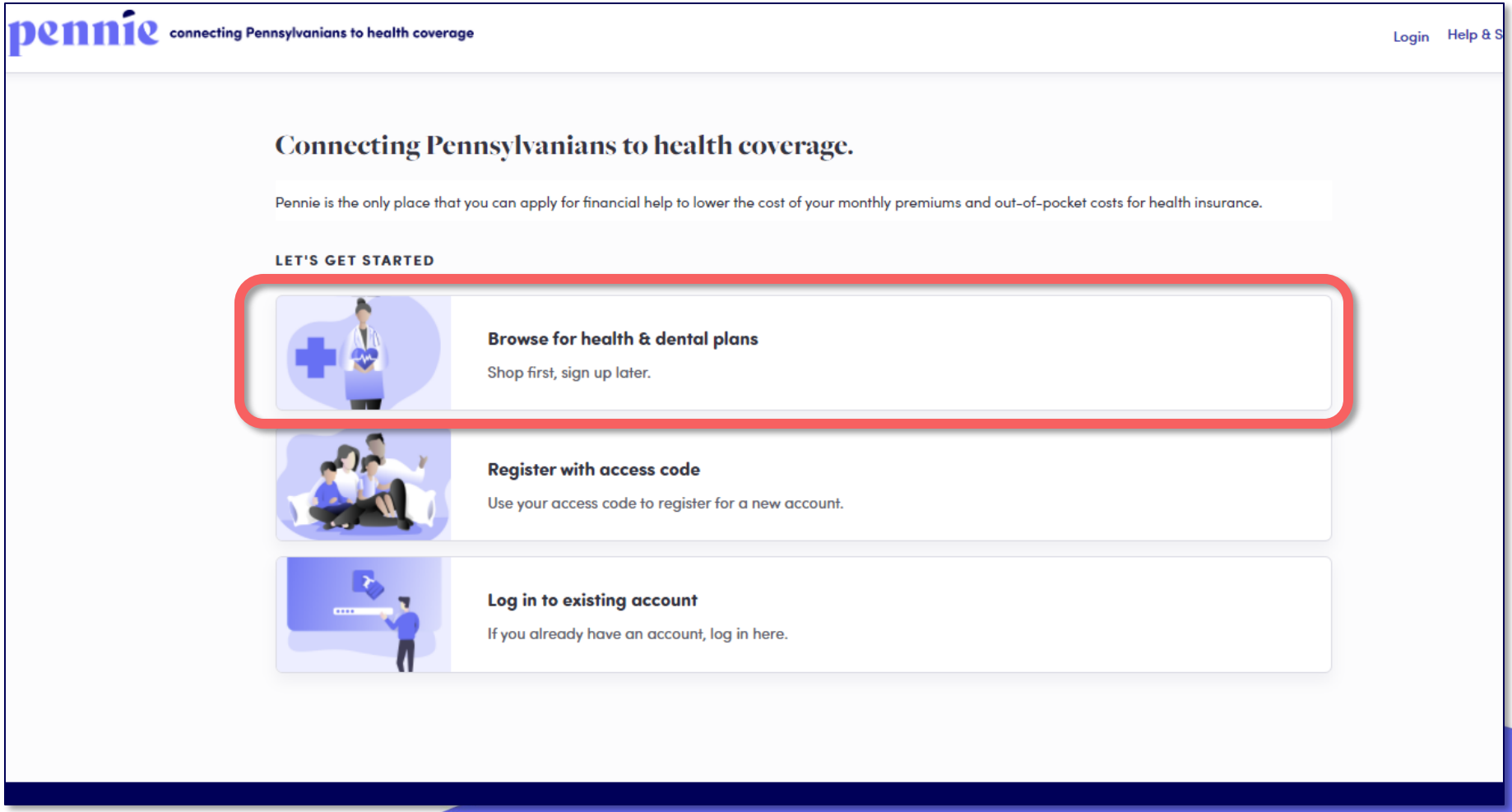
Amy's Pennie Experience

Amy clicks Get Covered to visit the Pennie Platform



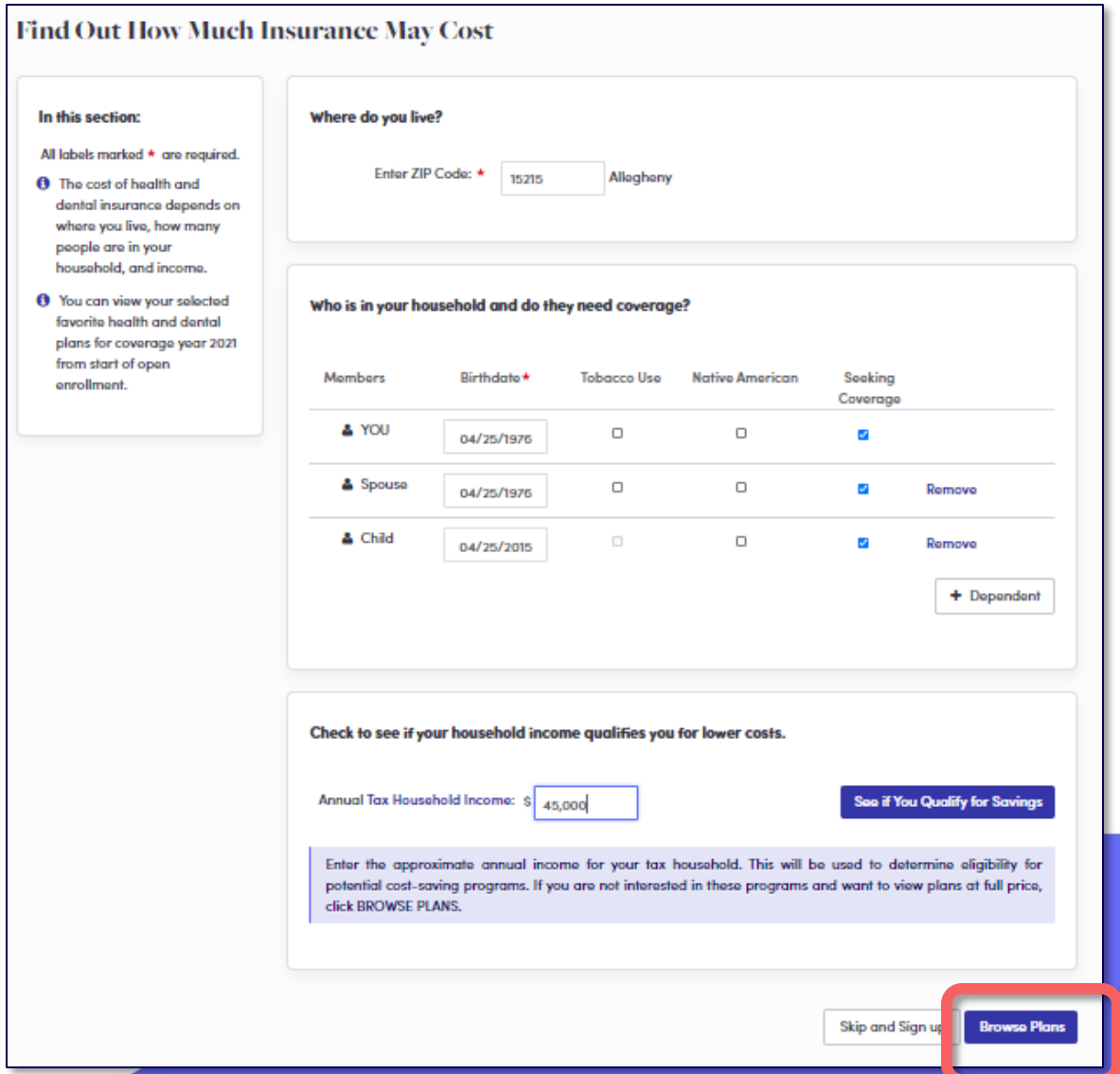
Amy's Pennie Experience

Amy decides to shop anonymously



Amy's Pennie Experience

Amy inputs some quick info



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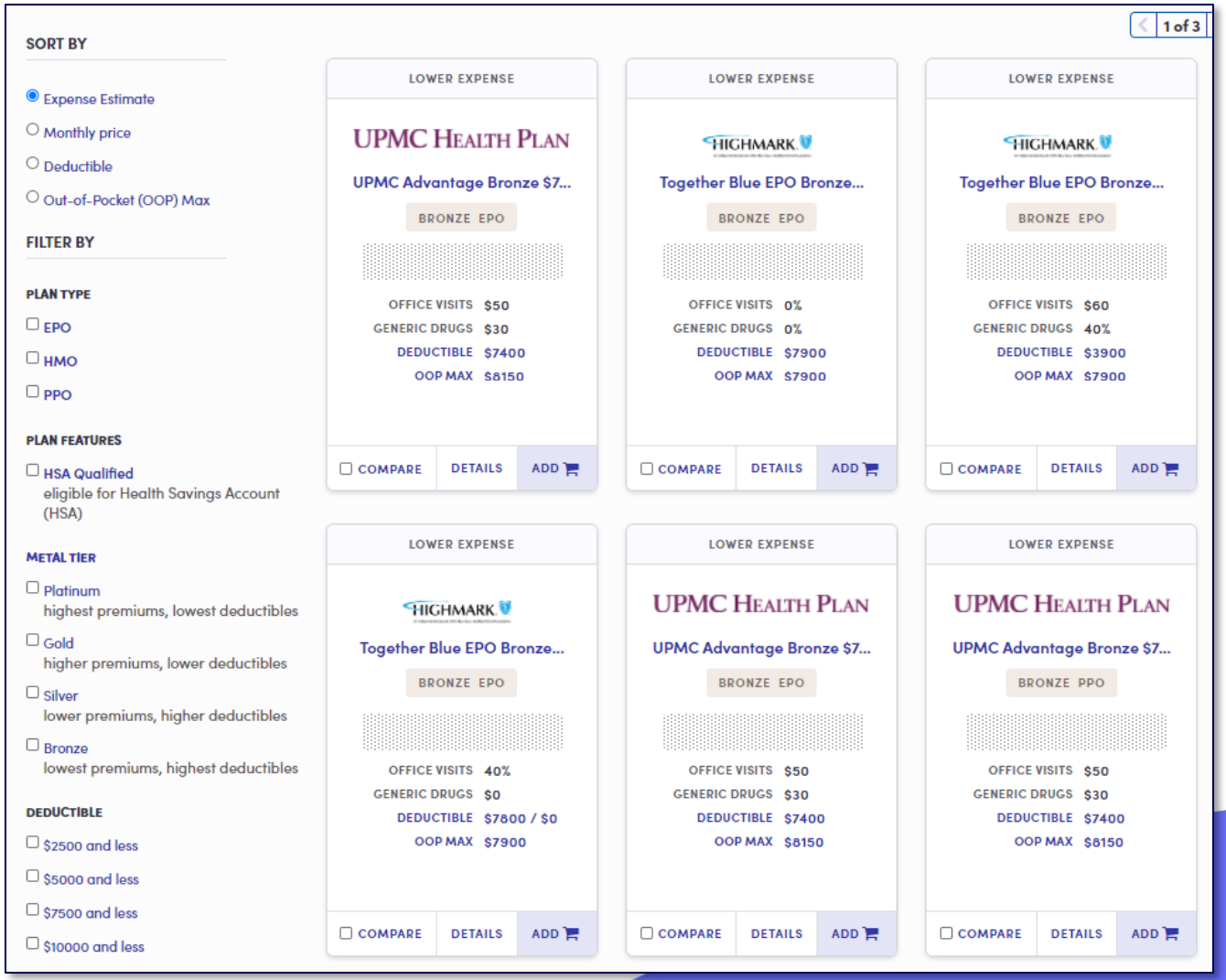
Amy's Pennie Experience

Visits pennie.com, clicks Get Covered, and starts to shop anonymously before starting the application



- Amy feels she could use some help and calls Pennie Customer Service

Amy's Pennie Experience

Call Center IVR & Customer Service

- "Hi! Thanks for calling Pennie – connecting Pennsylvanians to health coverage"
- To continue in English, press #1
- To speak to Customer Service Rep, press #7

