

Apple Health Ambassador Program: Monthly check-in

Keeping communities connected

December 7, 2023



Agenda

Welcome

Reminder and updates

Outreach & engagement opportunities

Resources

Open Q & A session

Reminders & updates



Apple Health premiums

- ▶ Individuals on Apple Health for Kids with Premiums (CHIP) and Apple Health for Workers with Disabilities (HWD) are now responsible to pay their monthly premiums.
- ▶ Individuals who are American Indian or Alaskan Native do not have a premium requirement.
- ▶ Terminations of coverage occur after:
 - ▶ 3 months of non-payment for CHIP.
 - ▶ 4 months of non-payment for HWD.
- ▶ If a client loses coverage due to non-payment of premiums, they may be reinstated after the past due amount is paid.

Outreach & engagement opportunities



Community event requests



- ▶ Want HCA to join your event in-person or virtually?
 - ▶ Contact HCA Apple Health Communications ahcommunications@hca.wa.gov

Share your story!



Gloria

Family receives routine care visits with no financial stress.



Jazmin

Jazmin tells her story about how CHIP health coverage has kept her daughter happy and healthy.

Visit hca.wa.gov/voices-apple-health for more information.

Resources



Apple Health premiums

- ▶ HCA created a new Apple Health premium resource guide to help you through the process of paying your premium. Check out our new publication to find:
 - ▶ Helpful links
 - ▶ Answers to frequently asked questions, and
 - ▶ Who to call for assistance.
- ▶ View hca.wa.gov/pay-ah-premium for more information.



Apple Health (Medicaid) premiums

- Apple Health programs that require a premium payment include:
 - Apple Health for Kids with Premiums (also known as CHIP)
 - Apple Health for Workers with Disabilities (HWD)

When you have been approved for an Apple Health program that requires a premium payment, the Office of Financial Recovery (OFR) will mail a monthly statement which provides the premium amount and information on how to pay.

How do I pay my Apple Health premium online?

Premium payments can be made online at **Secure Access Washington (SAW)** or by mail. There is no option to pay over the phone at this time.

Before an online payment can be made, a **SAW user account must be created** and payment services for DSHS must be added to your list of services.

STEP ONE: After signing into your SAW account, select Add a New Service.

STEP TWO: Select I would like to browse a list of services by name.

STEP THREE: Select Apply at the bottom right of the Payment Services tab.

STEP FOUR: Select options under the Medical Premium Payments section.

In the Medical Premium Payments section, you can submit payments, set alerts, and update banking/contact information

How can I get help with the SAW accounts?

- For assistance on setting up your SAW user account, contact SAW by calling 1-855-928-3241
- For assistance on setting up your payment account in SAW, contact the Office of Financial Recovery at 1-800-562-6114, option 1. Have your statement ready when you call.

Are online payments my only option?

- To mail your payment, be sure to include the name, date of birth, and client ID number with your payment.

Send your payment to:
DSHS Office of Financial Recovery
PO Box 9501
Olympia, WA 98507-9501

PHE Renew your way flyer

- ▶ Translated in 15 languages
- ▶ New flyer to share at outreach events.
- ▶ Easy to view online.
- ▶ Available to order in English and Spanish
 - ▶ Search for 19-0098

Renew your way, stay covered today!

Do you have Apple Health (Medicaid) coverage? It may be time to renew your coverage soon!

Update your contact information one of the following ways:

- Call your plan if you are enrolled in managed care.
- Amerigroup:** 1-800-600-4441
- Community Health Plan of Washington:** 1-800-440-1561
- Coordinated Care of Washington:** 1-877-644-4613
- Molina Healthcare of Washington, Inc.:** 1-800-869-7165
- UnitedHealthcare Community Plan:** 1-877-542-8997

Email AHUpdateMyInfo@hca.wa.gov with your name, date of birth, and updated information.

Don't have Apple Health coverage or need to renew?

Scan me!

Visit hca.wa.gov/ah4u or scan the QR code to learn how.

HCA complies with all applicable federal and Washington state civil rights laws and is our services. If you committed to providing equal access to need an accommodation, or require documents in another format or language, please call 1-800-562-3022 (TTS 711).

