Apple Health Ambassador Program: Monthly check-in

Keeping communities connected

September 7, 2023

Washington Apple Health

Washington State Health Care Authority

Agenda

- Welcome
- Reminder and updates
- Outreach & engagement opportunities
- Resources
- Open Q & A session

Reminders & updates

Renewals

- Clients receive a renewal notice prior to the end of their renewal period sometime over the next 12 months to redetermine their eligibility.
  - All clients will have the opportunity to renew their coverage prior to any closure or transition of coverage.
  - Clients have up to 90 days after the termination date to complete their renewal and be reinstated without a gap in coverage.

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

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

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CHIP and HWD premiums

- Premium requirements resumed 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).
- As of July 2023, individuals active on either program 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.

Continuous eligibility for kids under six

- Continuous eligibility means that individuals keep their coverage for a certain amount of time, regardless of changes in household income.
  - For children, the length of continuous eligibility depends on age and program.

- Children under the age of six on free Apple Health for Kids receive continuous eligibility through the end of their sixth birthday month when they are:
  - Between the ages of 0 and 6,
  - A resident of Washington State, and
  - Eligible for a free Apple Health for Kids program

New to Apple Health

- Children new to Apple Health for Kids:
  - May be subject to a post-eligibility review (PER) if the attested household income is incompatible with our verification systems.
  - Will be evaluated for other programs, including Apple Health for Kids with Premiums (CHIP), and Qualified Health Plan (QHP) if verified household income exceeds income limits for Apple Health for Kids.
  - May be denied or terminated if their household fails to respond to a request for information.

Current process

- In June 2023, HCA began work to maintain continuous eligibility for children under the age of six.
- A manual process is in place to identify eligible children who have lost coverage and reinstate them until system support is implemented.
- For more information or questions:
  - Online: hca.wa.gov/apple-health-children
  - Email: askmagi@hca.wa.gov

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

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Back-to-school

- It is back-to-school time and events such as supply drives, family resource fairs, etc. are great opportunities to get information to families.

  - HCA has reached out to Office of the Superintendent of Public Instruction (OSPI) to connect with schools across the state about partnering during this busy time.
  - Are you aware of events in your community that may benefit from having an HCA presence?

Consumer Notices Workgroup

- The Consumer Notices Workgroup is currently looking for Apple Health consumers to attend and complete email reviews of the letters developed by the workgroup and provide feedback.
  - Participants receive a quarterly $50 gift card
- To participate in the Apple Health Consumer Workgroup as a consumer, contact Heather Chrzan at heather.chrzan@hca.wa.gov.

Apple Health for Workers with Disabilities

- Apple Health for Workers with Disabilities (HWD) program is looking for clients with lived experience who are willing to review informational material for an upcoming HWD outreach campaign.
  - This will require approximately (2) one-hour sessions.
  - Compensation is offered in the form of a gift card to either Safeway or Fred Meyer.
- Interested? Contact paige.lewis@hca.wa.gov.

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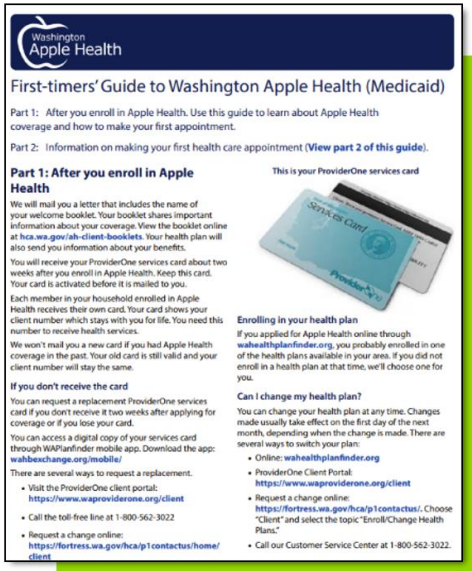
Resources

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

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 WAPlanfinder mobile app. Download the app: **wahbexchange.org/mobile/**

There are several ways to request a replacement.

- Visit the ProviderOne client portal: **https://www.waproviderone.org/client**
- Call the toll-free line at 1-800-562-3022
- Request a change online: **https://fortress.wa.gov/hca/p1contactus/home/client**

This is your ProviderOne services card

Enrolling in your health plan

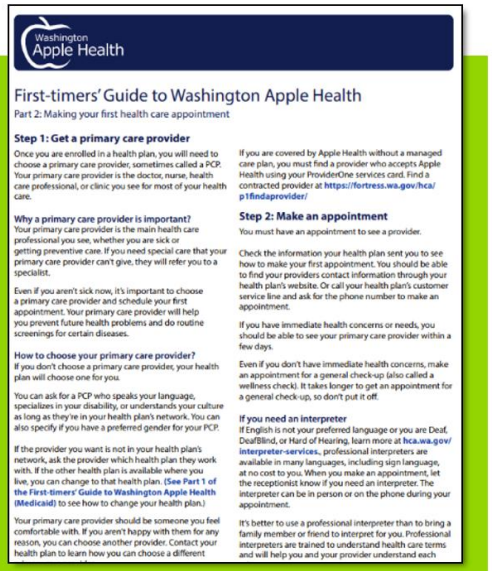
If you applied for Apple Health online through **wahealthplanfinder.org**, you probably enrolled in one of the health plans available in your area. If you did not enroll in a health plan at that time, we'll choose one for you.