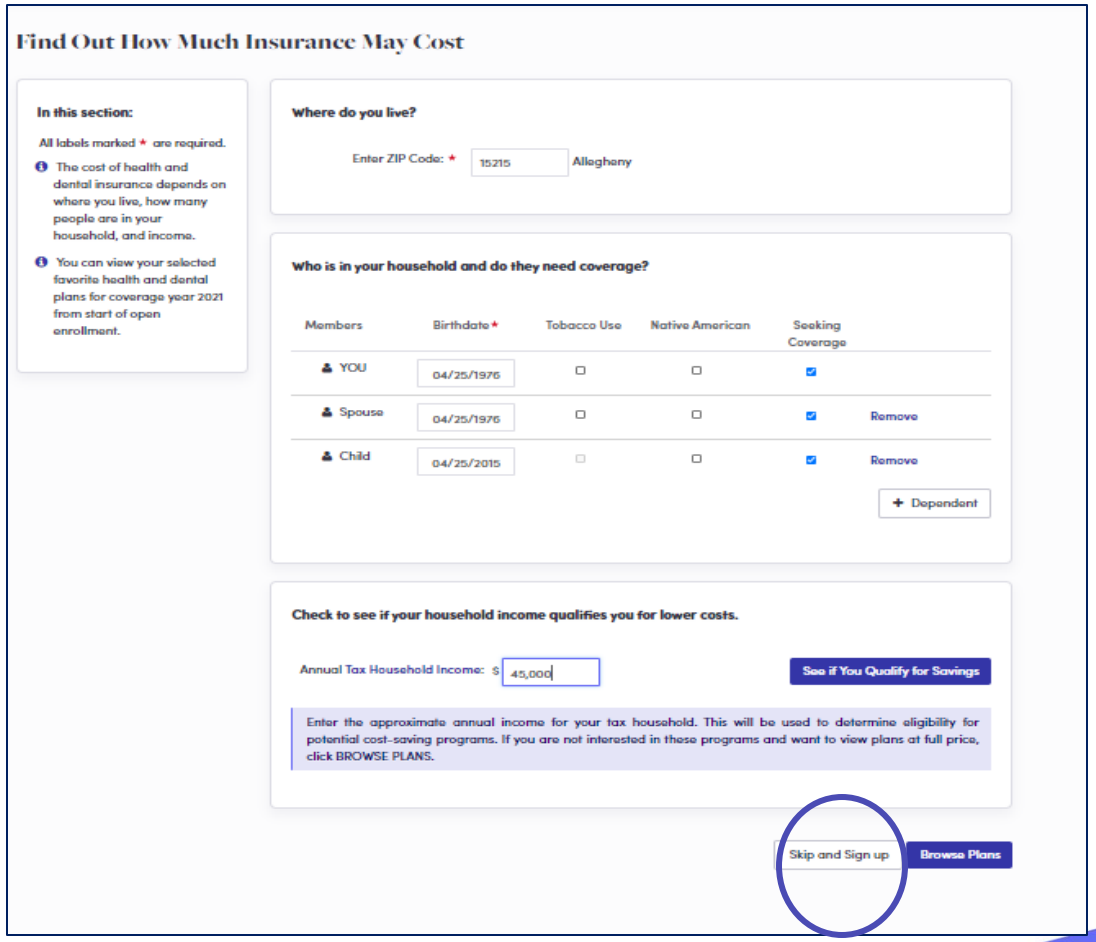
CSR: *Thank you for calling Pennie. My name is Jennifer. How may I help you?*

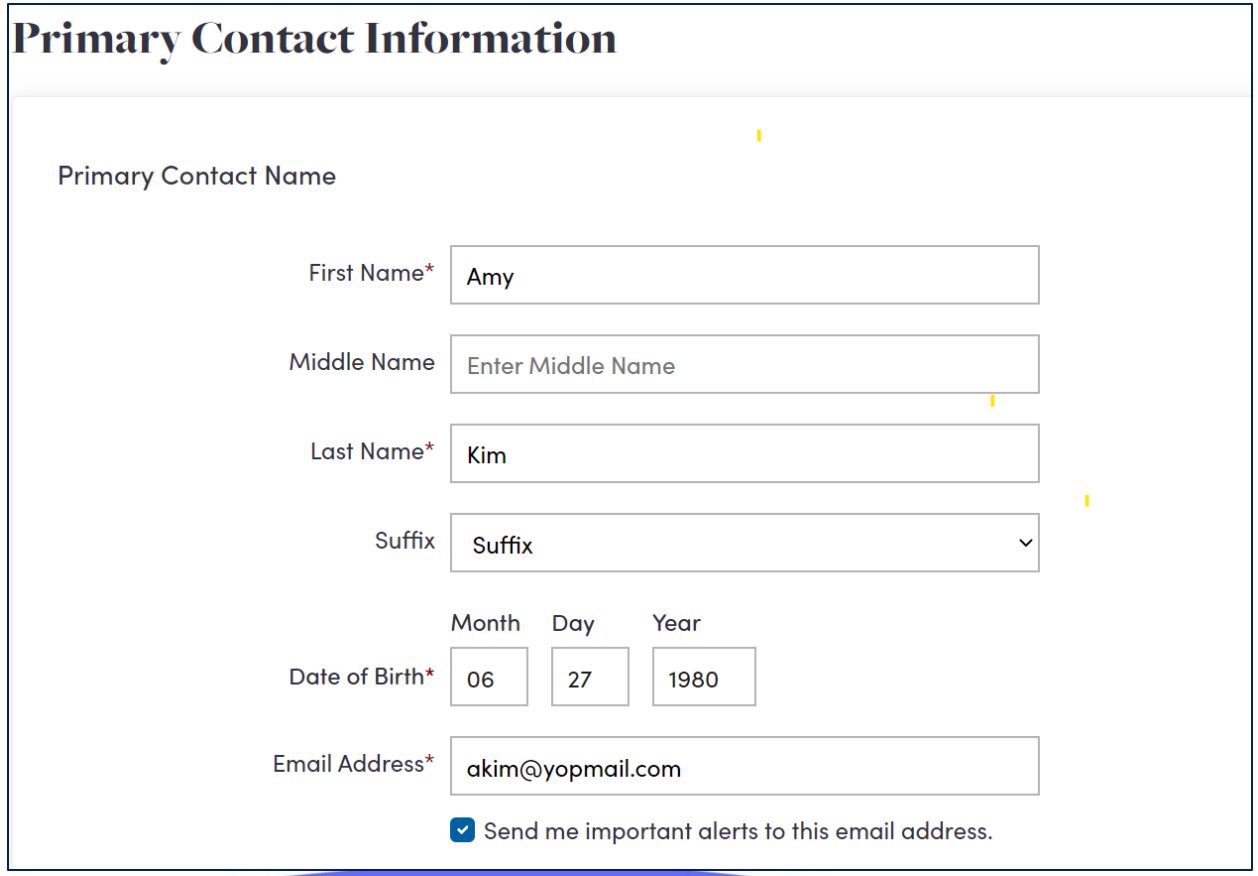
Amy: *I'd like to have someone help me through the application and enrollment process*

CSR will assist in helping Amy find an assister or broker to help with her mixed-eligibility household

Amy's Pennie Experience

Amy starts her application





Amy's Pennie Experience

Amy fills out application

Primary Contact Home Address

Address 1*	115 Quarry Rd
Address 2	Address 2
City*	Hummelstown
Zip*	17036
State*	Pennsylvania
County*	Dauphin

Help Paying for Coverage

You may be eligible for free or low-cost coverage, or financial assistance that will lower your monthly premiums right away.

Do you want to find out if you can get help paying for health coverage?*

- (●) Yes. (You will have to provide income information to see what you may qualify for.)
- ( ) No. (You will pay full cost for Pennie health coverage.)

Amy's Pennie Experience

Amy applies for coverage on behalf of herself, her husband, and her child

Casey Kim Delete

Are you seeking coverage?* Yes No

First Name* Casey

Middle Name Enter Middle Name

Last Name* Kim

Suffix Suffix

Month Day Year

Date of Birth* 09 23 1981

Andy Kim Delete

Are you seeking coverage?* Yes No

Household Relationship Details

Here are the 3 members in your household. Please answer the following questions to help us establish everyone's relationship to each other.

1. Amy Kim
2. Casey Kim
3. Andy Kim

1. How is **Amy Kim** related to the other household members?

Amy Kim is Casey Kim's* Spouse

Amy Kim is Andy Kim's* Parent (father or mother)

2. How is **Casey Kim** related to the other household members?

Casey Kim is Andy Kim's* Parent (father or mother)

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Amy's Pennie Experience

Amy fills out application

Disability Information

Do any of these people below have a physical disability or mental health condition that limits their ability to work, attend school, or take care of their daily needs?* Learn more

- [ ] Amy Kim
- [ ] Casey Kim
- [ ] Andy Kim
- [x] None of the Above

Do any of these people need help with activities of daily living (like bathing, dressing, and using the bathroom), or live in a nursing home, or other medical facility?*

- [ ] Amy Kim
- [ ] Casey Kim
- [ ] Andy Kim
- [x] None of the Above

Summary

Household Members

Name	Relation	Date of Birth	Seeking Coverage	
Amy Kim	Self	06/27/1980	Yes	Edit
Casey Kim	Spouse	09/23/1981	Yes	Edit
Andy Kim	Child (son or daughter)	04/09/2015	Yes	Edit

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Amy's Pennie Experience

Amy fills out application

Medicaid/ CHIP Denial Information

Were any of these people found not eligible for Medicaid or CHIP in the past 90 days?*

- [ ] Amy Kim
- [ ] Casey Kim
- [ ] Andy Kim
- [x] None of the Above

Income Sources

Income of Amy Kim

People can earn income in many ways. After you tell us about your current income we will help you estimate income for all of 2021 so you can tell us if you expect changes.

Job	Self Employment	Retirement
Pension	Social Security Benefits	Capital Gains
Rental or Royalty	Farming or Fishing	Unemployment
Alimony Received	Investment	Other Income
Scholarship		

Add another type of income or continue to review a summary of your current income.

Income Type	Amount	Frequency	
Job	$32,580.00	Yearly	Edit Remove

Amy Kim's income summary

Edit

Amy Kim's total income in 2021

$32,580.00

Current income

Income Source	How much	How often
Job (Uber)	$32,580.00	Yearly

Current monthly income
$2,715.00
This is based on your income sources above. We add them together for a year based on how often you get each type, and then divided by 12 for a monthly amount

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Amy's Pennie Experience

Eligibility

- Amy and her husband are eligible for a QHP with APTC & CSR
- Her child is eligible for CHIP

2021 Eligibility Summary

Based on your application, members of your household are eligible for:

- ✓ Qualified Health and Dental Plans
- ✓ Advanced Premium Tax Credit of up to $920.00 for your household to lower your monthly insurance premium.
- ✓ Cost Sharing Reductions to lower copayments, coinsurance and deductibles.
- ✓ Potentially eligible for Medicaid

Medicaid and the Children's Health Insurance Program (CHIP) provide comprehensive free or low cost coverage for those who are eligible. The Pennsylvania Department of Human Services (DHS) will now review your application. DHS will send you a notice with information about your eligibility for these programs.

Detailed eligibility for each household member is listed below. Click on the 'Go to Dashboard' button for the next steps to enroll in a plan.

Amy's Pennie Experience

Eligibility – Action needed

Eligibility Results for household members

Household Member	Eligible for the following	Action needed
Amy Kim	Qualified Health and Dental Plans Advanced Premium Tax Credit Cost Sharing Reductions	Documents Required You have 105 days to submit required documentation to confirm your eligibility.
Casey Kim	Qualified Health and Dental Plans Advanced Premium Tax Credit Cost Sharing Reductions	Documents Required You have 105 days to submit required documentation to confirm your eligibility.
Andy Kim	Potentially Medicaid eligible Not Eligible to enroll in a Qualified Health or Dental Plan	No action needed.

