

# MARKETPLACE ASSISTER TOOLKIT

## *Standard Operating Procedures Manual for Assisters in the Individual Federally-facilitated Marketplaces*

### **SOP 7—LOWER COSTS OF COVERAGE**



Version 6.0 November 2020. This information is intended only for the use of entities and individuals certified to serve as Navigators or certified application counselors in a Federally-facilitated Marketplace. The terms “Federally-facilitated Marketplace” and “FFM,” as used in this document, include FFMs where the state performs plan management functions. Some information in this manual may also be of interest to individuals helping consumers in State-based Marketplaces and State-based Marketplaces using the Federal Platform. This document is intended only as a summary of legal requirements and to provide operational information and does not itself create any legal rights or obligations. All legal requirements are fully stated in the applicable statutes and regulations. The contents of this document do not have the force and effect of law and are not meant to bind the public in any way, unless specifically incorporated into a contract. This document is intended only to provide clarity to the public regarding existing requirements under the law. This material was printed, published, or produced and disseminated at U.S. taxpayer expense.



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## SOP 7 – Lower Costs of Coverage

### A. Introduction

When consumers apply for help to lower the costs of coverage through the Marketplace, their eligibility results will indicate whether they are eligible for advance payments of the premium tax credit (APTC) and cost-sharing reductions (CSRs).

APTC can lower consumers' monthly insurance payments (called their "premiums") when they enroll in a plan through the Marketplace. Consumers' eligibility for APTC is based on their projected household income for the year ahead and other factors. If eligible, they can choose whether to apply APTC to their premiums. When comparing plans, consumers select the amount of APTC they want paid on their behalf to their chosen insurance company.

CSRs are discounts that lower the amount consumers have to pay for deductibles, copayments, and coinsurance. If consumers qualify based on income, they must enroll in a plan in the Silver category to get these extra savings.

Consumers generally are required to report all forms of household income on the Marketplace application, although Supplemental Security Income (SSI) and certain other income sources are not included in household income.<sup>1</sup> This Standard Operating Procedure document provides guidance on how to assist consumers with understanding APTC and CSRs.

### B. Procedures

#### 1. Select Advance Payments of the Premium Tax Credit (APTC)

If consumers are eligible for APTC, they have the option to use all, some, or none of the amount to reduce their premium. Before you help consumers make changes to their Marketplace accounts, make sure they understand how APTC works. Consumers must reconcile any APTC they get from the Marketplace on their federal income tax returns to see if they got the right amount of premium tax credit during the year. Consumers may owe a balance or get a refund at tax time if they use too much or too little of their credit. Exhibit 1 helps answer questions about APTC available through the Marketplace.

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<sup>1</sup> Don't include income from alimony (for divorces finalized on or after January 1, 2019), child support, veteran's disability payments, worker's compensation, gifts, or proceeds from loans, such as student loans.

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Exhibit 1 – Common Premium Tax Credit Questions and Answers

Question	Answer
<b>What is the premium tax credit?</b>	<ul style="list-style-type: none"> <li>• A tax credit that helps low- and moderate-income individuals afford health insurance.</li> </ul>
<b>What are advance payments of the premium tax credit (APTC)?</b>	<ul style="list-style-type: none"> <li>• Individuals who meet certain criteria at the time they enroll in a qualified health plan (QHP) may choose to have APTC paid to their insurance company to lower the cost of their monthly premiums. Consumers may choose to have some, none, or all of the APTC for which they are eligible paid on their behalf.</li> </ul>
<b>How does APTC affect individuals' tax returns?</b>	<ul style="list-style-type: none"> <li>• When consumers file their federal income tax returns for the year, the actual amount of the premium tax credit they were eligible for is calculated based on their actual household income. Consumers whose APTC exceeds their actual premium tax credit eligibility may be required to pay back all or a portion of the difference (refer to the <a href="#">Repayment Limitation Table</a>). Consumers whose APTC is less than the amount they were eligible for will owe less in taxes or get a refund for the difference</li> </ul>
<b>Who is eligible for APTC?</b>	<p>Consumers are eligible to have APTC paid on behalf of their tax household if they:</p> <ul style="list-style-type: none"> <li>• Are enrolled in a QHP through the Marketplace;</li> <li>• Have an annual household income between 100 percent and 400 percent of the Federal Poverty Level (FPL) (refer to <a href="#">Appendix B: Federal Poverty Guidelines</a>)*;</li> <li>• Are not claimed as a dependent by another person;</li> <li>• File a joint tax return if married, unless they're:               <ul style="list-style-type: none"> <li>○ A victim of domestic abuse or spousal abandonment,† or</li> <li>○ Legally married but live separately from their spouse, have a tax dependent they live with and take care of, and are eligible to file their federal income tax return as "Head of Household";</li> </ul> </li> <li>• Are not eligible for or enrolled in other minimum essential coverage, which means they:               <ul style="list-style-type: none"> <li>○ Are not enrolled in traditional employer health coverage;</li> <li>○ Are not offered traditional employer health coverage that meets the standards for minimum value and affordability;</li> <li>○ Are not eligible for a Qualified Small Employer Health Reimbursement Arrangement (QSEHRA) or individual coverage Health Reimbursement Arrangement (HRA) that meets standards for affordability;</li> <li>○ Are not eligible for a government program like most Medicaid coverage, Medicare, Children's Health Insurance Program (CHIP), TRICARE, Veterans Health Program, or Peace Corps.</li> </ul> </li> </ul>