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: **wahealthplanfinder.org**
- ProviderOne Client Portal: **https://www.waproviderone.org/client**
- Request a change online: **https://fortress.wa.gov/hca/p1contactus/**. Choose "Client" and select the topic "Enroll/Change Health Plans."
- 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.

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 screenings 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

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/p1findaprovider/**

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 providers 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, DeafBlind, 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

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

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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

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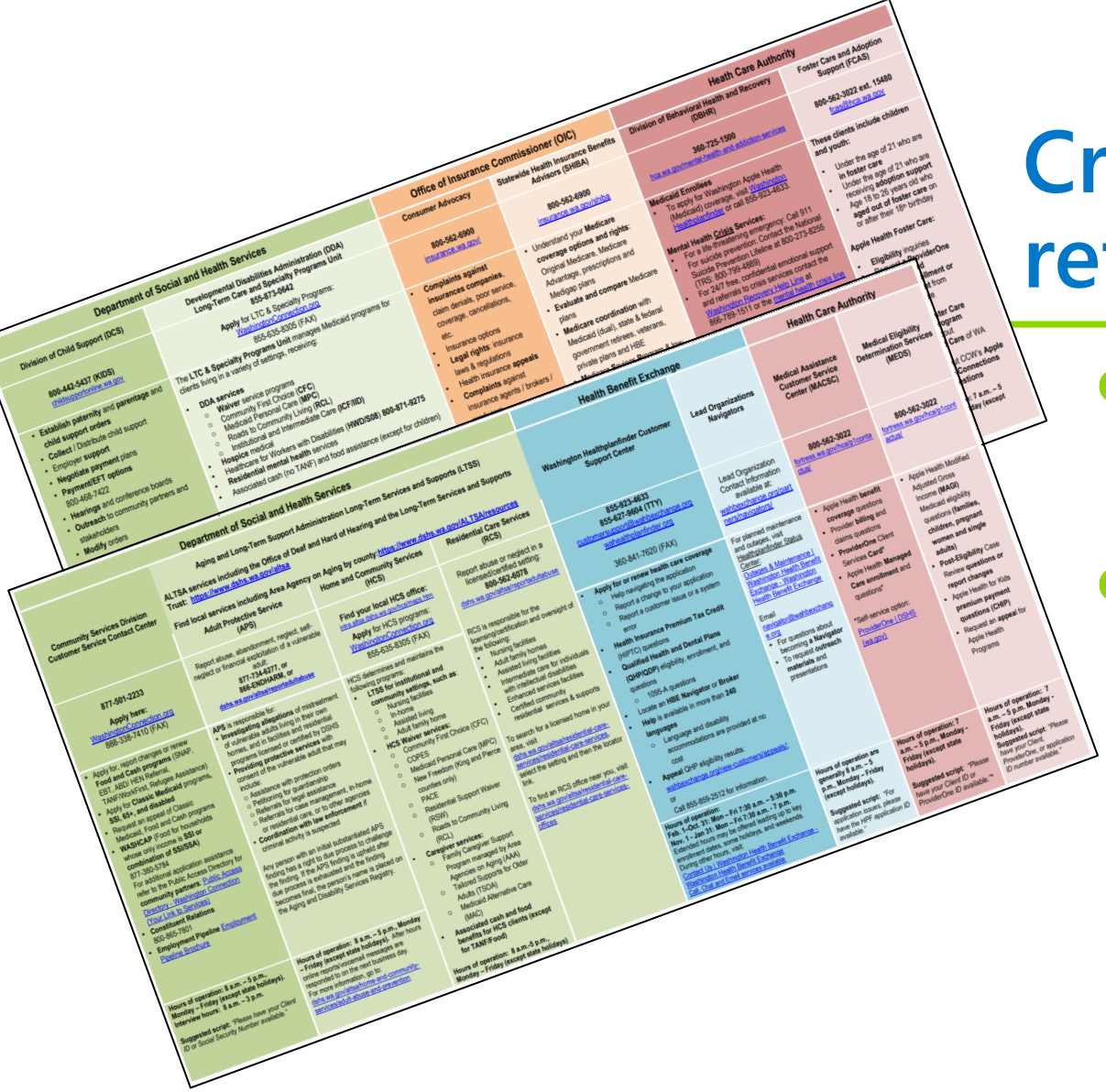