Washington State Health Care Authority

HCA 19-0098 (8/23)

*Source: hca.wa.gov/apple-health-client-forms

New enrollee First Timers' Guides

- ▶ Translated in 15 languages
- ▶ Updated guide to share with clients.
- ▶ Easy to view online.
- ▶ Part 1: Search for 19-024
- ▶ Part 2: Search for 19-041

Part 1

Washington Apple Health

First-timers' Guide to Washington Apple Health (Medicaid)

Part 1: After you enroll in Apple Health. Use this guide to learn about Apple Health coverage and how to make your first appointment.

Part 2: Information on making your first health care appointment (View part 2 of this guide).

Part 1: After you enroll in Apple Health

This is your ProviderOne services card

We will mail you a letter that includes the name of your welcome booklet. Your booklet shares important information about your coverage. View the booklet online at hca.wa.gov/ah-client-booklets. Your health plan will also send you information about your benefits.

You will receive your ProviderOne services card about two weeks after you enroll in Apple Health. Keep this card. Your card is activated before it is mailed to you.

Each member in your household enrolled in Apple Health receives their own card. Your card shows your client number which stays with you for life. You need this number to receive health services.

We won't mail you a new card if you had Apple Health coverage in the past. Your old card is still valid and your client number will stay the same.

If you don't receive the card

You can request a replacement ProviderOne services card if you don't receive it two weeks after applying for coverage or if you lose your card.

You can access a digital copy of your services card through WAfinder mobile app. Download the app: waxchange.org/mobile/

There are several ways to request a replacement.

- Visit the ProviderOne client portal: <https://www.wa.providerone.org/client>
- Call the toll-free line at 1-800-562-3022
- Request a change online: <https://fortress.wa.gov/hca/p1/contactus/home/client>

Enrolling in your health plan

If you applied for Apple Health online through waxchange.org, you probably enrolled in one of the health plans available in your area. If you did not enroll in a health plan at that time, we'll choose one for you.

Can I change my health plan?

You can change your health plan at any time. Changes made usually take effect on the first day of the next month, depending when the change is made. There are several ways to switch your plan:

- Online: waxchange.org
- ProviderOne Client Portal: <https://www.wa.providerone.org/client>
- Request a change online: <https://fortress.wa.gov/hca/p1/contactus/>. Choose "Client" and select the topic "Enroll/Change Health Plan."
- Call our Customer Service Center at 1-800-562-3022.

Part 2

Washington Apple Health

First-timers' Guide to Washington Apple Health

Part 2: Making your first health care appointment.

Step 1: Get a primary care provider

Once you are enrolled in a health plan, you will need to choose a primary care provider, sometimes called a PCP. Your primary care provider is the doctor, nurse, health care professional, or clinic you see for most of your health care.

If you are covered by Apple Health without a managed care plan, you must find a provider who accepts Apple Health using your ProviderOne services card. Find a contracted provider at <https://fortress.wa.gov/hca/p1/findaprovider/>

Step 2: Make an appointment

You must have an appointment to see a provider.

Check the information your health plan sent you to see how to make your first appointment. You should be able to find your provider's contact information through your health plan's website. Or call your health plan's customer service line and ask for the phone number to make an appointment.

If you have immediate health concerns or needs, you should be able to see your primary care provider within a few days.

Even if you don't have immediate health concerns, make an appointment for a general check-up (also called a wellness check). It takes longer to get an appointment for a general check-up, so don't put it off.

If you need an interpreter

If English is not your preferred language or you are Deaf, Deaf/Blind, or Hard of Hearing, learn more at hca.wa.gov/interpreter-services. Professional interpreters are available in many languages, including sign language, at no cost to you. When you make an appointment, let the receptionist know if you need an interpreter. The interpreter can be in person or on the phone during your appointment.

It's better to use a professional interpreter than to bring a family member or friend to interpret for you. Professional interpreters are trained to understand health care terms and will help you and your provider understand each other.

Why a primary care provider is important?

Your primary care provider is the main health care professional you see, whether you are sick or getting preventive care. If you need special care that your primary care provider can't give, they will refer you to a specialist.

Even if you aren't sick now, it's important to choose a primary care provider and schedule your first appointment. Your primary care provider will help you prevent future health problems and do routine screening for certain diseases.

How to choose your primary care provider?

If you don't choose a primary care provider, your health plan will choose one for you.

You can ask for a PCP who speaks your language, specializes in your disability, or understands your culture, as long as they're in your health plan's network. You can also specify if you have a preferred gender for your PCP.