†Consumers who are married but living apart from their spouse and are unable to file a joint income tax return because of a case of spousal abandonment or domestic abuse can obtain APTC and CSRs as long as they are otherwise eligible. For more information, refer to the guidance available at: [CMS.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Updated-Guidance-on-Victims-of-Domestic-Abuse-and-Spousal-Abandonment\\_7.pdf](https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Updated-Guidance-on-Victims-of-Domestic-Abuse-and-Spousal-Abandonment_7.pdf).

\*Adult consumers who live in a state that has expanded Medicaid generally must have a household income between 138 percent and 400 percent of the FPL (approximately \$17,609 to \$51,040 for an individual and \$36,156 to \$104,800 for a family of four in 2020; higher in Alaska and Hawaii). Separately, consumers whose household income is less than 100 percent FPL and who are not eligible for Medicaid due to immigration status may be eligible for Marketplace coverage with financial assistance. Refer to the [Assister Guide to the Immigration Section of the Online Marketplace Application](#) for more information on helping non-citizens through the Marketplace application process.

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1.1 Select the Amount of Advance Payments of the Premium Tax Credit (APTC)

The Marketplace determines consumers' APTC eligibility by estimating how much premium tax credit consumers may be allowed to claim when they file taxes. Consumers' final eligibility for the premium tax credit and the amount of the credit they are eligible to receive is not determined until they file their federal income tax return.

If consumers are eligible for APTC, the Marketplace will notify them of the maximum dollar amount available to them. Consumers can choose to apply the entire amount to their monthly health plan premiums or a lesser amount of their choice, including zero dollars. After consumers submit their initial application or report a life change to the Marketplace, you can help them select the amount of APTC to apply to their monthly premiums when they select a plan.

Consumers must reconcile the amount of APTC they get with the final premium tax credit amount they are allowed when they file their federal income tax return for the year. Consumers whose APTC exceed their actual premium tax credit may owe all or a portion of the difference to the Internal Revenue Service (IRS) when filing their taxes. Consumers whose actual premium tax credit is more than their APTC may get a credit on their taxes or get a refund for the difference. For example, if a consumer will have an uncertain or variable income, you may want to discuss the idea of applying only part of the premium tax credit for which they are eligible as an advance payment. This may reduce the amount of money the consumer may owe at tax filing time in the event the consumer's actual income is higher than anticipated. However, it's important to remind consumers that you cannot provide tax advice within your capacity as a Navigator or certified application counselor (collectively, "assisters").

Complete these steps to help consumers select the amount of APTC they would like to have paid on their behalf:

**Step 1.** Review with them the maximum amount of APTC for which they are eligible each month. This amount can be found in the Eligibility Results table on their eligibility notice, as shown in Exhibit 2. Explain that the amount shown on the table represents the amount of APTC for the entire tax household, not just the individual. For example, if a married couple is eligible for \$300 of APTC per month, the eligibility results table will show \$300 after the husband's name and \$300 after the wife's name. Even though the amount of \$300 appears twice, the couple is not eligible for \$600.

Exhibit 2 – What are the Results of my Application?