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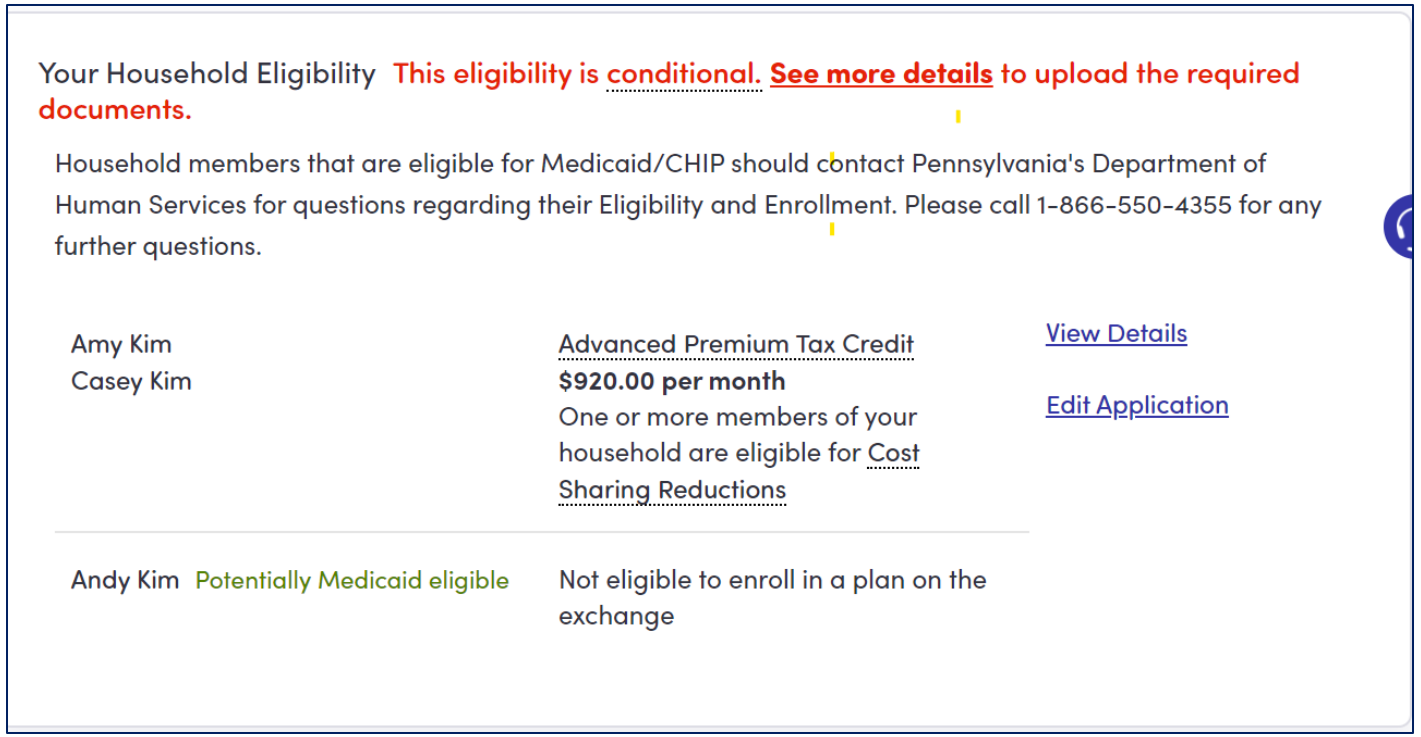
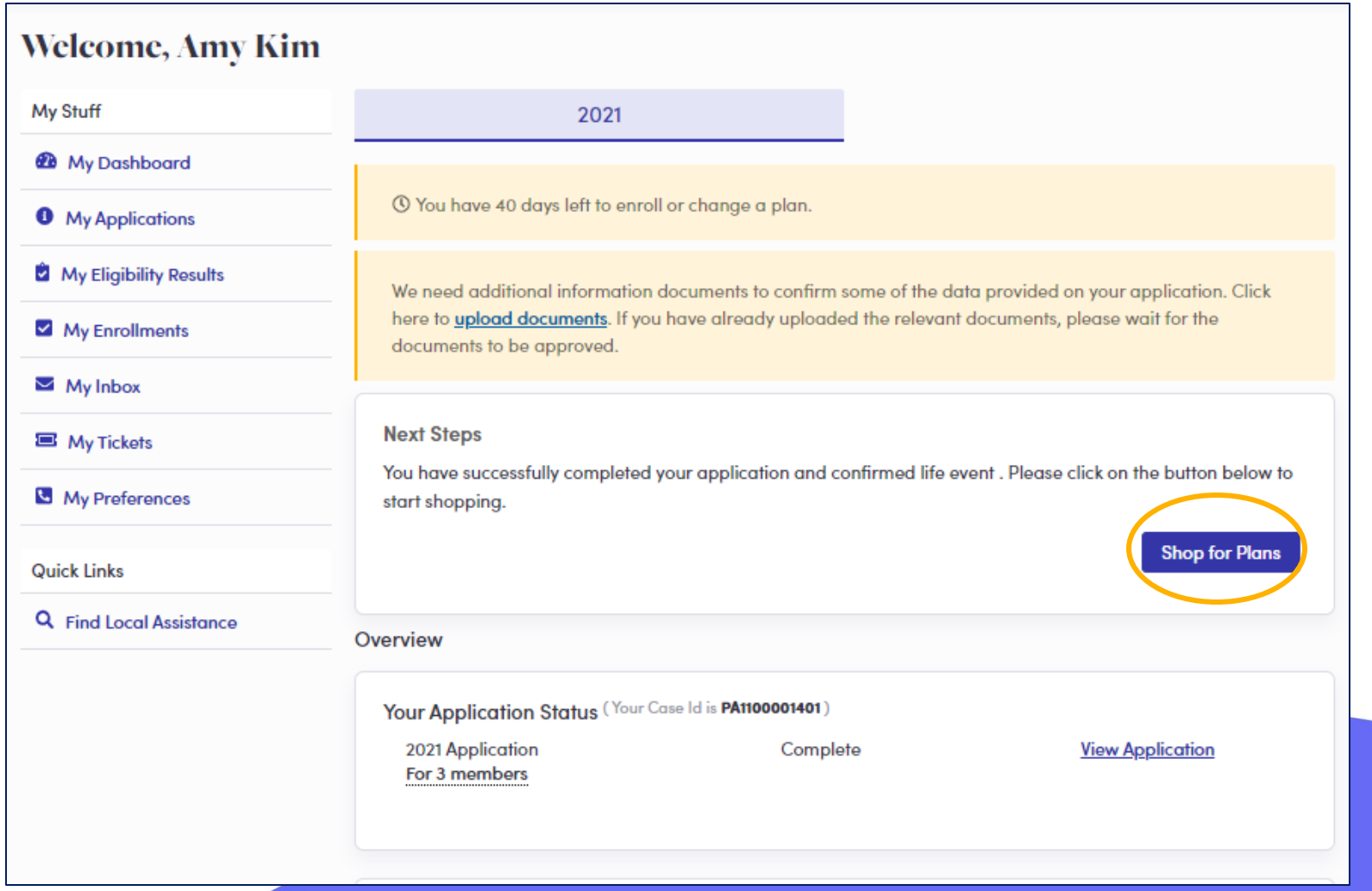
Amy's Pennie Experience

Eligibility – Next Steps



Amy's Pennie Experience

Pennie Dashboard



Amy's Pennie Experience

Number of plans available and total APTC/CSR

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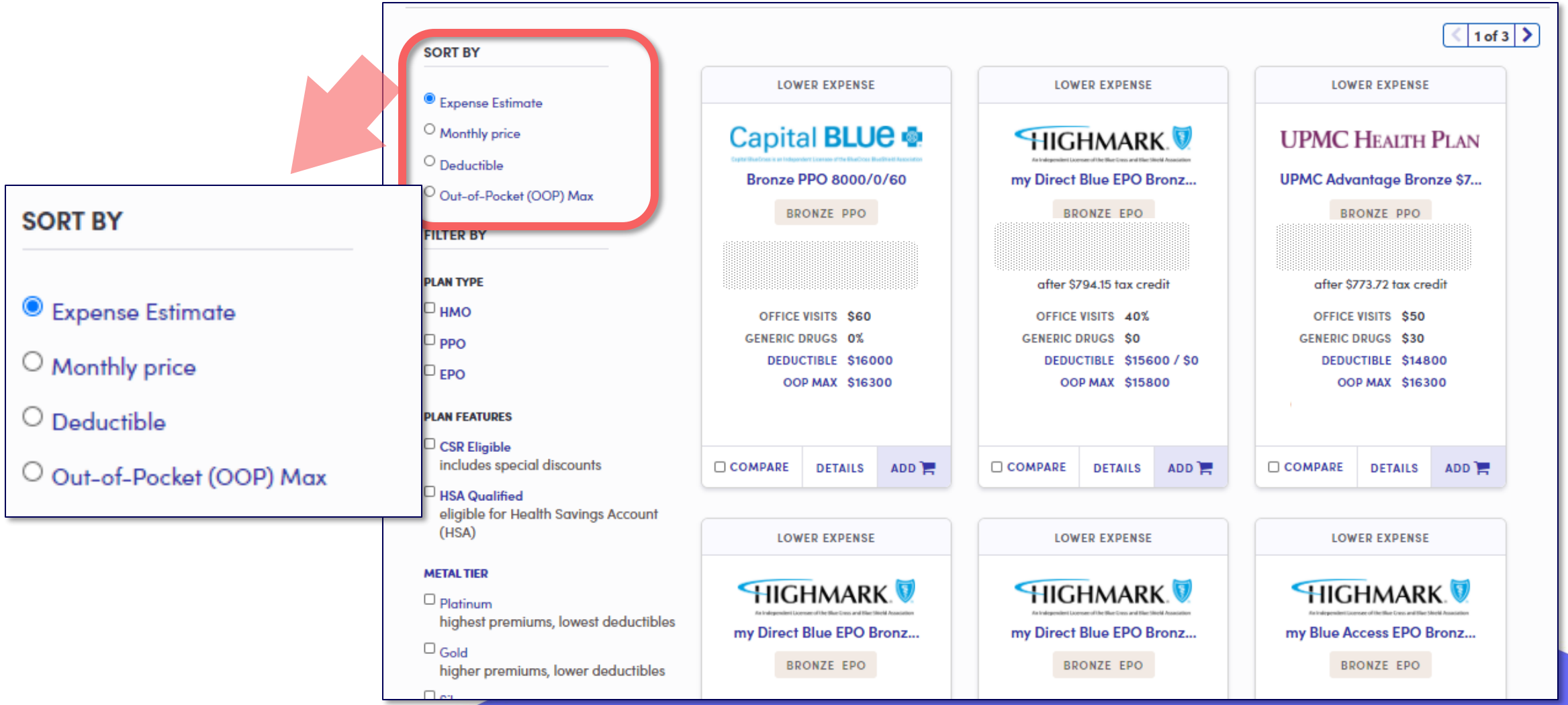
Amy's Pennie Experience