Cross agency references

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

***Source:** hca.wa.gov/assets/free-or-low-cost/customer_support_center_referrals.pdf

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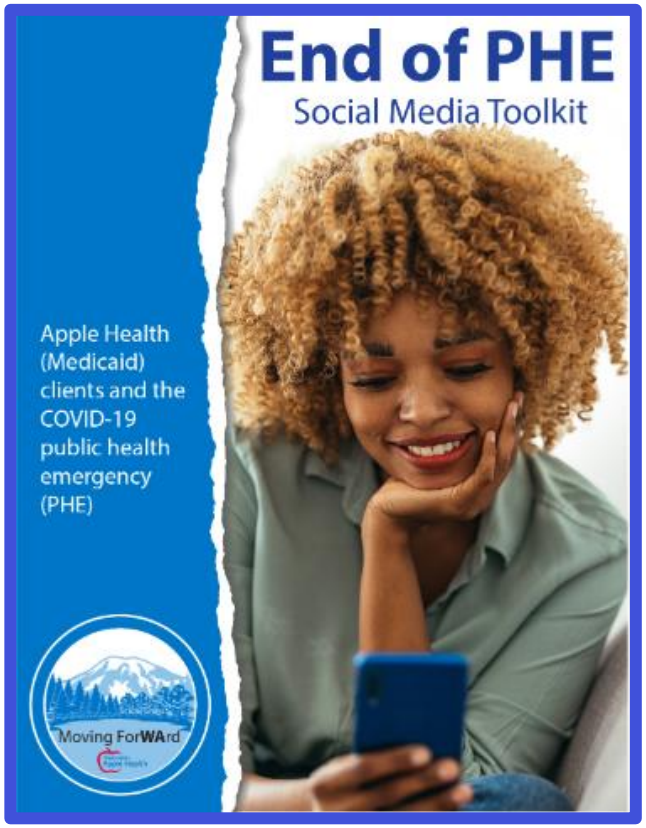
Social media toolkit



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

- 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

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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

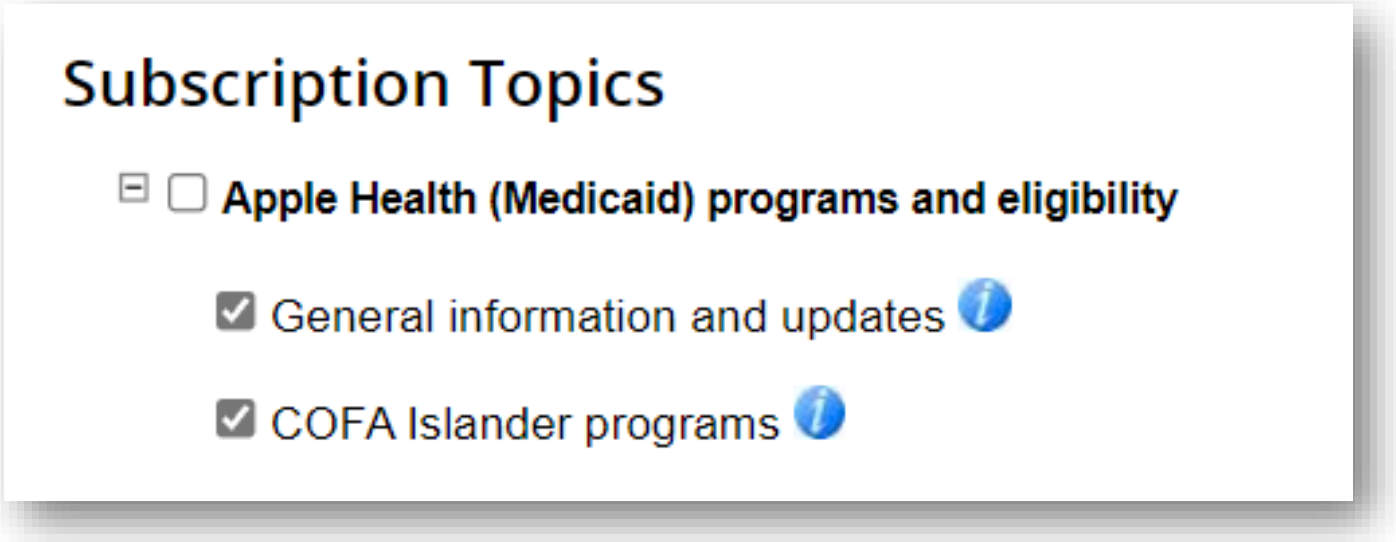
- Social media
  - We've released a social media toolkit translated into the top 15 languages. See toolkit and image downloads below:
- End of PHE Social Media toolkit
  - hca.wa.gov/assets/free-or-low-cost/end-of-phe-social-media-toolkit.pdf
- Image downloads
  - English: https://wa-hca-svcmgt-social-media.s3.us-west-2.amazonaws.com/English.zip
  - Top 15 languages: https://wa-hca-svcmgt-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

Subscribe and stay connected!



- Visit: public.govdelivery.com/accounts/WAHCA/subscriber/new

Follow us on social media!

You can now follow HCA on Instagram
@wa_health_care

Questions

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

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Q & A session