Household Member(s)	Results	Next Steps
Andre Hill, Bridget Hill	<ul style="list-style-type: none"> <li>Eligible to buy a 2021 Marketplace plan.</li> <li>Eligible for advance payments of the premium tax credit to help pay for a Marketplace plan. You can use up to this much of the tax credit:               <ul style="list-style-type: none"> <li>\$462.00 each month, which is \$5,544.00 for the year, for your tax household.</li> </ul> </li> <li>This is based on the yearly household income of \$45,000.00—the amount that you put on your application, or that came from other recent information sources.</li> </ul>	<ul style="list-style-type: none"> <li>Choose a plan and pay your first month's premium.</li> </ul>

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- Step 2.** Explain to consumers that they have the option to use less than the maximum amount of APTC for which they are eligible. The amount they choose to use will lower the cost they pay for premiums
- Step 3.** Describe the potential effects of adjusting APTC amounts, including:
- The cost of the consumers' premium; and
  - Tax consequences (refer to [Section 1.2 Potential Tax Consequences below](#)).
- Step 4.** Explain when APTC take effect, based on when consumers report the financial change.
- Before their coverage start date
    - If consumers adjust the amount of APTC they receive prior to their coverage start date, the change will take effect on their policy start date (if applying during Open Enrollment, any adjustment to the amount of APTC will be in effect on January 1st for the year ahead unless there is a Special Enrollment Period (SEP) associated with the application for the current year). If they report a change to their Marketplace application that makes them eligible for a SEP, the change in APTC will align with SEP effective dates.
  - After their coverage start date
    - If consumers adjust the amount of APTC they receive after their coverage start date, the change generally takes effect the day the adjustment is made. However, if they report a change to their Marketplace application that makes them eligible for a Special Enrollment Period, the change in APTC will align with Special Enrollment Period effective date.
- Step 5.** Help consumers select the amount of APTC they would like to apply toward their monthly premium payments. Consumers' maximum APTC amount cannot be more than the cost of their monthly premiums. Consumers will see the options for applying APTC when they enter plan selection, shown in Exhibit 3.

**Things You Should Know**

Remind consumers that they must file federal income taxes in the upcoming year if APTC are paid on their behalf. Also, inform consumers that they will be ineligible for APTC in future years if APTC are not paid on their behalf but they do not file a federal income tax return for the year and reconcile their APTC.



Exhibit 3 – Selecting the Amount of APTC Screenshot

Step 1 of 6: Decide how much tax credit to use to lower your premium [View steps](#)

## Use your tax credit to lower your monthly premium

You qualify for a premium tax credit of \$500 a month. You can decide how much of this amount you want to use to save on your monthly premium.

You can lower your monthly premium up to  
**\$500 per month**

The amount is based on:



Expected yearly income



Where you live



Tax household size

**If any of these things change over the year, the tax credit amount you qualify for can change.** For example, if your income goes up during the year, you'll likely qualify for a lower tax credit. If you take more tax credit than you're eligible for, you may have to pay money back when you file your federal taxes at the end of the year.

**If your income or household changes, it's very important to update your Marketplace application as soon as possible to avoid paying money back on your federal taxes.**

If you choose not to use any of your tax credit, you'll claim the full amount on your federal taxes.

How much of your \$500 monthly tax credit do you want to use to lower your premium?

- ALL** of the tax credit each month.  
Good choice if you're pretty sure your final 2021 income will be about the same as your estimate.
- SOME** of the tax credit each month.  
Good choice if it's likely your final 2021 income will be higher than your estimate.
- NONE** of the tax credit each month.  
Good choice if you don't want to risk having to pay money back on your federal taxes if anything changes.

Save & Continue

**IMPORTANT:** The amount of APTC selected is reflected in the monthly premium costs displayed when shopping for a plan. Some consumers may wish to change the amount of APTC they are using for an existing plan. These consumers should log in to their Marketplace account, select "Change Plans" from the My plans & Programs screen, and proceed to their Enrollment To-Do List to change their APTC. Refer to Exhibit 4 for an example of what plan costs look like after consumers select their APTC amount.