If the provider you want is not in your health plan's network, ask the provider which health plan they work with. If the other health plan is available where you live, you can change to that health plan. (See Part 1 of the First-timers' Guide to Washington Apple Health (Medicaid) to see how to change your health plan.)

Your primary care provider should be someone you feel comfortable with. If you aren't happy with them for any reason, you can choose another provider. Contact your health plan to learn how you can choose a different

*Source: hca.wa.gov/apple-health-client-forms

Apple Health for Teens and Young Adults

- ▶ Refreshed design.
- ▶ Easy to view online.
- ▶ To share at outreach events.
- ▶ Available to order online* in English.
 - ▶ Search for 19-023.
- ▶ Translated in 15 languages.



*Source: hca.wa.gov/apple-health-client-forms

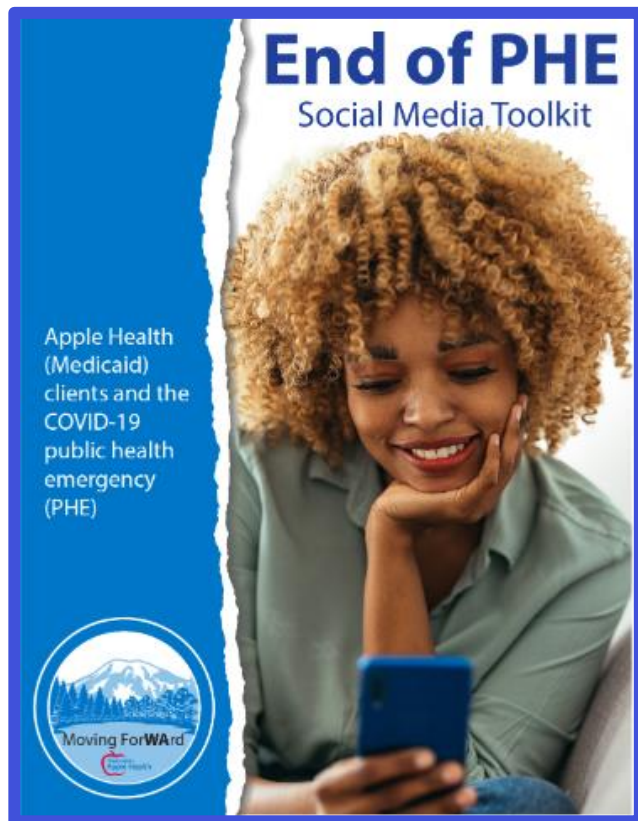
Cross agency references

- ▶ The cross-agency desk aid* has been updated.
- ▶ Includes contact information for DSHS, HBE, HCA, OIC, and additional supports.

