

Apple Health Ambassador Program: Monthly check-in

Keeping Communities Connected

May 04, 2023



Topics

Updates

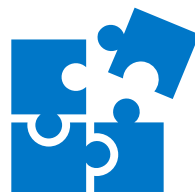
Outreach

Post-Eligibility Reviews (PERs)

Upcoming

Resources

Updates



April 30th Terminations

- ▶ As a reminder, some clients did lose Apple Health April 30, 2023. This includes clients:
 - ▶ Due for renewal either April 30th or May 31st who completed a renewal and were no longer eligible.
 - ▶ Who reported a change that resulted in them no longer being eligible.
 - ▶ Who did not respond to a request for information.
 - ▶
- ▶ Terminations for not renewing resume May 31, 2023.

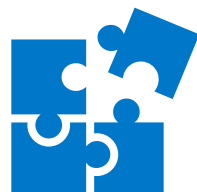
Returned Renewal Mail

- ▶ When a renewal notice is returned by USPS without a forwarding address, HCA and DSHS staff:
 - ▶ Attempt to contact through two methods when available, including by:
 - Phone.
 - Email.
- ▶ Renewal notices are remailed when USPS provides a forwarding address.
- ▶ Clients can still report current contact information through their MCO.

Survey

- ▶ We would like your feedback!
- ▶ We have created a survey that will help us determine what content and information we should prepare in advance for future webinars.
- ▶ [Take the survey!](#) (Will post in chat)

Outreach



Postcard – Contact Info

Important news!



Washington Apple Health (Medicaid) renewals are starting soon. It's time for Apple Health clients to make sure their phone number, email, and mailing address are correct to get important updates about Apple Health coverage.

Update your contact information one of the following ways:

- If you are enrolled in managed care, contact your plan:
 - Amerigroup: 1-800-600-4441
 - Community Health Plan of Washington: 1-800-440-1561
 - Coordinated Care: 1-877-644-4613
 - Molina: 1-800-869-7165
 - UnitedHealthcare: 1-877-542-8997
- Login to your Washington Healthplanfinder account at wahealthplanfinder.org
- Call Washington Healthplanfinder at 1-855-923-4633
- Email askmedicaid@hca.wa.gov with your name, date of birth and updated information

HCA 19-0079 (9/22)

- ▶ This postcard goes out the month before the client begins the renewal process.

Renewal Phone Call

- ▶ HCA and DSHS Community Services Division will place an automated phone call to clients who have not taken action to renew and will lose coverage at the end of the month.
 - ▶ HCA will call MAGI clients beginning May 18th.
 - ▶ DSHS Community Services Division will call Classic clients beginning May 15th.
- ▶ Both calls will play a recorded message reminding the household to do a renewal or eligibility review.

Renewal Text Message

- ▶ Beginning May 9th, HCA will text certain DSHS and MAGI clients with important renewal reminders.
- ▶ 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.

Post-Eligibility Reviews



Post-Eligibility Review

- ▶ A post-eligibility review (PER) is the verification process completed by HCA staff when data sources show the individual may not be eligible.
- ▶ When HCA is unable to verify income with third party sources, a letter is sent to the primary applicant requesting at least 60 days of income verification.
- ▶ PERs stopped during the public health emergency, but resumed April 1, 2023.

JANE SIMPSON
 742 EVERGREEN TER
 SEATTLE WA 98125

04/03/2023

Application ID:
 0000000

Response Required: Apple Health Request for Information

Dear Jane Simpson,

We are requesting information to verify eligibility for Apple Health.

Individual name	Information needed	Documents due by
All household members	Household income	04/18/2023

If you have questions about this letter or need more time to provide this information, call the Health Care Authority (HCA) at **1-855-682-0798**.

If we do not receive this information by the due date, you or other individuals in your household could lose or be denied coverage.