Exhibit 4 – Review and Confirm Plan Selection Screenshot

Step 4 of 6: Choose health plans [View steps](#)

[← Back to plans](#)

## Health plan selection

**Viewing plans for this group**

- Susan Griffith (Age 37)

with an estimated effective date of 06/01/2021

Monthly premium

# \$402.07

Including a \$500.00 tax credit  
Was \$902.07

Extra Savings

**GrayBar Insurance, Delaware** New plan - Not rated ⓘ

[Preferred Silver 5250](#)

Silver | HMO | Plan ID: 31195DL0110005

<b>Deductible ⓘ</b>	<b>Out-of-pocket maximum ⓘ</b>	<b>Estimated total yearly costs ⓘ</b>
\$4,750	\$1,850	Add
<small>Individual total</small>		

**Copayments / Coinsurance ⓘ**

Emergency room care	Generic drugs	Primary doctor	Specialist doctor
30% Coinsurance after deductible	\$5	\$10	30% Coinsurance after deductible

**Plan features**

- ✗ Adult Dental
- ✓ Child Dental

Add Your Medical Providers

Add your medical providers and we'll show you which plans cover them

Add Your Prescription Drugs

Add your prescription drugs and we'll show you which plans cover them.

Adult dental benefit not included

Go back to browse plans

Select this plan

### 1.2 Potential Tax Consequences

Before assisters help consumers, they must provide consumers with a disclaimer stating that they are not acting as tax advisors or attorneys, and they cannot provide tax or legal advice within their capacity as assisters. However, assisters should help consumers understand general information about the impact of Marketplace policies on consumer taxes.

Explain to consumers that the amount of APTC paid on their behalf will affect the amount they owe or the amount of their refund when they file their federal income tax return. Consumers who receive APTC must file a

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federal income tax return and include Form 8962, Premium Tax Credit, even if they are not otherwise required to file taxes. On their federal income tax return, they will compare APTC they received with the actual premium tax credit amount they are allowed to claim on that return based on their actual household income.

Consumers' maximum APTC amount were determined based on their projected household income and size. However, they must use their actual household income and family size to calculate the premium tax credit when filing their federal income tax return. If their actual household income differs from their projected household income amount, the amount they will pay or receive as a credit or refund when filing their federal income tax return may be affected.

Consumer repayments of excess APTC are limited to amounts based on their household income and household size, as shown in Exhibit 5.

Exhibit 5 – Consumer APTC Repayment Limits for Tax Year 2019

Household Income Percentage of Federal Poverty Level	Limitation Amount for Single, Married Filing Separately, and Head of Household taxpayers	Limitation Amount for all other filing statuses
Less than 200%	\$300	\$600
At least 200%, but less than 300%	\$800	\$1,600
At least 300%, but less than 400%	\$1,325	\$2,650
400% or more	No limitation	No limitation

If consumers' actual household income is less than they projected when they submitted their Marketplace application or if they did not apply all of the APTC for which they were eligible when they enrolled in a QHP, their premium tax credit will likely be more than their APTC. In that case, consumers will get a credit or a refund for the difference when they file a federal income tax return for the year.

If a consumer's actual household income is below 100 percent FPL, they may still be able to claim the premium tax credit at tax time if they were enrolled in a Marketplace plan with APTC and expected a household income between 100 and 400 percent FPL when they initially enrolled in the plan. However, for the next plan year, they may be eligible for Medicaid and generally will not be eligible for APTC if their household income for the next plan year is expected to remain below 100 percent FPL. Consumers should return to the Marketplace to update their income information whenever there are changes. In most states, if consumers appear to qualify for Medicaid, their application information will be sent directly to their state Medicaid office, and they will receive a final notice of Medicaid eligibility later. In a small number of states, the Marketplace makes the final determination of Medicaid eligibility.

Note: Assisters may educate consumers on Marketplace-related components of the premium tax credit reconciliation process and help them understand the availability of IRS resources on this process. However, assisters must inform consumers that they are not acting as tax advisers or attorneys when providing assistance as assisters and cannot provide tax or legal advice within their capacity as assisters. For more information on APTC reconciliation, refer to *SOP 12 – Reporting Minimum Essential Coverage and Reconciling Advance Payments of the Premium Tax Credit* and [IRS.gov](http://IRS.gov).



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Exhibit 6 provides a reference on when consumers should contact the Marketplace Call Center or the IRS if they have questions about how their coverage status and Marketplace financial assistance will affect the tax filing process. You may use this resource in your work with consumers to help them route their questions accordingly.