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|---|--|--|--|---|--|---|--|--|--|
| Department of Social and Health Services Division of Child Support (DCS) 800-442-5437 (KIDS) dshs.wa.gov <ul style="list-style-type: none"> Establish paternity and parentage and child support orders Collect / Distribute child support Employer support Negotiate payment plans Payment/EFT options 800-468-7422 Hearings and conference boards Outreach to community partners and stakeholders Modify orders | | Office of Insurance Commissioner (OIC) Consumer Advocacy 800-562-4900 insurance.wa.gov <ul style="list-style-type: none"> Complaints against insurance companies, claim denials, poor service, coverage, cancellations, etc. Insurance options Legal rights, insurance laws & regulations Health insurance appeals Complaints against insurance agents / brokers / | | Statewide Health Insurance Benefits Advisors (SHBA) 800-562-4900 insurance.wa.gov <ul style="list-style-type: none"> Understand your Medicare coverage options and rights: Original Medicare, Medicare Advantage, prescriptions and Medicare plans Evaluate and compare Medicare plans Medicare coordination with Medicaid (dual), state & federal government retirees, veterans, private plans and HBE | | Health Care Authority Division of Behavioral Health and Recovery (DBHR) 360-725-1500 wa.gov/behavioral-health-and-recovery-services <ul style="list-style-type: none"> Medicaid Enrollees <ul style="list-style-type: none"> To apply for Washington Apple Health (Medicaid) coverage, visit applehealth.wa.gov or call 855-923-4033 Mental Health Crisis Services: <ul style="list-style-type: none"> For the immediate emergency, call 911 For the prevention, contact the National Suicide Prevention Lifeline at 800-273-8255 (TTS) 800-799-4000 or call 800-273-8255 For 24/7 low cost services contact the Washington Behavioral Health Line.org and referals to crisis services contact the Washington Behavioral Health Line.org 866-89-1511 or the crisis.health.wa.gov | | Foster Care and Adoption Support (FCAS) 800-562-3022 ext. 15480 applehealth.wa.gov These clients include children and youth: <ul style="list-style-type: none"> Under the age of 21 who are in foster care Under the age of 21 who are receiving adoption support Age 18 to 25 years old who are aged out of foster care or after their 18th birthday Apple Health Care: <ul style="list-style-type: none"> Eligibility inquiries ProviderOne Payment of Item from | |
| Department of Social and Health Services Developmental Disabilities Administration (DDA) 855-879-8442 Apply for LTC & Specialty Programs: applehealth.wa.gov 855-635-8305 (FAX) The LTC & Specialty Programs Unit manages Medicaid programs for clients living in a variety of settings, receiving: <ul style="list-style-type: none"> DDA services <ul style="list-style-type: none"> Waiver service programs Community First Choice (CFC) Medicaid Personal Care (MPC) Roosts to Community Living (RCL) Institutional and Intermediate Care (ICF/IID) Hospice medical Healthcare for Workers with Disabilities Residential mental health services Residential cash (no TANF) and food assistance (except for children) Associated cash (no TANF) and food assistance (except for children) | | Health Benefit Exchange Washington HealthPartner Customer Support Center 855-923-4633 855-627-9684 (TTY) applehealth.wa.gov 360-841-7620 (FAX) Recruit abuse or needed in a licensed/regulated setting: 800-562-6073 wa.gov/professionalservices Find your local HCS office: applehealth.wa.gov Apply for HCS program: applehealth.wa.gov 855-635-8326 (FAX) HCS is responsible for the licensing, regulation and oversight of the following: <ul style="list-style-type: none"> Nursing facilities Adult family homes Assisted living facilities Intermediate care for individuals with intellectual disabilities Enhanced community residential services & supports Residential services & supports To search for a licensed home in your area, visit applehealth.wa.gov To find an RCS office near you, visit applehealth.wa.gov | | Health Care Authority Medical Eligibility Determination Services (MEDS) 800-562-3022 applehealth.wa.gov For planned maintenance and outside, visit applehealth.wa.gov For questions about becoming a Navigator, visit applehealth.wa.gov *Self-service option: applehealth.wa.gov Hours of operation: 8 a.m. - 5 p.m. Monday - Friday (except state holidays) Suggested script: "Please have the WA application ID or ProviderOne ID available." | | | | | |
| Department of Social and Health Services Aims and Long-Term Support Administration Long-Term Services and Supports (LTSS) ALTS services including the Office of Aging by choice: applehealth.wa.gov Find local services including Area Agency on Aging by choice: applehealth.wa.gov Adult Protective Service (APS) Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: 877-714-8287, or 800-NOHARM, or dshs.wa.gov/longtermcare APS is responsible for: <ul style="list-style-type: none"> Investigating allegations of mistreatment of vulnerable adults living in their own homes, and in facilities and residential programs licensed or certified by DSHS Providing protective services and counseling of the vulnerable adult that may include: <ul style="list-style-type: none"> Assistance with guardianship Referrals for legal assistance Referrals for case management, in-home or residential care, or to other agencies Coordination with law enforcement if criminal activity is suspected Any person who in initial unsubmitted APS finding has a right to the process to challenge the finding. If the APS finding is upheld after the process is submitted and the finding becomes final, the person may appeal to the Aging and Disability Services Registry. <ul style="list-style-type: none"> Hours of operation: 8 a.m. - 5 p.m. Monday - Friday (except state holidays). For more information, go to applehealth.wa.gov | | Residential Care Services (RCS) Recruit abuse or needed in a licensed/regulated setting: 800-562-6073 wa.gov/professionalservices HCS is responsible for the licensing, regulation and oversight of the following: <ul style="list-style-type: none"> Nursing facilities Adult family homes Assisted living facilities Intermediate care for individuals with intellectual disabilities Enhanced community residential services & supports Residential services & supports To search for a licensed home in your area, visit applehealth.wa.gov To find an RCS office near you, visit applehealth.wa.gov | | Health Care Authority Medical Assistance Customer Service Center (MACSS) 800-562-3022 applehealth.wa.gov For questions about becoming a Navigator, visit applehealth.wa.gov *Self-service option: applehealth.wa.gov Hours of operation: 8 a.m. - 5 p.m. Monday - Friday (except state holidays) Suggested script: "Please have your Client ID or ProviderOne ID available." | | | | | |
| Community Services Division Customer Service Contact Center 877-501-2233 Apply here: applehealth.wa.gov 888-338-7470 (FAX) Apply for, report changes or renew Food and Cash programs (SNAP, EBT, ABU, HEV, Rental, TANF/Financial, Outgoing Assistance), 800-894, and Disabled Medical, Food and Cash programs, WASHCAP (Food for Income), or other only income is 800-442-5437 (KIDS) For additional application assistance call 877-380-5794 For more information, go to applehealth.wa.gov Hours of operation: 8 a.m. - 5 p.m. Monday - Friday (except state holidays). Suggested script: "Please have your Client ID or Social Security Number available." | | Washington HealthPartner Customer Support Center 855-923-4633 855-627-9684 (TTY) applehealth.wa.gov 360-841-7620 (FAX) Recruit abuse or needed in a licensed/regulated setting: 800-562-6073 wa.gov/professionalservices Find your local HCS office: applehealth.wa.gov Apply for HCS program: applehealth.wa.gov 855-635-8326 (FAX) HCS is responsible for the licensing, regulation and oversight of the following: <ul style="list-style-type: none"> Nursing facilities Adult family homes Assisted living facilities Intermediate care for individuals with intellectual disabilities Enhanced community residential services & supports Residential services & supports To search for a licensed home in your area, visit applehealth.wa.gov To find an RCS office near you, visit applehealth.wa.gov | | Health Care Authority Lead Organizations Navigators 800-562-3022 applehealth.wa.gov For questions about becoming a Navigator, visit applehealth.wa.gov *Self-service option: applehealth.wa.gov Hours of operation: 8 a.m. - 5 p.m. Monday - Friday (except state holidays) Suggested script: "Please have your Client ID or ProviderOne ID available." | | | | | |