Shopping for Plans



Amy's Pennie Experience

Filter Plans

FILTER BY

PLAN TYPE

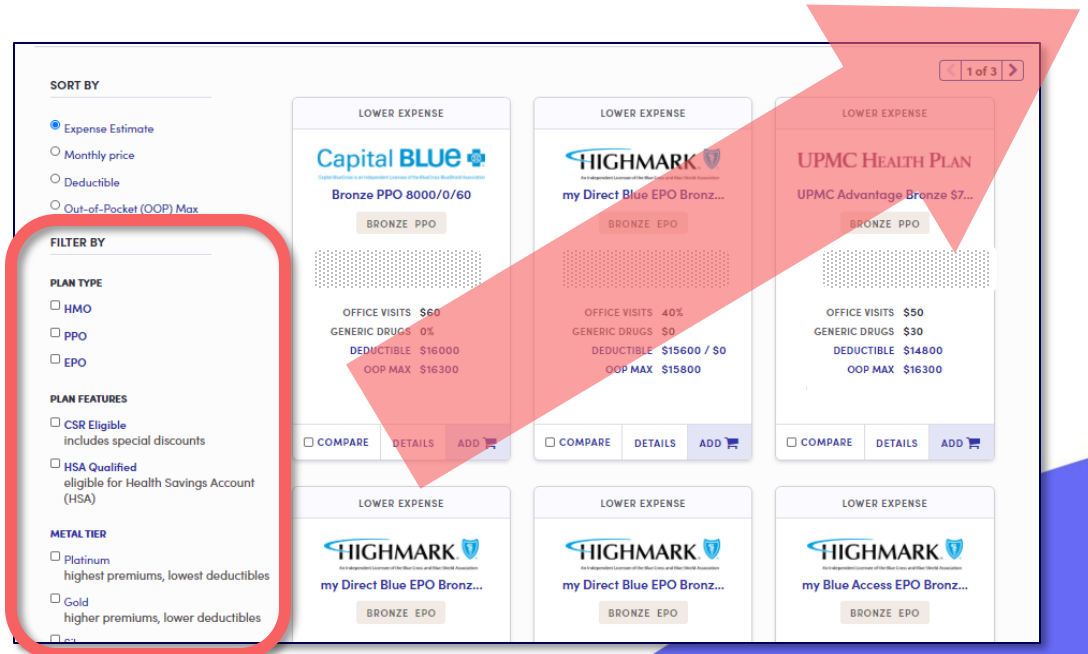
- ☐ HMO
- ☐ PPO
- ☐ EPO

DEDUCTIBLE

- ☐ $2500 and less
- ☐ $7500 and less
- ☐ $10000 and less
- ☐ $15000 and less
- ☐ $17500 and less

COMPANY

- ☐ Capital
- ☐ GeiseingerHMO
- ☐ GeisingerPPO
- ☐ HighMark33709
- ☐ UPMC



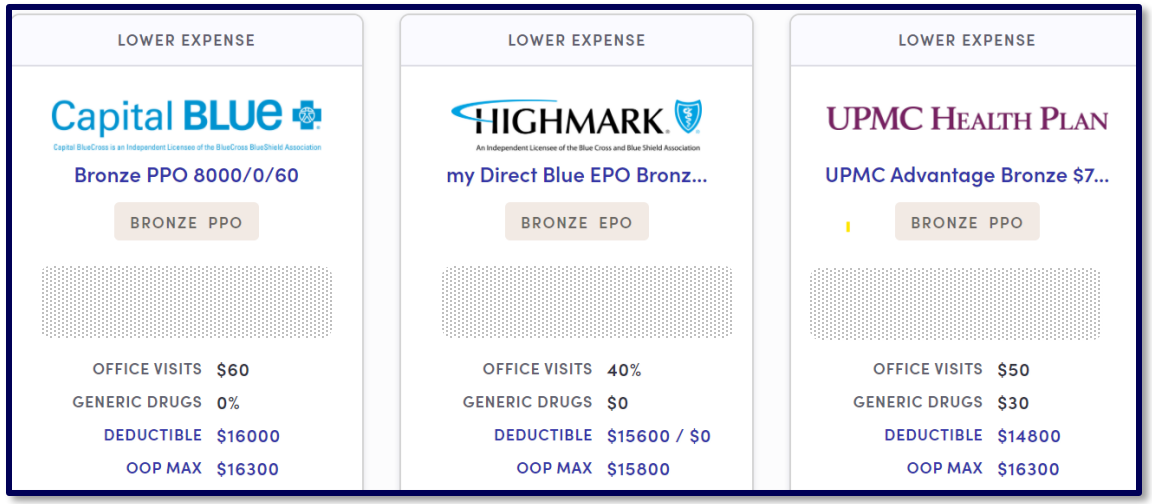
PLAN FEATURES

- ☐ **CSR Eligible**
  includes special discounts
- ☐ **HSA Qualified**
  eligible for Health Savings Account (HSA)

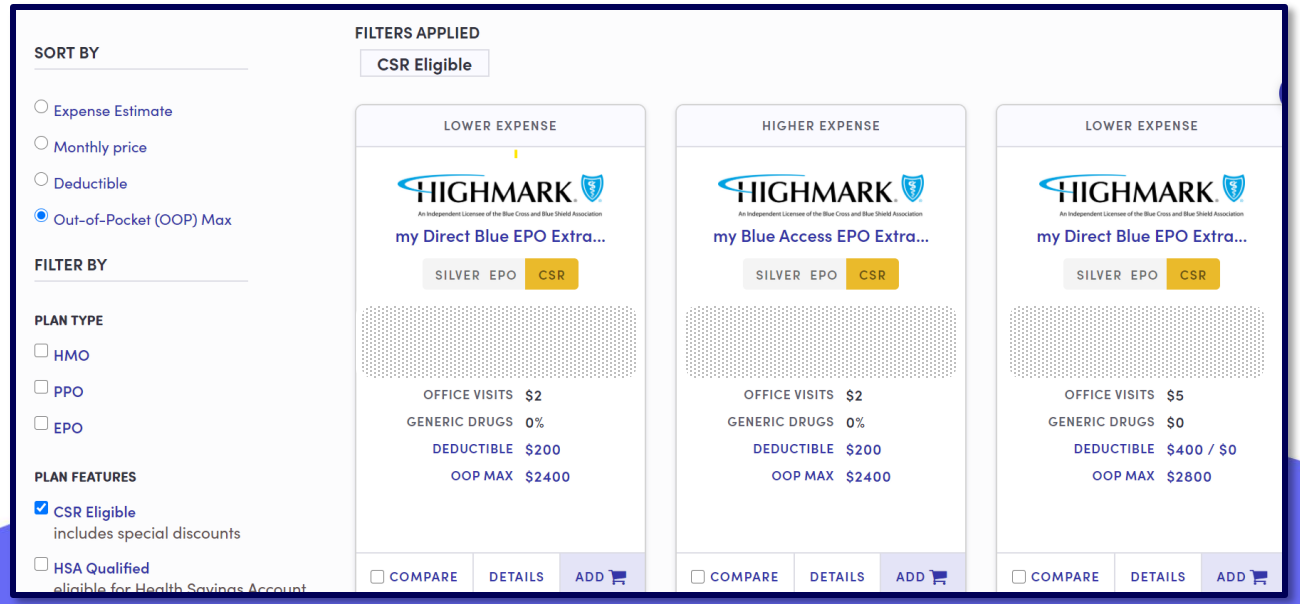
METAL TIER

- ☐ Platinum
  highest premiums, lowest deductibles
- ☐ Gold
  higher premiums, lower deductibles
- ☐ Silver
  lower premiums, higher deductibles
- ☐ Bronze
  lowest premiums, highest deductibles

Amy's Pennie Experience



Filter CSR-eligible



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Amy's Pennie Experience

Checking out

Confirm your Plan Selection

Shop for Dental

Health Plan Casey Kim , Amy Kim			Remove
HIGHMARK	Monthly Premium		
	Monthly Tax Credit (APTC)	Adjust APTC	
HighMark33709 my Direct Blue EPO Bronze 7900 Coverage Start Date: 01/01/2021	HEALTH MONTHLY PAYMENT		$0.00
Cart Total			
	TOTAL MONTHLY PAYMENT		$0.00

Continue Shopping

Sign Application

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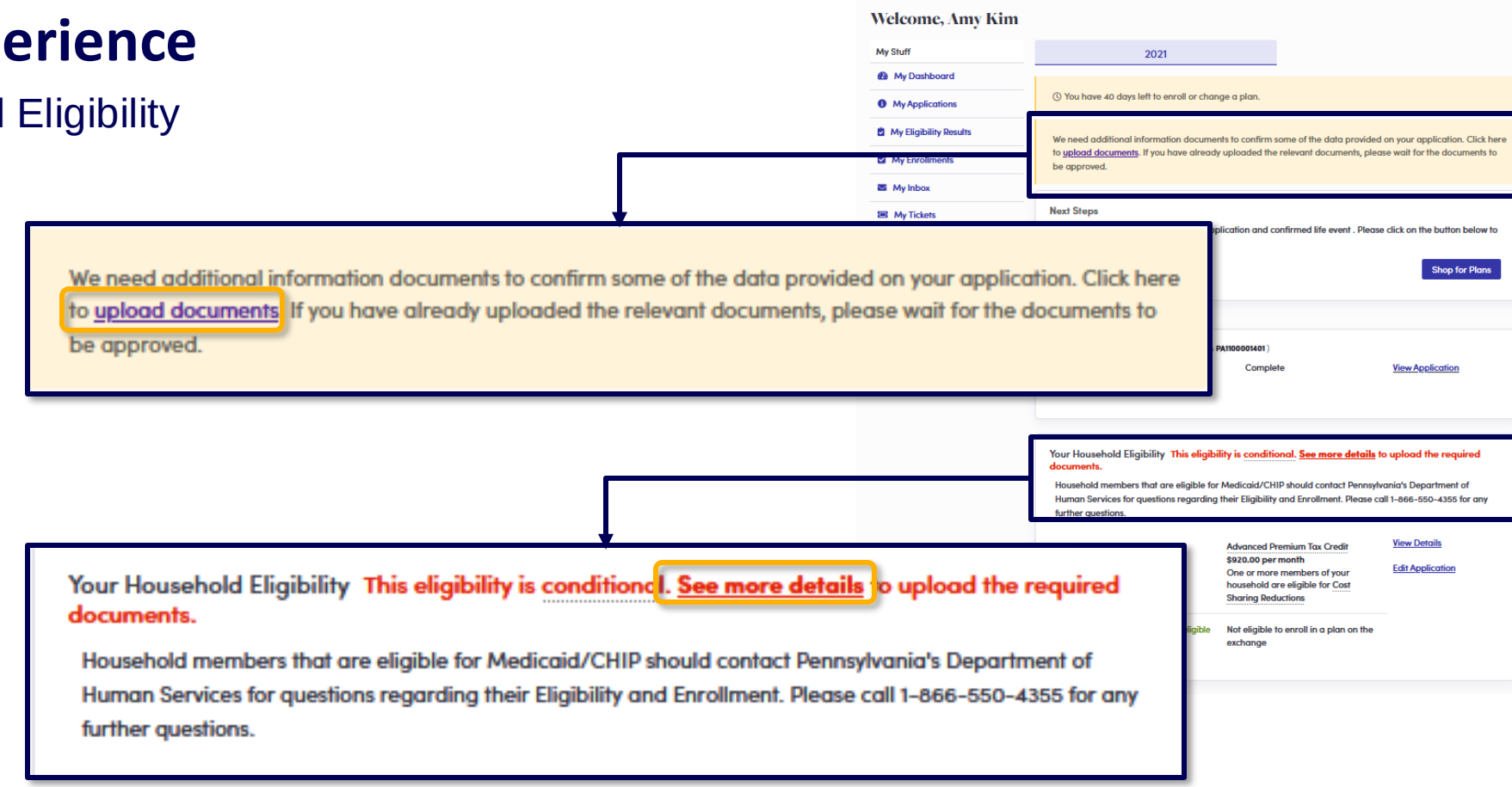
Amy's Pennie Experience

Resolving Conditional Eligibility

- Eligibility conditional when customer application does NOT match federal data services hub
- Customer can enroll while conditionally eligible
- Up to 90 days to confirm info before customer impacted
- Impact could be loss of APTC or termination of coverage (depends on the type of data inconsistency)