Exhibit 6 – Where Consumers can Direct Questions About the Tax Consequences of APTC and Marketplace Coverage

Marketplace Call Center will handle questions regarding:	Internal Revenue Service will handle questions regarding:
<ul style="list-style-type: none"> <li>● Form 1095-A (Health Insurance Marketplace Statement)</li> <li>● Form 8962 (Premium Tax Credit) and how it works with Form 1095-A</li> <li>● APTC versus Premium Tax Credit</li> <li>● Eligibility for APTC</li> <li>● Exemptions (including who qualifies for exemptions, what to do if your exemption is pending, and how to get an Exemption Certificate Number (ECN))</li> <li>● Handling problems with Form 1095-A (including missing or incorrect information and duplicate copies)</li> <li>● How the premium tax credit may impact consumers' tax Refunds</li> <li>● Fees for not having coverage (what it is and how much it will cost, for tax years prior to 2019)</li> </ul>	<ul style="list-style-type: none"> <li>● Help filing taxes</li> <li>● Help paying taxes owed to the IRS</li> <li>● Related to tax filing, like:               <ul style="list-style-type: none"> <li>○ How long can I delay filing?</li> <li>○ What happens if I don't file?</li> <li>○ I filed my taxes prior to getting Form 1095-A. How do I amend my tax return?</li> </ul> </li> <li>● How to complete Form 8962 Premium Tax Credit</li> <li>● How to complete Form 8965 Exemptions</li> <li>● Other tax forms</li> <li>● Tax assistance (including <a href="#">Free File</a>, which forms to fill out, where to get assistance with tax filing, and what the tax deadline is)</li> </ul>

## 2. Select Plans with Cost-Sharing Reductions

In addition to premium tax credits, some consumers may be eligible for extra savings in the form of CSRs through the Marketplace. This includes consumers whose household income is between 100 percent and 250 percent FPL and consumers who are members of a federally recognized tribe. CSRs reduce the amount consumers have to pay out of pocket for health care (e.g., deductibles, copayments, and coinsurance). The Marketplace determines whether consumers are eligible for income-based CSRs based on their projected household income and size; if eligible, they must choose a Silver-level QHP to receive savings. American Indians and Alaska Natives (AI/ANs) may receive CSRs in any Bronze, Silver, Gold or Platinum plan. Exhibit 7 provides information to help answer questions about CSRs.



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Exhibit 7 – Common CSRs Questions and Answers

Question	Answer
<b>What is a cost-sharing reduction (CSR)?</b>	A discount that lowers the amount a consumer has to pay for deductibles, coinsurance, and copayments.
<b>Who is eligible for CSRs?</b>	To be eligible for and to utilize CSRs, consumers must: <ul style="list-style-type: none"> <li>• Have a projected household income between 100% and 250% of the FPL (see <a href="#">Appendix C: Federal Poverty Guidelines</a>) <b>or</b>, for AI/ANs, have a projected household income up to 300% of the FPL for zero cost-sharing or over 300% FPL for limited cost-sharing.</li> <li>• Enroll in a Silver category QHP* through the Marketplace <b>or</b>, for AI/ANs a QHP at any plan category; and</li> <li>• Be eligible for the premium tax credit.</li> </ul>

Consumers' Marketplace eligibility results will indicate whether they are eligible for CSRs. It is important for those eligible for the most generous income-based CSRs provided, at the 94 percent and 87 percent level, to understand that they may potentially save thousands of dollars if they use medical services, but only if they select a Silver plan. Refer to Exhibit 8 for key CSR eligibility notice content and next steps

