

Apple Health Ambassador Program: Monthly check-in

Keeping communities connected

July 06, 2023



Agenda

Welcome

Reminder and updates

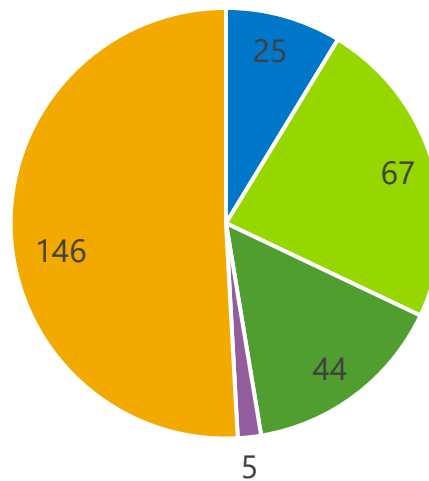
Resource review

Open Q & A session

Reminders & Updates



Who are our ambassadors?



- Health Plans
- State Agencies/Commissions/Organizations
- Providers/Clinics
- Advocates
- Individuals/CBOs

CHIP and HWD premiums

- ▶ Premium requirements resume July 2023 for those who are active on programs:
 - ▶ Apple Health for Workers with Disabilities (HWD)
 - ▶ Apple Health for Kids with Premiums (also known as the Children's Health Insurance Program or CHIP).
- ▶ 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.

Be aware of Medicaid scams

- ▶ Reports received in May of fake text and phone call scams to Medicaid clients in WA state.
- ▶ HCA will never ask for money to enroll or re-enroll in Apple Health (Medicaid) coverage.
- ▶ Watch out for suspicious contact seeking money to maintain health coverage.
- ▶ Report any scams to Apple Health customer service at 1-800-562-3022.
- ▶ HCA may text and call with a reminder that it's time to update their contact information and renew coverage.

**How to spot a scam
and know when
it's really us:**



We may text or call you with a reminder to update your Apple Health contact information or renew your coverage, however, we will never ask for money or your bank information.



Renewal text message

- ▶ Starting May 9, HCA began texting certain clients with important renewal reminders.
- ▶ All texts sent from phone number: 888-689-5016
- ▶ More information will be shared, including:
 - ▶ Content of the text message.
 - ▶ The number the text message is coming from.
 - ▶ Who will receive the text message.
- ▶ Text message webpage: hca.wa.gov/text

Renewal phone call

- ▶ HCA and DSHS Community Services Division are placing automated phone calls to clients who have not taken action to renew and will lose coverage at the end of the month.
 - ▶ HCA began calling modified adjusted gross income (MAGI) clients on May 18.
 - ▶ DSHS Community Services Division began calling Classic clients on May 15.
- ▶ Both calls will play a recorded message reminding the household to do a renewal or eligibility review.

Resources



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

Tools and resources

- ▶ **End of PHE Communications toolkit**

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

- ▶ **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.

Tools and resources



- ▶ **Moving ForWARD campaign graphics**



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Q & A session





Questions

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