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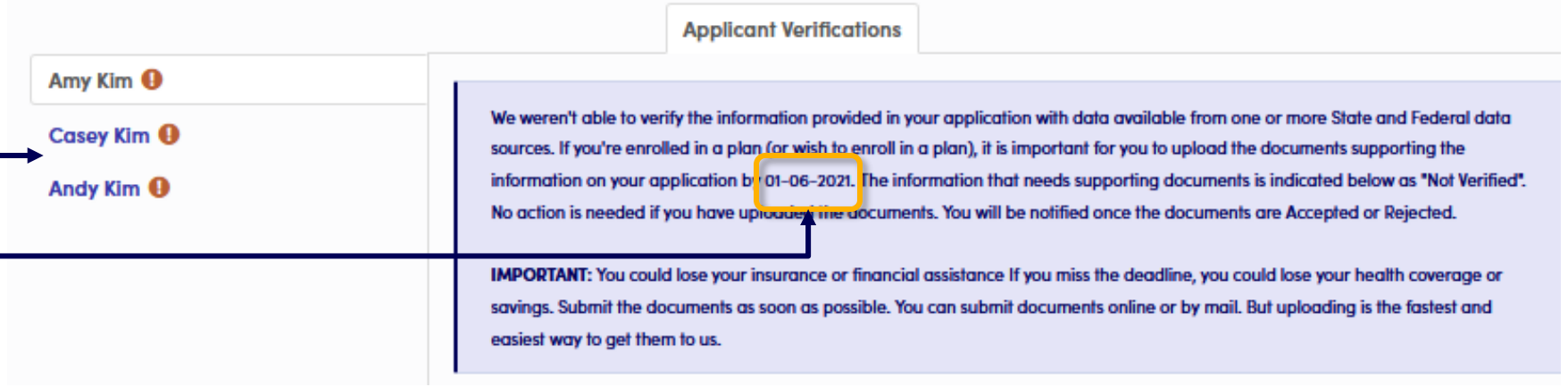
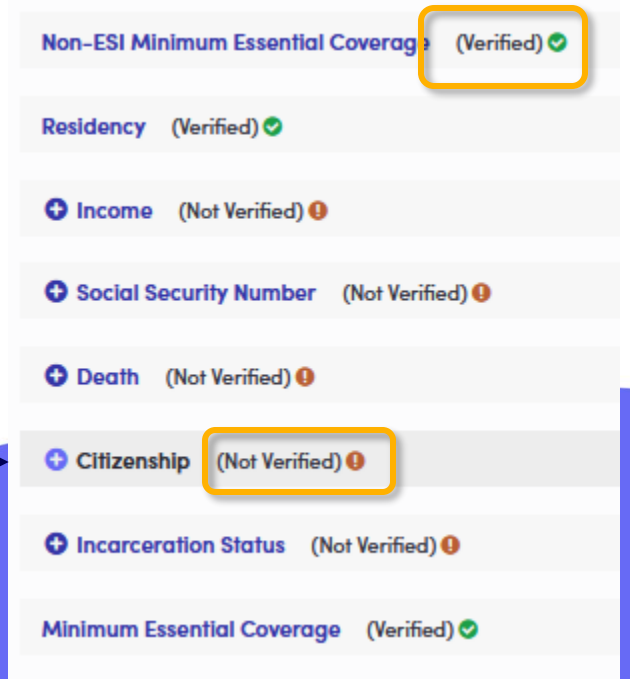
Amy's Pennie Experience

Resolving Conditional Eligibility

- Each household member will have their own issues
- Due date for resolution
- Items already verified (by federal hub or customer documentation upload)
- Items requiring action (e.g. customer document upload)





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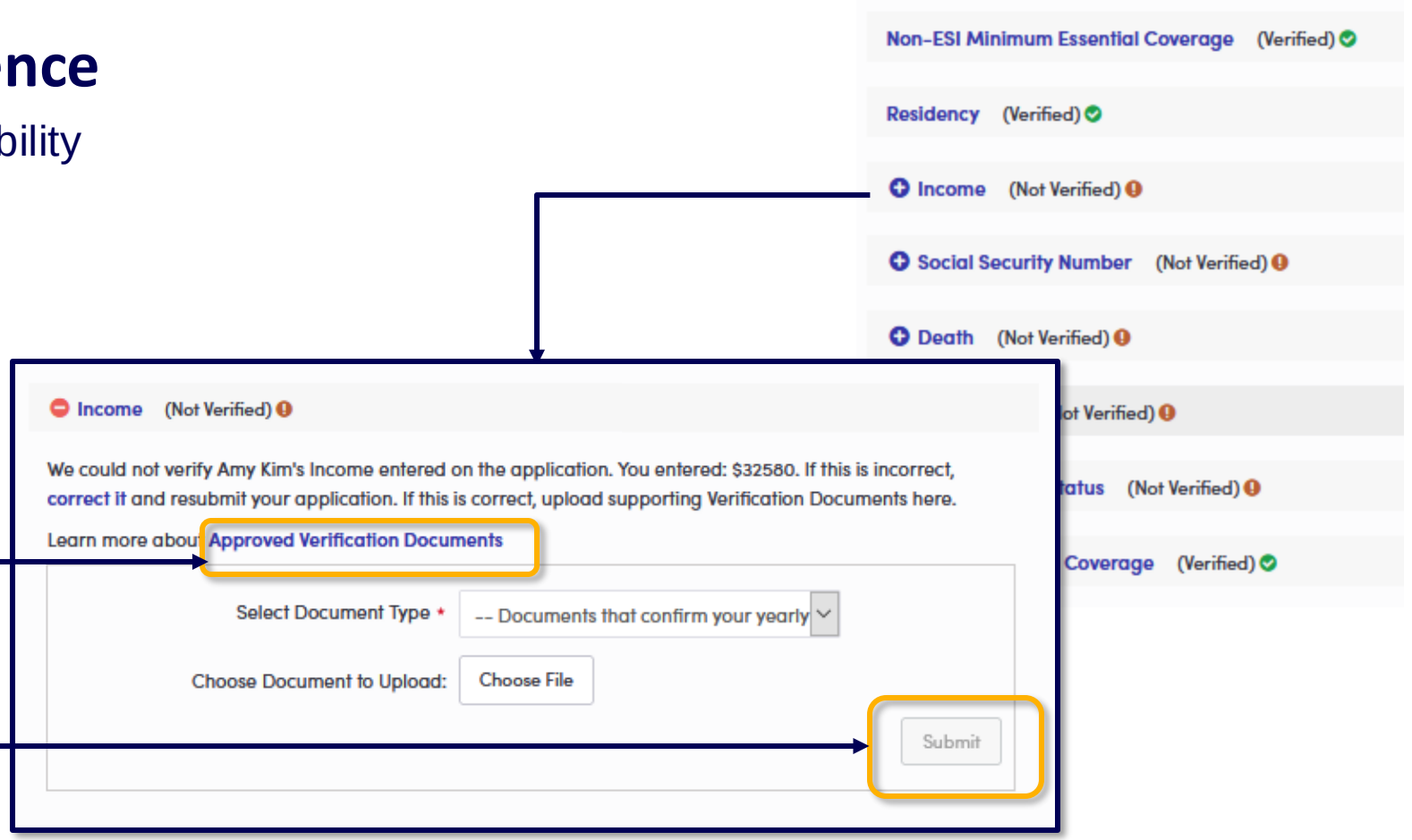
Amy's Pennie Experience

Resolving Conditional Eligibility



- Click on a "Not Verified" item to get more information, including information on the types of documentation the customer can provide
- Upload appropriate document and click Submit
- Contact Center staff will review documents and approve or reject.
  - Notice will be provided to customer with reason for rejection.

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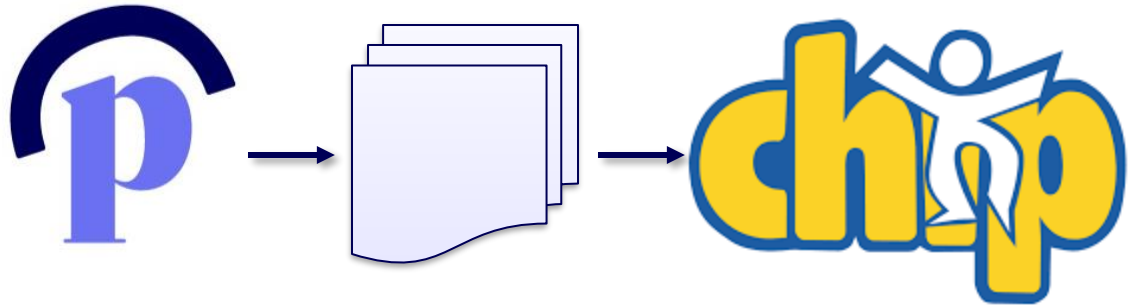
Amy's Pennie Experience

Medicaid/CHIP Account Transfer

- Andy was assessed likely eligible for CHIP

> Medicaid and the Children's Health Insurance Program (CHIP) provide comprehensive free or low cost coverage for those who are eligible. The Pennsylvania Department of Human Services (DHS) will now review your application. DHS will send you a notice with information about your eligibility for these programs.

- Pennie will transfer application to CHIP to confirm eligibility
- CHIP will review the application and contact the customer direct with either a confirmation or denial of eligibility.



  - If CHIP eligibility denied, CHIP would send the application back to Pennie, Pennie would redetermination of eligibility for a QHP, and notify the customer of Pennie's new eligibility determination.

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Scenarios

- Current Customer - Transitioning from healthcare.gov
- New Customer - Mixed Eligibility Household
- **Producers**

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Producer Experience

Connecting With Customers

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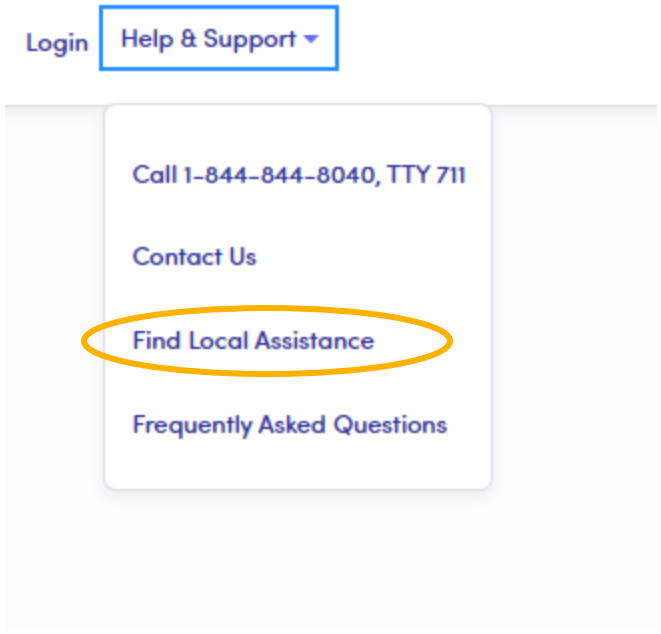
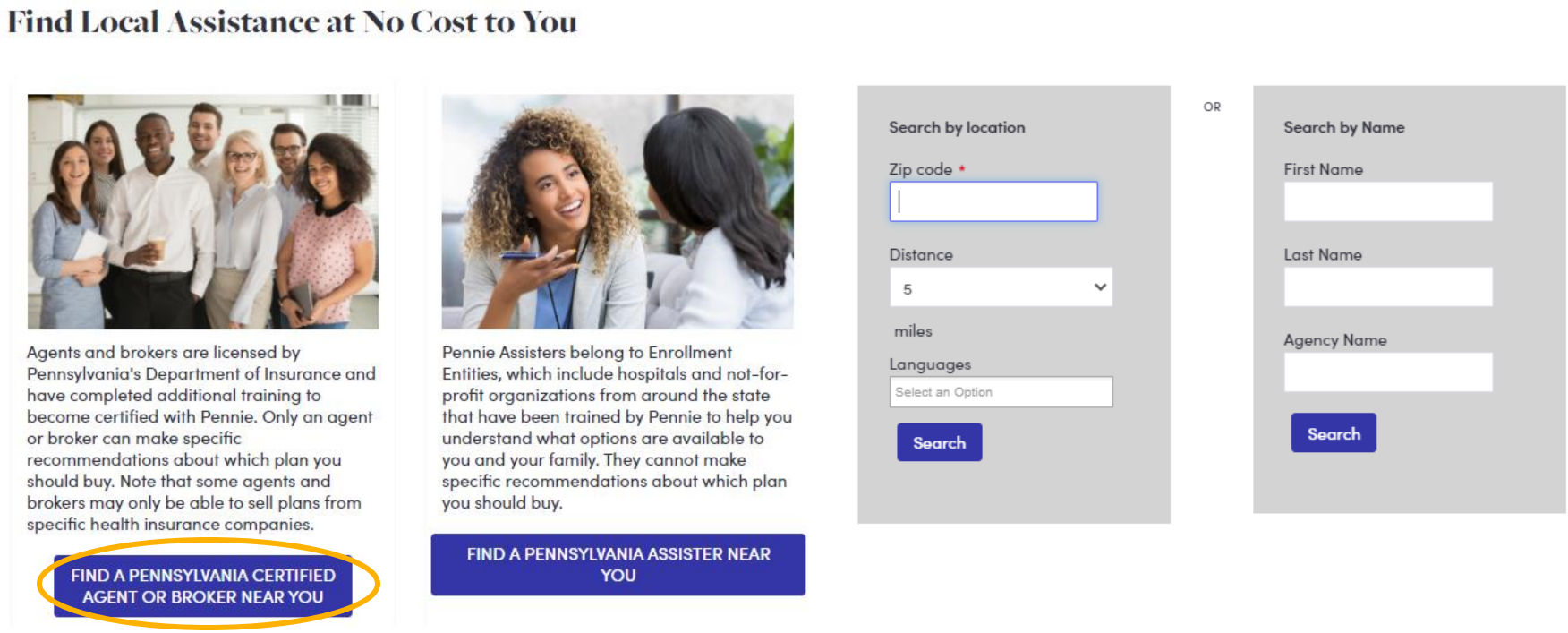
Producers - Connecting with Customers