Exhibit 8 – Key CSR Eligibility Notice Content and Next Steps

Cost-sharing Reduction Eligibility Type	Eligibility Results English & Spanish	Next Steps English & Spanish
94% 87% 73%	<ul style="list-style-type: none"> <li>• Can choose a Silver plan with lower copayments, coinsurance, and deductibles (cost-sharing reductions)</li> <li>• Puede seleccionar un plan Plata con copagos, coseguro y deducible (reducciones de costos compartidos) más bajos.</li> </ul>	<ul style="list-style-type: none"> <li>• You must choose a Silver plan to get cost-sharing reductions, which provide extra savings on out-of-pocket costs. [Choosing a Silver plan instead of a Bronze plan may save you thousands of dollars if you use a lot of medical services.] <i>bracketed content fires for 87% and 94%</i></li> <li>• Debe seleccionar un plan Plata para obtener las reducciones de costos compartidos, que proporcionan ahorros adicionales en gastos de su bolsillo. [Seleccionar un plan Plata en lugar de un plan Bronce puede ahorrarle miles de dólares si utiliza muchos servicios médicos.] <i>bracketed content fires for 87% and 94%</i></li> </ul>
Zero Cost Sharing (100% in-network costs covered for members of federally recognized tribes up to 300% FPL)	<ul style="list-style-type: none"> <li>• Can choose a health plan with lower copayments, coinsurance, and deductibles (cost-sharing reductions)</li> <li>• Puede seleccionar un plan médico con copagos, coseguro y deducible (reducciones de costos compartidos) más bajos.</li> </ul>	<ul style="list-style-type: none"> <li>• Choose a plan and pay the first month's premium. You won't pay copayments, coinsurance, or deductibles when you get care from an Indian health system provider, or when you get covered services through your Marketplace plan's network providers..</li> <li>• Seleccione un plan y pague la prima del primer mes. No pagará copagos, coseguro o deducibles cuando reciba atención de un proveedor del sistema de salud para indios nativos o cuando recibe servicios cubiertos a través de los proveedores de la red de su plan del Mercado.</li> </ul>

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Cost-sharing Reduction Eligibility Type	Eligibility Results English & Spanish	Next Steps English & Spanish
Limited Cost Sharing (for members of federally recognized tribes above 300% FPL )	<ul style="list-style-type: none"> <li>• Can choose a plan with lower copayments, coinsurance, and deductibles (cost-sharing reductions) under certain conditions.</li> <li>• You won't pay any cost sharing for covered services from the Indian Health Service..</li> </ul>	<ul style="list-style-type: none"> <li>• Choose a plan and pay the first month's premium. You won't pay copayments, coinsurance, or deductibles when you get care from an Indian health system provider, or when you get covered services through your Marketplace plan's network providers..</li> </ul>
	<ul style="list-style-type: none"> <li>• Puede seleccionar un plan con copagos, coseguro y deducible (reducciones de costos compartidos) más bajos en ciertas condiciones.</li> <li>• Usted no pagará ningún costo compartido por los servicios cubiertos del sistema de salud para indios nativos.</li> </ul>	<ul style="list-style-type: none"> <li>• Seleccione un plan y pague la prima del primer mes. No pagará copagos, coseguro o deducibles cuando reciba atención de un proveedor del sistema de salud para indios nativos o cuando recibe servicios cubiertos a través de los proveedores de la red de su plan del Mercado.</li> </ul>

If consumers are eligible for CSRs, discuss the following topics.

**Topic 1:** Tell consumers they must choose a Silver category plan to take advantage of CSRs. If they qualify for CSRs and do not choose a Silver-level plan, they may owe more when they need health care. There is one exception to this rule: AI/ANs may take advantage of CSRs at any health plan metal level. Consumers who are eligible for CSRs will see eligible plans indicated with an “Extra Savings” box under the monthly premium, as illustrated in Exhibit 9.



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Exhibit 9 – How to Identify CSR-eligible plans on the Marketplace Screenshot

**Good Life Health Insurance** New plan - Not rated ⓘ

HMO Silver  Compare

Silver | HMO | Plan ID: 87247AZ0010031

Monthly premium: **\$93.85**  
Including a \$220.50 tax credit  
Was \$314.35

**Extra Savings** ←

**Deductible ⓘ** **\$500** Individual total

**Out-of-pocket maximum ⓘ** **\$2,700** Individual total

**Estimated total yearly costs ⓘ**

**Copayments / Coinsurance ⓘ**

Emergency room care	Generic drugs	Primary doctor	Specialist doctor
30% Coinsurance after deductible	\$5	\$10	30% Coinsurance after deductible

**Plan features**

- ✗ Adult Dental
- ✓ Child Dental

Add your medical providers and we'll show you which plans cover them.

Add your prescription drugs and we'll show you which plans cover them.

---

**Healthy Step Insurance** New plan - Not rated ⓘ

Silver 2  Compare

Silver | HMO | Plan ID: 87247AZ0010032

Monthly premium: **\$98.42**  
Including a \$220.50 tax credit  
Was \$318.92

**Extra Savings** ←

**Deductible ⓘ** **\$0** Individual total

**Out-of-pocket maximum ⓘ** **\$2,600** Individual total

**Estimated total yearly costs ⓘ**

**Copayments / Coinsurance ⓘ**

Emergency room care	Generic drugs	Primary doctor	Specialist doctor
40%	\$5	\$5	40%

**Plan features**

- ✗ Adult Dental
- ✓ Child Dental

Add your medical providers and we'll show you which plans cover them.