Provide proof of your household income and deductions for each household member. We need one form of verification for each income source. Refer to the table below. **If you do not have any income, you must still respond.**

Type of income	Acceptable forms of verification
<ul style="list-style-type: none"> No income 	<ul style="list-style-type: none"> Letter showing employer name and last day worked; or Call to provide information over the phone
<ul style="list-style-type: none"> Earned income (income from a job, including tips and commission) 	<ul style="list-style-type: none"> Full copy of all wage stubs for the last 60 days; or Letter signed and dated by employer to include tips, weekly hours worked, hourly wage, and pay frequency
<ul style="list-style-type: none"> Self-employment income Rental income Farming income 	<ul style="list-style-type: none"> A complete copy of your most recent tax return including all schedules and attachments if it is a good representation of your current income for the full year; or

▶ Response Required: Apple Health Request for Information (EE005).

▶ Individuals who apply or renew may need to respond to this PER notice.

PER Process

- ▶ Individuals are given 15 days to provide the requested information.
- ▶ The information can be submitted by:
 - ▶ Online: wahealthplanfinder.org
 - ▶ Mobile app: WAPlanfinder
 - ▶ Email: Apple@hca.wa.gov
 - ▶ Fax: (855) 867-4467
 - ▶ Mail: Health Care Authority, PO Box 45531, Olympia WA 98504
- ▶ HCA grants additional time upon request.

PER Process

- ▶ During a PER, HCA eligibility staff:
 - ▶ Check third-party sources, such as the state's Employment Security Department.
 - ▶ Look to see if a client submitted the requested proof of income and redetermine continued eligibility.
- ▶ The result of the PER may mean an individual could be eligible for a different program.
- ▶ If the requested information is not provided or verified income is over the standard, Apple Health coverage terminates.

Upcoming



CHIP and HWD Premiums

- ▶ Premium requirements resume July 2023 for Apple Health for workers with Disabilities (HWD) and Apple Health for Kids with Premiums (also known as the Children's Health Insurance Program or CHIP).
- ▶ Individuals active on those two programs in July 2023 will have a premium to pay.
- ▶ 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

HWD Postcard



Important news!

Monthly premiums are starting again for the Apple Health for Workers with Disabilities program (HWD). Premiums were paused during the COVID-19 pandemic which started in March 2020.

- Premiums are based on your current information. Contact us at 1-800-871-9275 if your income has changed since the last time you applied for or renewed your HWD coverage.
- Billing notices begin again in late July 2023. Carefully review the July notice for information about when premiums are due.

▶ On June 1, 2023, HCA will mail a postcard to households receiving HWD advising of premiums restarting.

▶ First payment is due August 15.

CHIP Postcard



Important news!

Monthly premiums are starting again for Apple Health for Kids with Premiums, also known as **Children's Health Insurance Program (CHIP)**. Premiums were paused during the COVID-19 pandemic which started in March 2020.

- Premiums are based on current information. Login at [wahealthplanfinder.org](https://www.wahealthplanfinder.org) or call 1-855-923-4633 if income has changed since the last Apple Health application or renewal.
- Billing notices begin in June 2023 and payments are due July 15, 2023.

HCA 19-0074 (3/23)

- ▶ On May 15, 2023, HCA will mail a postcard to households receiving CHIP advising of premiums restarting.
- ▶ First payment is due July 15.

Upcoming ProviderOne Change

- ▶ ProviderOne change will display review end date through the client benefit inquiry.
 - ▶ Enhancement coming June 23, 2023.
 - ▶ This will allow providers to view a patient's review end date and suggest they be on the lookout for renewal notices.
 - ▶ Example: A patient has a doctor appointment September 5. The clinic staff sees the review end date as 10/31/2023. Staff can suggest to the patient to be on the lookout for renewal paperwork.