Customer can search broker by location or by name

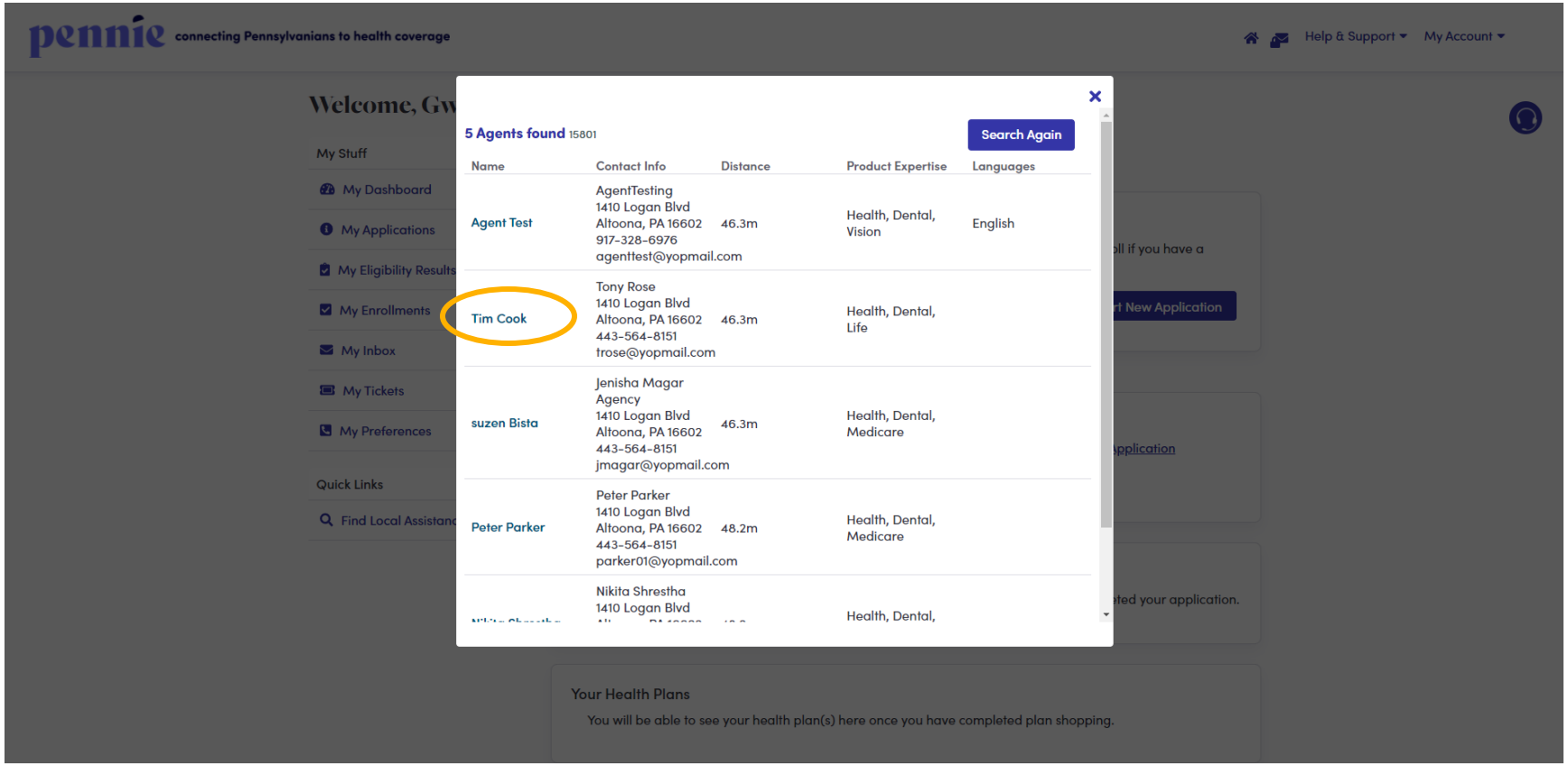




Note: customer can also search for Assister

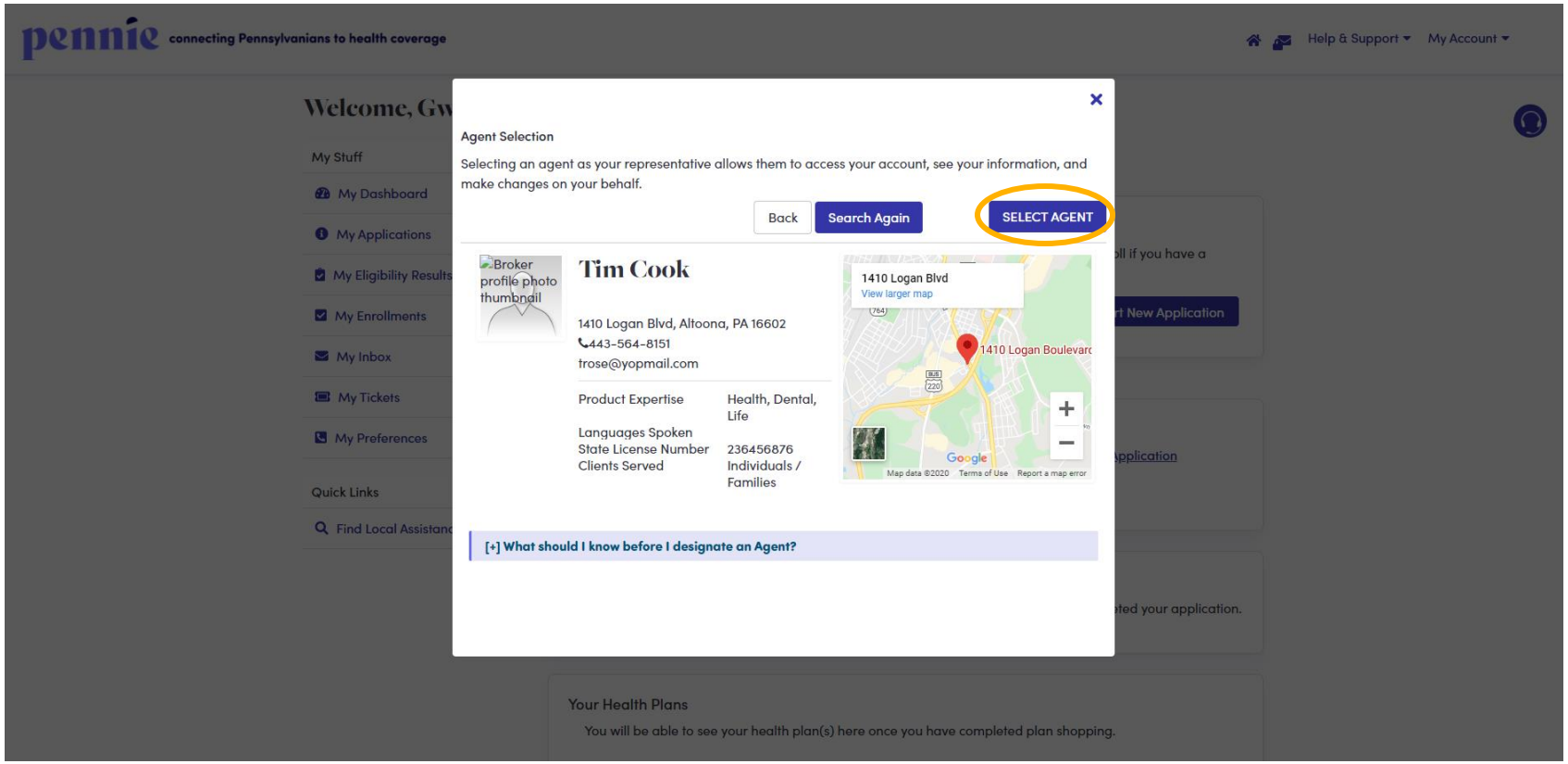
Producers - Connecting with Customers

Customer can review Brokers in their area.



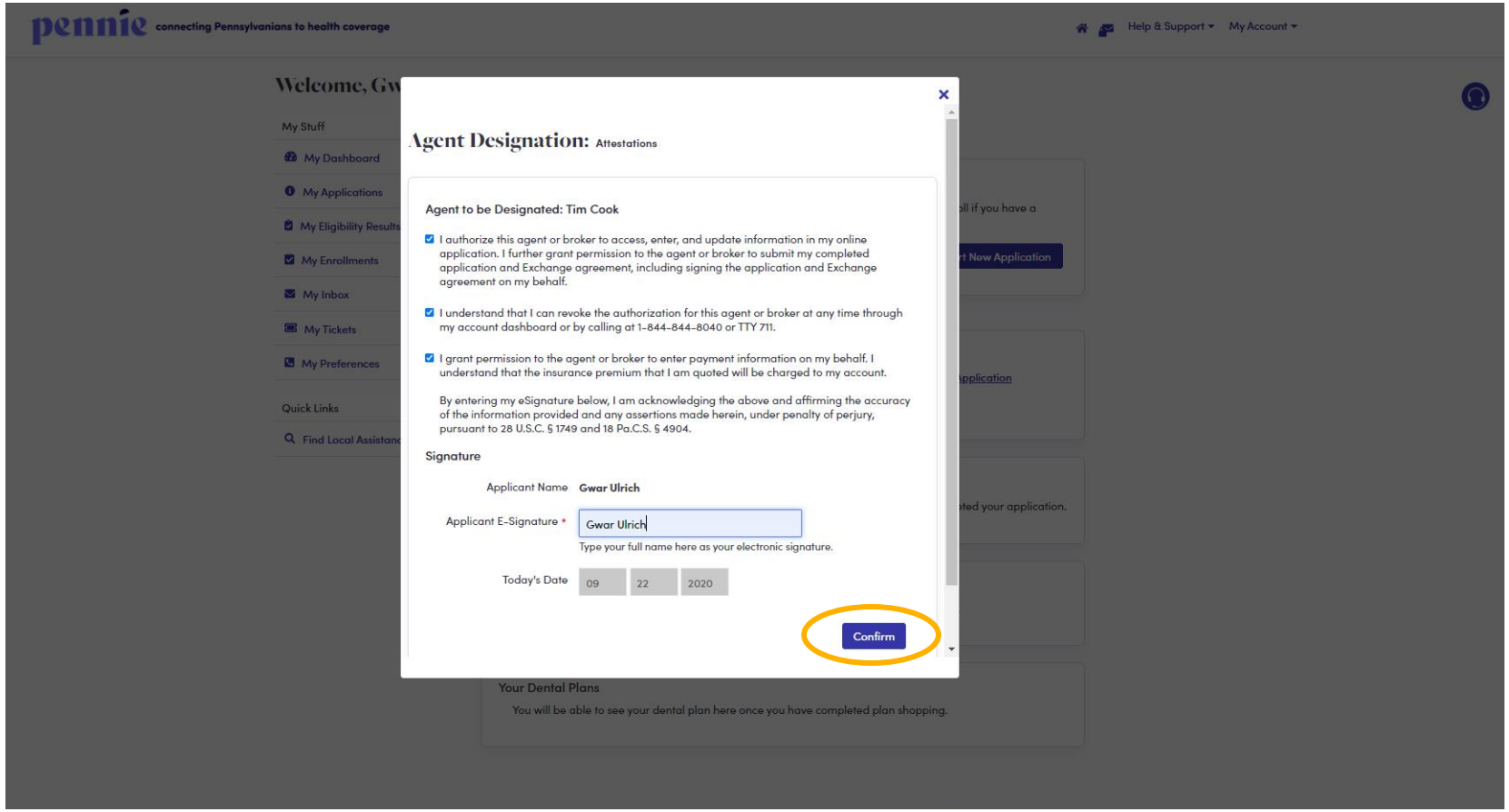
Producers - Connecting with Customers

Customer can review the Broker's Pennie Profile and initiate the relationship by clicking 'Select Agent.'