Add your prescription drugs and we'll show you which plans cover them.

**Topic 2:** Explain that CSRs may decrease the following costs:

- Deductibles;
- Coinsurance; and
- Copayments.

This information is intended only for the use of entities and individuals that are certified to serve as Navigators or certified application counselors in a Federally-facilitated Marketplace. The terms “Federally-facilitated Marketplace” and “FFM,” as used in this document, include FFMs where the state performs plan management functions. Some information contained in this manual may also be of interest to individuals helping consumers in State-based Marketplaces and Federally-supported State-based Marketplaces.



## SOP 7 – Lower Costs of Coverage

**Topic 3:** Explain that CSRs **will not** decrease the following costs:

- Monthly premiums;
- Balances billed by non-network providers; nor
- Amounts spent on non-covered services.

**Topic 4:** Explain that consumers are responsible for notifying the Marketplace within 30 days if there are any changes to their household income or other application information that may affect their eligibility for CSRs.

## C. Next Steps

1. If consumers would like to compare plans or make plan selections, proceed to [SOP 8 – Compare, Save, & Select Health Plans](#).
2. If consumers need to report changes that affect their eligibility results, proceed to [SOP 13 – Report Life Changes](#).
3. If consumers believe that they are eligible for more APTC or CSRs, proceed to [SOP 10 – Request an Eligibility Appeal](#).
4. If consumers would like more information about APTC reconciliation and filing federal tax returns, proceed to [SOP 12 – Reporting Minimum Essential Coverage and Reconciling Advance Payments of the Premium Tax Credit](#).
5. For more help answering consumers' specific questions, see Appendix A for [Frequently Asked Questions \(FAQs\)](#).



## Appendix A: Frequently Asked Questions (FAQs)

These FAQs are designed to help assisters answer consumers' specific questions on options to lower health plan costs available through the Individual Marketplace.

FAQ 1. Can I adjust the amount of APTC that I receive?

- Answer: Yes, you can adjust the amount of APTC that you receive, up to the maximum amount for which you are eligible. You can do this year-round, including during Open Enrollment.

FAQ 2. Can I adjust the amount of income-based CSRs that I receive?

- Answer: No. If you are eligible for income-based CSRs and enroll in a Silver plan, you will receive the fixed amount of CSRs for which you are eligible based on your household income. You may not choose a different amount or level of CSRs, but you may choose to enroll in a plan without CSRs. Your CSRs will show up as lower copayments, coinsurance, and deductibles on your Silver-level plan.

FAQ 3. Can I adjust the amount of APTC that I receive to more than I am eligible for?

- Answer: No, the Marketplaces determines the maximum amount of APTC for which you are eligible. If you feel that you are eligible for a higher amount of APTC, you may file an appeal. Even if you do not file an appeal, if you are found eligible for a higher premium tax credit when you file your federal income taxes for the year, you will receive a credit or refund for the difference between the premium tax credit you are eligible for and the APTC that was paid on your behalf.

FAQ 4. I think I am eligible for more APTC or CSRs than what was determined by the Marketplace. What should I do?

- Answer: You may file an appeal if you believe you are eligible for more APTC or CSRs or if you aren't satisfied with certain other eligibility determinations.

FAQ 5. If I lose my job, will I qualify for APTC and CSRs?

- Answer: You should report this change to the Marketplace and update your Marketplace application to enter any changes to your household income or employment status to determine whether you are eligible for APTC and CSRs. If you were previously ineligible based on your household income or because you had access to affordable employer-sponsored coverage that meets the minimum value standard, you may become eligible for help paying for coverage through the Marketplace as a result of decreased income or losing eligibility for this employer-sponsored coverage.

FAQ 6. How do I report changes in my household income?

- Answer: You may log in to your account, select the "Report a Life Change" tab, and update your Marketplace application with any changes to your income. You may also contact the Marketplace Call Center.



SOP 7 – Lower Costs of Coverage

FAQ 7. How much does my household income matter in determining my eligibility for APTC and CSRs?

