

July 2022 Community Workgroup Q&A

Annual Income Verification (AIV) Process

- **When a customer submits an attestation form, will they need to show proof of income at some time during the year and/or be subject to the Annual Income Verification (AIV) process?**
 - If a customer had a successfully resolved income DMI earlier in the plan year, they will not be included in the AIV process. The previous income DMI could have been resolved by any type of appropriate documentation, including an income self-attestation form.
- **When uploading the Income Self-Attestation form to resolve an income DMI or an AIV DMI, what file type should be chosen? There isn't an option for "Income Self-Attestation."**
 - You should pick the option that most closely matches what you are uploading. We try to regularly review the list of document types and update as appropriate. We'll take this back to the team and see if we need to make any additional updates for this scenario.
- **How will brokers be notified of an Annual Income Verification DMI? Will the notification appear on the broker Book of Business summaries?**
 - Brokers will always see customer notices in the Book of Business Summary, including Annual Income Verification DMI notices.

Social Security Numbers (SSN) Guidance

- **Is an Individual Taxpayer Identification Number (ITIN) the same as a "green card?"**
 - ITIN is a tax identification number for the IRS and doesn't indicate someone's immigration status. For example, undocumented immigrants may have an ITIN but would not be lawfully present for coverage through Pennie. A green card is an immigration document that would be used to verify an individual's eligibility under the lawfully present requirement.

System Enhancements

- **For the system enhancement implementing automated eligibility for Medicaid/CHIP account transfers, how is Pennie determining eligibility without knowing if a customer is eligible for other coverage?**
 - Because of the single streamlined application used by both Pennie and DHS, the application includes all of the questions that Pennie needs to be able to make an eligibility determination.

Miscellaneous

- **What is the status of extension of the American Rescue Plan (ARP) subsidies? Do we know if the ARP subsidies, including removal of the income limit, will be extended?**
 - American Rescue Plan subsidies are set to expire at end of 2022. They have not yet been extended by Congress. We are closely monitoring congressional activity and will notify stakeholders if or when Congress takes action on the American Rescue Plan subsidies.
- **Is there a way to add a second contact to the two-factor authentication in case someone is out of the office?**
 - No. Privacy and security rules require every user to have their own unique login. Users should never share their login credentials with anyone else. Brokers can be setup as an Agency with anyone who has an Agency Manager user role having the ability to access any broker's customers within the agency. You should leverage the agency functionality to allow other Pennie-certified brokers within your organization to be able to assist your customers in your absence
- **How can a broker store data for a prospect that we have quoted, but not written?**
 - The broker and assister portals on Pennie allow you to access information about Pennie customers who have designated you as their broker/assister. If you are quoting for customers using anonymous shopping tools ("Browse for Plans"), you can download or print plan information, however by design, it is an anonymous shopping tool not associated with any customer or individual, so information is not saved within Pennie.
- **What additional application changes have been made for 2023? When will those changes be shared?**
 - We will address changes for 2023 as we get closer to Open Enrollment.