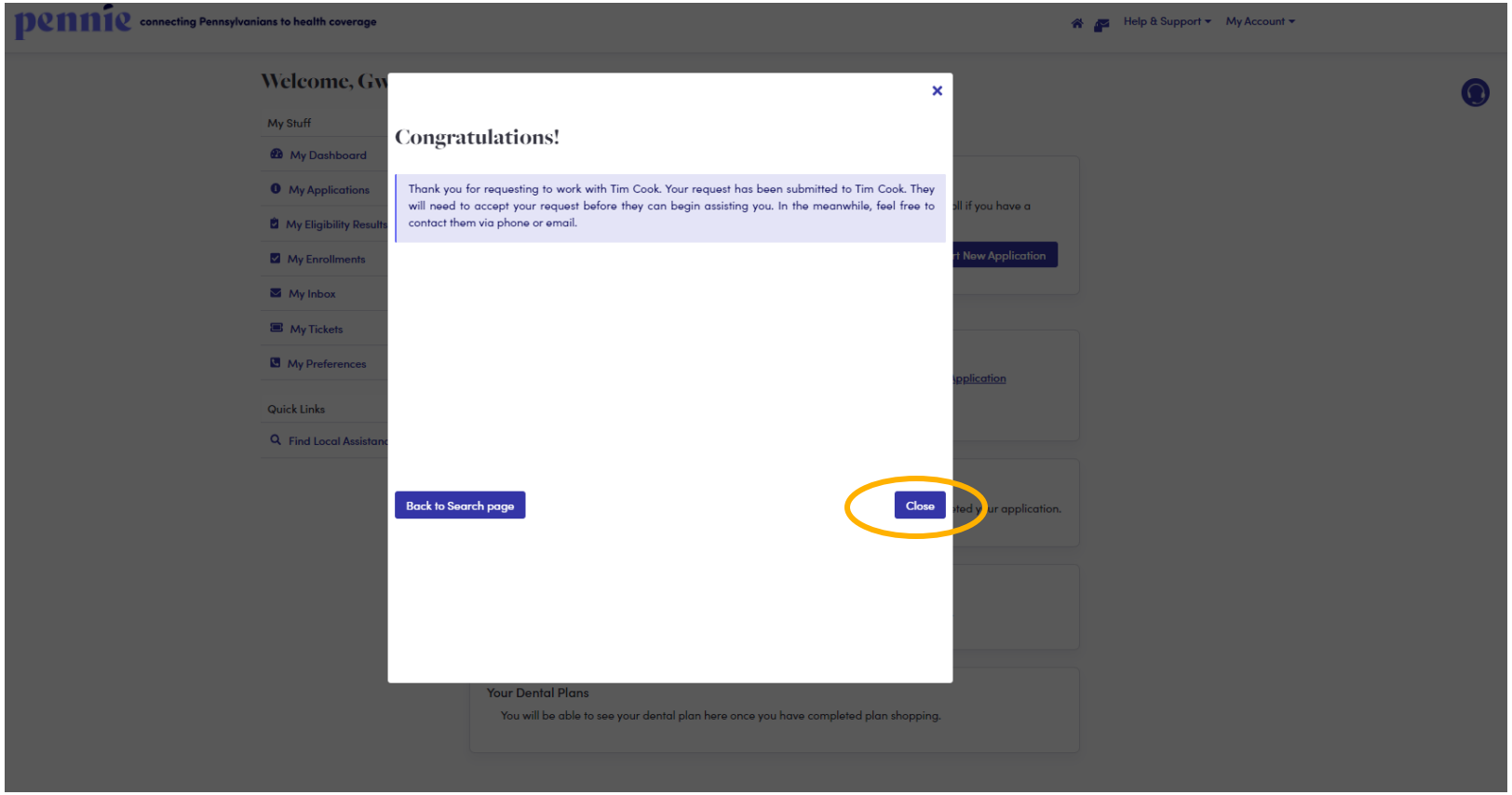
Producers - Connecting with Customers

Customer attests and confirms that the Broker is the one that they wish to do business with; the customer electronically signs and confirms.



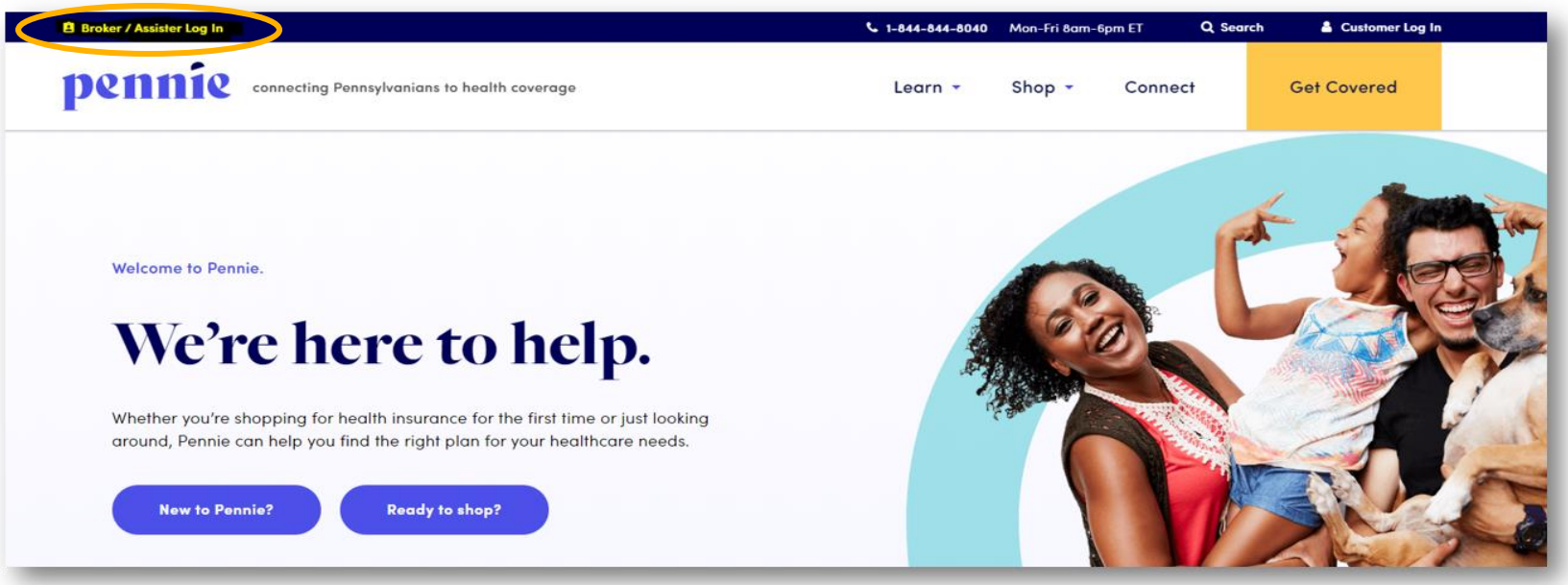
Producers - Connecting with Customers

Customer sees that
their notification has been sent to
their Broker of choice.



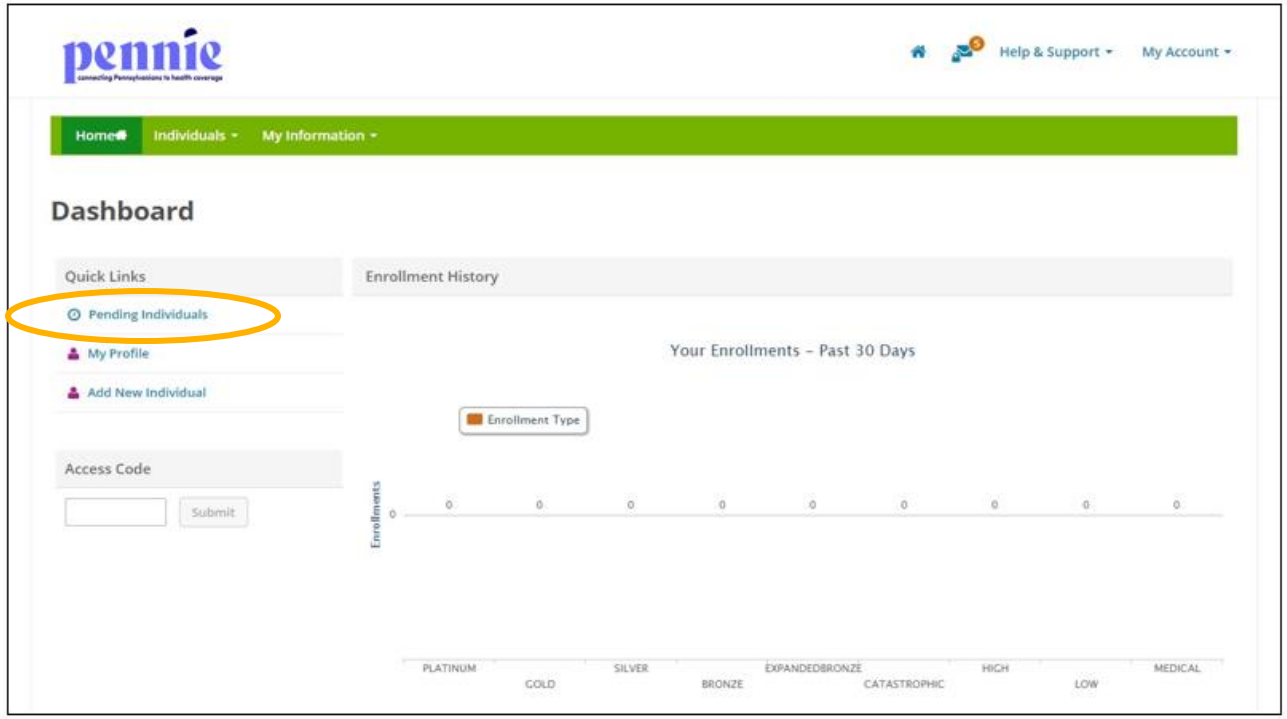
Producers - Connecting with Customers

Broker logs into their Pennie Account.