Resources



Cross Agency Desk Aid

Referral Communications Committee - Last Updated 04/15/2022

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority			
Aging and Long-Term Support Administration Long-Term Services and Supports (LTSS)				Washington Healthplanfinder Customer Support Center		Medical Assistance Customer Service Center (MACSC)			
Community Services Division Customer Service Contact Center	Adult Protective Services (APS)	Home & Community Services (HCS)	Residential Care Services (RCS)	Lead Organizations Navigators		Medical Eligibility Determination Services (MEDS)			
<p>877-501-2233</p> <p>Apply here: WashingtonConnection.org 888-338-7410 (FAX)</p>	<p>Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: 877-734-6277, or 866-ENDHARM, or dshs.wa.gov/itsa/reportadultabuse</p>	<p>Find your local HCS office: rtna.sitsa.dshs.wa.gov/hca/maps.htm</p> <p>Apply for HCS programs: WashingtonConnection.org 855-635-8305 (FAX)</p>	<p>Report abuse or neglect in a licensed/certified setting: 800-562-6078 dshs.wa.gov/itsa/reportsdulatabu</p>	<p>855-923-4633 855-627-9604 (TTY) customersupport@wahbexchange.org wahealthplanfinder.org 360-941-7620 (FAX)</p>		<p>800-562-3022 fortress.wa.gov/hca/p1contactus/</p>		<p>800-562-3022 fortress.wa.gov/hca/p1contactus/</p>	
<ul style="list-style-type: none"> Apply for, report changes or renew Food and Cash programs (SNAP, EBT, ABD/HEN Referral, TANF/WorkFirst, Refugee Assistance) Apply for Classic Medicaid programs, SSI, 65+, and disabled Request an appeal of Classic Medicaid, Food and Cash programs WASHCAP (Food for households whose only income is SSI or combination of SSI/SSA) 877-380-5784 For additional application assistance refer to the Public Access Directory for community partners: Public Access Directory - Washington Connection (Your Link to Services) Constituent Relations 800-865-7801 Employment Pipeline Employment Pipeline Brochure (DSHS 22-1560) 	<p>APS is responsible for:</p> <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 with consent of the vulnerable adult that may include: <ul style="list-style-type: none"> Assistance with protection orders Petitioning for 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 <p>Any person with an initial substantiated APS finding has a right to due process to challenge the finding. If the APS finding is upheld after due process is exhausted and the finding becomes final, the person's name is placed on the Aging and Disability Services Registry.</p>	<p>HCS determines and maintains the following programs:</p> <ul style="list-style-type: none"> LTSS for institutional and community settings, such as: <ul style="list-style-type: none"> Nursing facilities In-home Assisted living Adult family home HCS Waiver services: <ul style="list-style-type: none"> Community First Choice (CFC) COPEs Medicaid Personal Care (MPC) New Freedom (King and Pierce counties only) PACE Residential Support Waiver (RSW) Roads to Community Living (RCL) Caregiver services: <ul style="list-style-type: none"> Family Caregiver Support Program managed by Area Agencies on Aging (AAA) Medicaid Alternative Care (MAC) Tailored Supports for Older Adults (TSOA) Medicaid Alternative Care (MAC) Associated cash and food benefits for HCS clients (except for TANF/Food) <p>Hours of operation: 8 a.m.-5 p.m., Monday – Friday (except state holidays)</p>	<p>RCS is responsible for the licensing/certification and oversight of the following:</p> <ul style="list-style-type: none"> Nursing facilities Adult family homes Assisted living facilities Intermediate care for individuals with intellectual disabilities Enhanced services facilities Certified community residential services & supports <p>To search for a licensed home in your area, visit dshs.wa.gov/itsa/residential-care-services/residential-care-services, select the setting and then the locator link.