*Source: hca.wa.gov/assets/free-or-low-cost/customer-support-center-referrals.pdf

Social media toolkit



- ▶ The social media toolkit* has been updated to include the following campaigns **translated into 15 languages**:
 - Report a change
 - Renew your coverage
 - Postcard monthly mailing
 - Update your contact info video
- ▶ Download social media images here:
 - hca.wa.gov/phe-social-toolkit-English
 - hca.wa.gov/phe-social-toolkit-translations

***Source:** hca.wa.gov/assets/free-or-low-cost/end-of-phe-social-media-toolkit.pdf

Tools and resources

- ▶ Moving For**WA**rd campaign graphics



Tools and resources

- ▶ Renew your coverage

- ▶ Clients will be notified roughly 60 days in advance of their coverage end date and should process their renewal timely.

- ▶ Renewing your Apple Health coverage fact sheet

- ▶ English: hca.wa.gov/assets/free-or-low-cost/19-053-renew-apple-health-coverage.pdf
- ▶ Top 15 languages: hca.wa.gov/free-or-low-cost-health-care/forms-and-publications?combine=19-053&field_free_document_type_value_1=All&field_free_topic_tid=All&sort_bef_combine=name_ASC

Tools and resources

▶ Social media

- ▶ We've released a social media toolkit translated into the top 15 languages. See toolkit and image downloads below:

▶ End of PHE Social Media toolkit

- ▶ hca.wa.gov/assets/free-or-low-cost/end-of-phe-social-media-toolkit.pdf

▶ Image downloads

- ▶ English: <https://wa-hca-svcmtg-social-media.s3.us-west-2.amazonaws.com/English.zip>
- ▶ Top 15 languages: <https://wa-hca-svcmtg-social-media.s3.us-west-2.amazonaws.com/Translations.zip>



Tools and resources

- ▶ HCA Post-PHE External Guide
 - ▶ hca.wa.gov/assets/free-or-low-cost/external-guide-to-ah-post-phe.pdf
- ▶ HCA reference guides
 - ▶ hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/reference-guides
- ▶ HCA Community-Based Specialists
 - ▶ hca.wa.gov/hcacommunitystaff
- ▶ More PHE information: hca.wa.gov/phe.

GovDelivery

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Subscription Topics

- Apple Health (Medicaid) programs and eligibility
 - General information and updates 
 - COFA Islander programs 

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You can now follow HCA on Instagram
@wa_health_care



Questions

- ▶ **Ambassador program contact:**
 - ▶ AHEligCovid19@hca.wa.gov