- Answer: Eligibility for APTC and CSRs depends, in part, on your household size and income. The Marketplace will determine whether you qualify for these benefits based on your household size and income. Note: There may be other non-financial eligibility requirements for APTC and CSRs. Visit HealthCare.gov for more information.

Appendix B: Federal Poverty Guidelines

Exhibit 10 – 2020 Annual Poverty Guidelines for All States (Except Hawaii and Alaska)

Household Size	100%	133%	138%	150%	200%	250%	300%	350%	400%
1	12,760.00	16,971.00	17,609.00	19,140.00	25,520.00	31,900.00	38,280.00	44,660.00	51,040.00
2	17,240.00	22,929.00	23,791.00	25,860.00	34,480.00	43,100.00	51,720.00	60,340.00	68,960.00
3	21,720.00	28,888.00	29,974.00	32,580.00	43,440.00	54,300.00	65,160.00	76,020.00	86,880.00
4	26,200.00	34,864.00	36,156.00	39,300.00	52,400.00	65,500.00	78,600.00	91,700.00	104,800.00
5	30,680.00	40,804.00	42,338.00	46,020.00	61,360.00	76,700.00	92,040.00	107,380.00	122,720.00
6	35,160.00	46,763.00	48,521.00	52,740.00	70,320.00	87,900.00	105,480.00	123,060.00	140,640.00
7	39,640.00	52,721.00	54,703.00	59,460.00	79,280.00	99,100.00	118,920.00	138,740.00	158,560.00
8	44,120.00	58,680.00	60,886.00	66,180.00	88,240.00	110,300.00	132,360.00	154,420.00	176,480.00

*\*For household units with more than eight members, add \$4,480 for each additional household member.*

Exhibit 11 – 2020 Annual Poverty Guidelines for Alaska Only

Household Size	100%	133%	138%	150%	200%	250%	300%	350%	400%
1	15,950.00	21,214.00	22,011.00	23,925.00	31,900.00	39,875.00	47,850.00	55,825.00	63,800.00
2	21,550.00	28,662.00	29,739.00	32,325.00	43,100.00	53,875.00	64,650.00	75,425.00	86,200.00
3	27,150.00	36,110.00	37,467.00	40,725.00	54,300.00	67,875.00	81,450.00	95,025.00	108,600.00
4	32,750.00	43,558.00	45,195.00	49,125.00	65,500.00	81,875.00	98,250.00	114,625.00	131,000.00
5	38,350.00	51,006.00	52,923.00	57,525.00	76,700.00	95,875.00	115,050.00	134,225.00	153,400.00
6	43,950.00	58,454.00	60,651.00	65,925.00	87,900.00	109,875.00	131,850.00	153,825.00	175,800.00
7	49,550.00	65,902.00	68,379.00	74,325.00	99,100.00	123,875.00	148,650.00	173,425.00	198,200.00
8	55,150.00	73,350.00	76,107.00	82,725.00	110,300.00	137,875.00	165,450.00	193,025.00	220,600.00

*\*For household units with more than eight members, add \$5,600 for each additional household member.*



Exhibit 12 – 2020 Annual Poverty Guidelines for Hawaii Only

Household Size	100%	133%	138%	150%	200%	250%	300%	350%	400%
1	14,680.00	19,524.00	20,258.00	22,020.00	29,360.00	36,700.00	44,040.00	51,380.00	58,720.00
2	19,830.00	26,374.00	27,365.00	29,745.00	39,660.00	49,575.00	59,490.00	69,405.00	79,320.00
3	24,980.00	33,223.00	34,472.00	37,470.00	49,960.00	62,450.00	74,940.00	87,430.00	99,920.00
4	30,130.00	40,073.00	41,579.00	45,195.00	60,260.00	75,325.00	90,390.00	105,455.00	120,520.00
5	32,280.00	46,922.00	48,686.00	52,920.00	70,560.00	88,200.00	105,840.00	123,480.00	141,120.00
6	40,430.00	53,772.00	55,793.00	60,645.00	80,860.00	101,075.00	121,290.00	141,505.00	161,720.00
7	45,580.00	60,621.00	62,900.00	68,370.00	91,160.00	113,950.00	136,740.00	159,530.00	182,320.00
8	50,730.00	67,471.00	70,007.00	76,095.00	101,460.00	126,825.00	152,190.00	177,555.00	202,920.00

*\*For household units with more than eight members, add \$5,150 for each additional household member.*