</p> <p>To find an RCS office near you, visit dshs.wa.gov/itsa/residential-care-services/residential-care-services-offices</p>	<ul style="list-style-type: none"> Apply for or renew health care coverage <ul style="list-style-type: none"> Help navigating the application Report a change to your application Report a customer issue or a system error Health Insurance Premium Tax Credit (HIPTC) questions Qualified Health and Dental Plans (QHP/QDP) eligibility, enrollment, and questions <ul style="list-style-type: none"> 1095-A questions Locate an HBE Navigator or Broker Help is available in more than 240 languages <ul style="list-style-type: none"> Language and disability accommodations are provided at no cost Appeal QHP eligibility results: wahbexchange.org/new-customers/appeals/ or call 855-859-2512 for information. <p>Hours of operation: Feb. 1-Oct. 31: Mon – Fri 7:30 a.m. – 5:30 p.m. Nov. 1- Jan 31: Mon – Fri 7:30 a.m. - 7 p.m. Extended hours may be offered leading up to key enrollment dates, some holidays, and weekends. During other hours, visit: Contact Us Washington Health Benefit Exchange - Washington Health Benefit Exchange</p>		<p>For planned maintenance and outages, visit Healthplanfinder Status Center: Outages & Maintenance Washington Health Benefit Exchange - Washington Health Benefit Exchange</p> <p>Email navigator@wahbexchange.org</p> <ul style="list-style-type: none"> For questions about becoming a Navigator To request outreach materials and presentations <p>Hours of operation are generally 8 a.m. – 5 p.m., Monday – Friday (except holidays).</p> <p>Suggested script: "For application issues, please have the HFF application ID available."</p>		<ul style="list-style-type: none"> Apple Health benefit coverage questions Provider billing and claims questions ProviderOne Client Services Card* Apple Health Managed Care enrollment and questions* <p>*Self-service option: ProviderOne DSHS (wa.gov)</p>	<ul style="list-style-type: none"> Apple Health Modified Adjusted Gross Income (MAGI) Medicaid eligibility questions (families, children, pregnant women and single adults) Post-Eligibility Case Review questions or report changes Apple Health for Kids premium payment questions (CHIP) Request an appeal for Apple Health Programs <p>Hours of operation: 8 a.m. – 5 p.m., Monday - Friday (except state holidays). Suggested script: "Please have your Client, ProviderOne, or application ID number available."</p>
<p>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). Interview hours: 8 a.m. – 3 p.m.</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>	<p>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). After hours online reports/voicemail messages are responded to on the next business day. For more information, go to: dshs.wa.gov/itsa/home-and-community-services/adult-abuse-and-prevention</p>	<p>Hours of operation: 8 a.m.-5 p.m., Monday – Friday (except state holidays)</p>	<p>Hours of operation: Feb. 1-Oct. 31: Mon – Fri 7:30 a.m. – 5:30 p.m. Nov. 1- Jan 31: Mon – Fri 7:30 a.m. - 7 p.m. Extended hours may be offered leading up to key enrollment dates, some holidays, and weekends. During other hours, visit: Contact Us Washington Health Benefit Exchange - Washington Health Benefit Exchange</p>	<p>Hours of operation are generally 8 a.m. – 5 p.m., Monday – Friday (except holidays).</p> <p>Suggested script: "For application issues, please have the HFF application ID available."</p>		<p>Hours of operation: 7 a.m. – 5 p.m., Monday - Friday (except state holidays). Suggested script: "Please have your Client ID or ProviderOne ID available."</p>	<p>Hours of operation: 8 a.m. – 5 p.m., Monday - Friday (except state holidays). Suggested script: "Please have your Client, ProviderOne, or application ID number available."</p>		



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

Resources

- ▶ Apple Health and the PHE:
 - ▶ hca.wa.gov/phe
- ▶ HCA Post-PHE External Guide:
 - ▶ hca.wa.gov/assets/free-or-low-cost/external-guide-to-ah-post-phe.pdf
- ▶ End of PHE communications toolkit:
 - ▶ hca.wa.gov/assets/free-or-low-cost/end-of-phe-communications-toolkit.pdf
- ▶ HCA reference guides:
 - ▶ hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/reference-guides
- ▶ HCA information on COVID-19:
 - ▶ hca.wa.gov/coronavirus
- ▶ HCA Community-Based Specialists:
 - ▶ hca.wa.gov/hcacommunitystaff





Questions

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