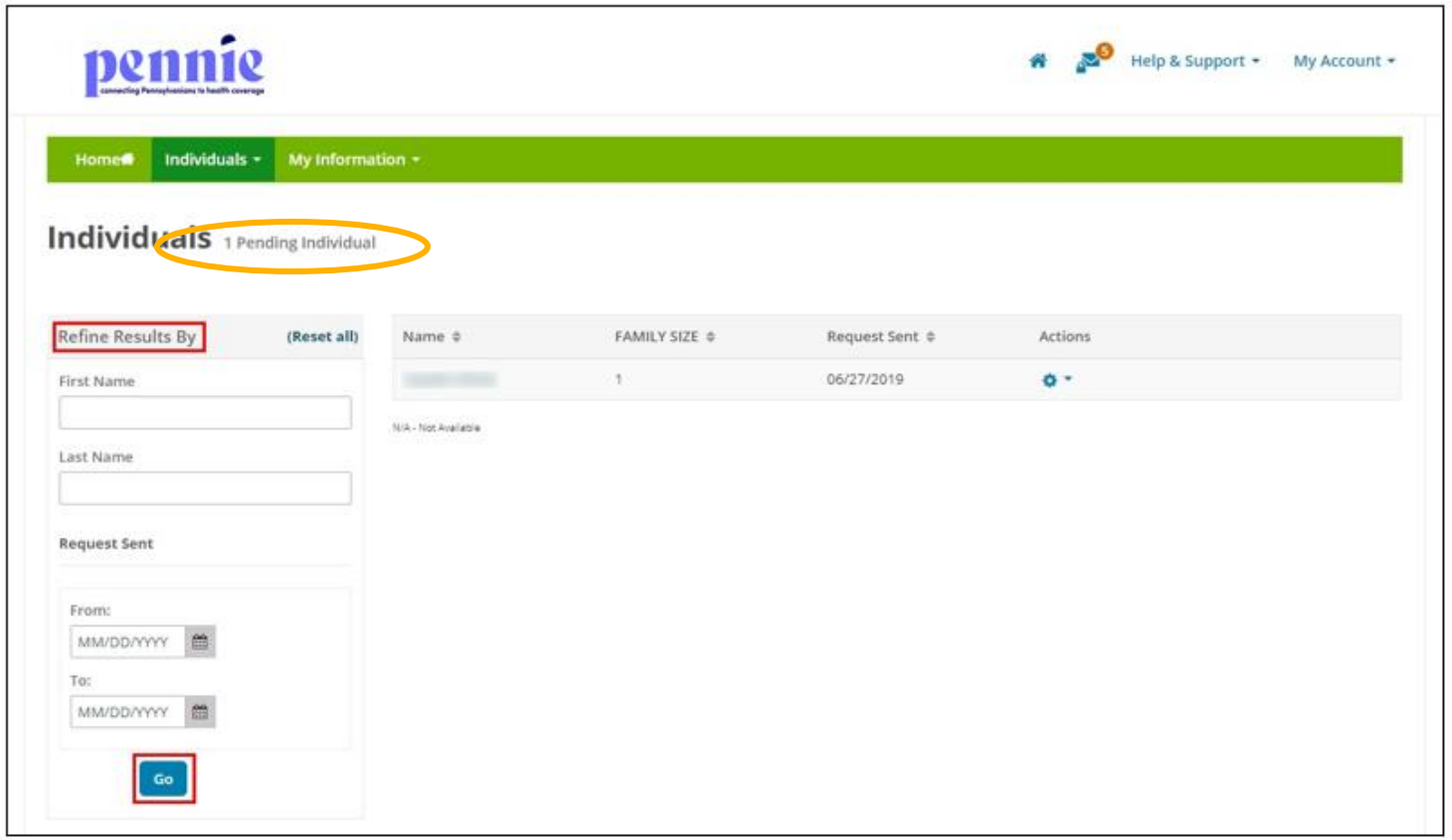
Producers - Connecting with Customers

Broker view's dashboard and selects Pending Individuals under quick links.



Producers - Connecting with Customers

There is one new Pending Individual; if several, a broker can refine results by name or date range.



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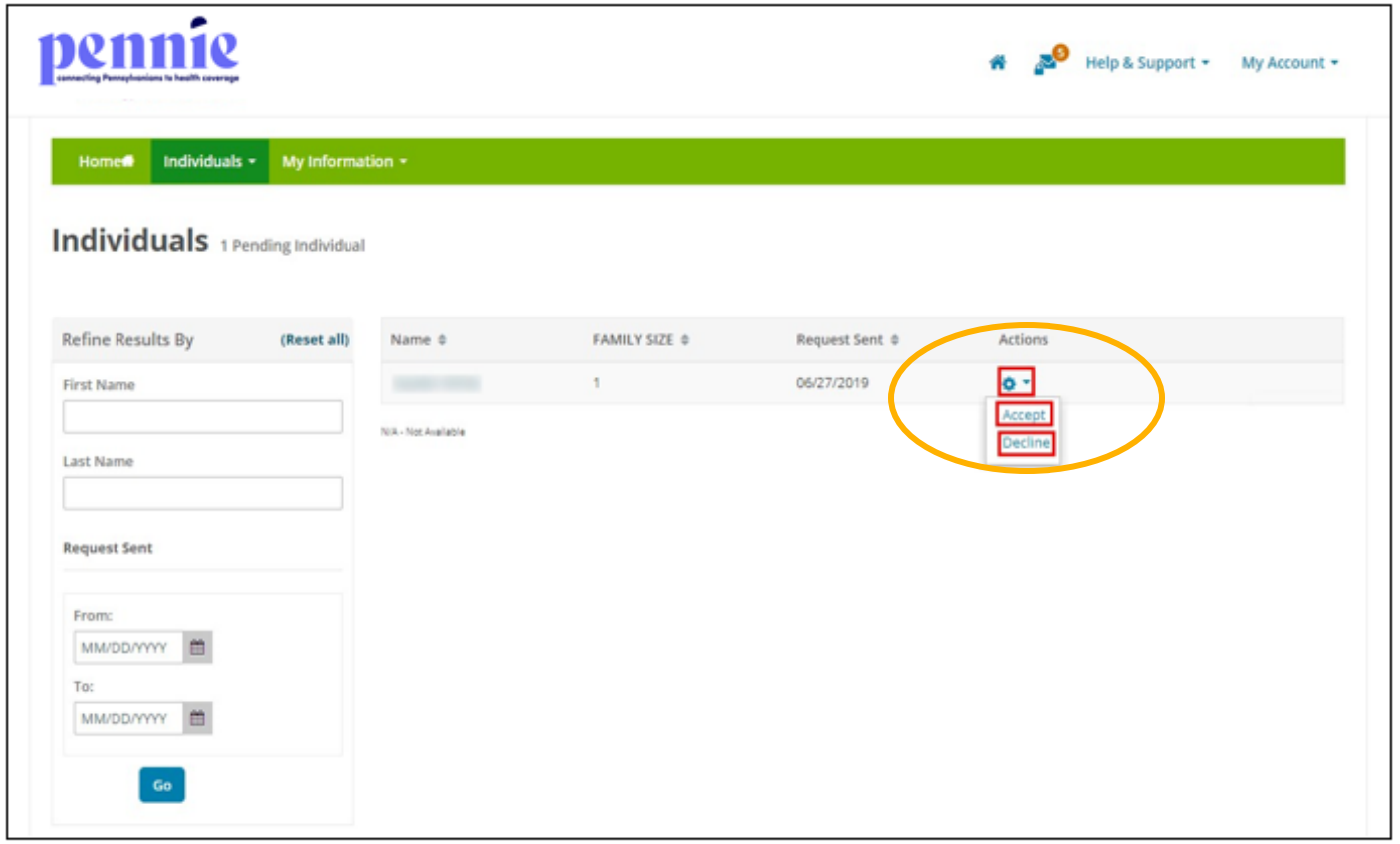
Producers - Connecting with Customers

Under Actions – the broker can select to 'Accept' or 'Decline' the relationship request from the customer.



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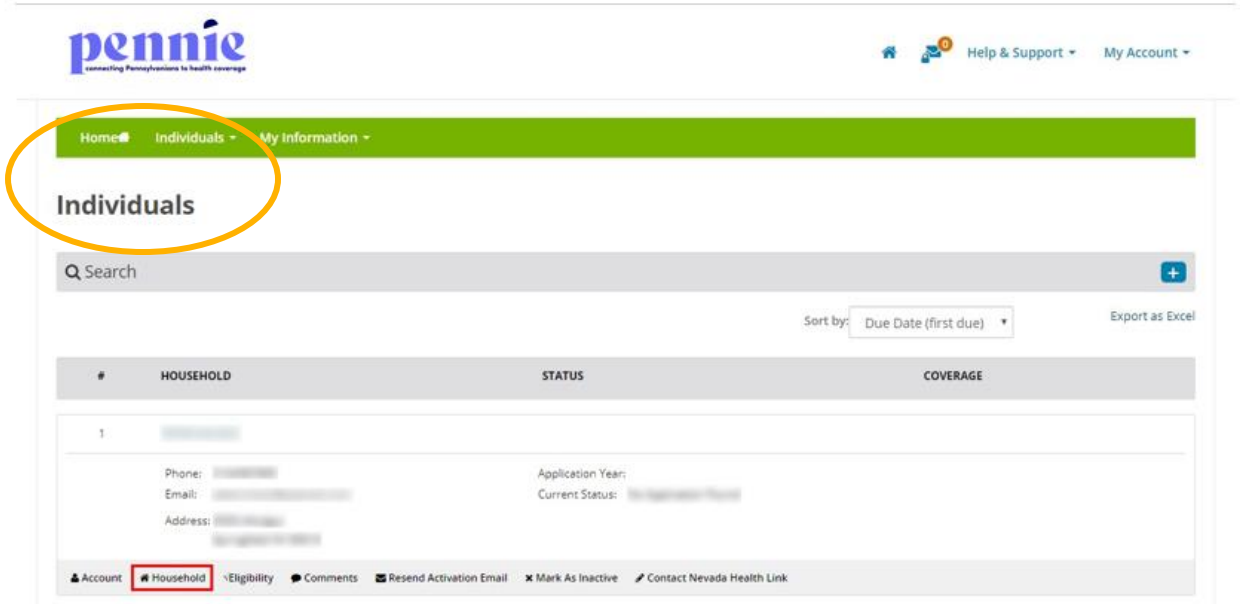
Producers - Connecting with Customers

Once Accepted, the new customers will show under the 'Active Individuals' (a.k.a. - the Brokers Book of Business).



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Producer Experience

Becoming A Pennie-Certified Broker

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Become a Pennie-Certified Producer – Four Easy Steps

Valid PA Producer's License + Pennie Broker Training + Pennie Producer Profile = Pennie-Certified Producer

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Broker Training

Pennie Broker Training Modules	Module 6 – 2021 Cultural Competence and Language Assistance
Module 1 – Pennie Producer Training Overview	Module 7 – 2021 Working With Customers With Disabilities
Module 2 – 2021 Affordable Care Act Requirements, Eligibility Guidelines and Consumer Protections	Module 8 –2021 Customer Service Standards and Community Outreach
Module 3 – Privacy, Security, and Fraud Prevention Standards	Module 9 – 2021 Coverage to Care
Module 4 – 2021 Marketplace Producer Essentials	Module 10 – 2021 Producer Standard Operating Procedures
Module 5 – 2021 Serving Vulnerable and Underserved Populations	Module 11 – 2021 Producer Systems Training

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Broker Training - Lessons

Pennie

Module 11 – 2021 Producer Systems Training

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Module Goals

Pennie knows that for producers to provide the best service to their customers, it takes the right balance of knowledge and technical tools. In this module, Pennie will provide you with the information you need to enhance your comprehension of our service platform. With an awareness of the diverse technical facets that producers can employ to aid customers on the Pennie platform, producers can help ensure that the customer experience is worthwhile and efficient.

pennie

Knowledge Check

You must score 80% to pass this training module

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Customer Account Functionality / Get Help

When the customer clicks on ***Find Local Assistance*** to begin their search for help enrolling in health coverage, they will see two options. The customer can connect with a producer or with a Pennie-Certified Assister.

pennie

Congratulations! You have completed Module 8 – Plan Options

pennie

ADDRESS	PHONE	WEB
312-318 Market Street, Bowman Tower, Floor 3 Harrisburg, Pennsylvania 17101	+1 844-844-8040	pennie.com

How you can help the launch of Pennsylvania's state-based marketplace:

Share

- Use our Toolkit (available in October) to share key messages
- Share our press releases and/or any positive media coverage
- Amplify our social media messages by sharing our content

Connect

- Consider coordinating in-person or online education and enrollment events
- Host a virtual event to teach people about Pennie's services

Refer

- Direct individuals and groups to Pennie for assistance
- Recommend finding information at pennie.com

Adjourn

2020 September Advisory Council Meeting

pennie

ADDRESS

312-318 Market Street,
Bowman Tower, Floor 3
Harrisburg, Pennsylvania
17101

WEB

pennie.com