

# Family Planning Only (FPO) webinar questions

Health Care Authority (HCA) webinar dates in 2020: December 8, 10, 18

## Application and eligibility questions

Is the application available in other languages?

Yes, the Family Planning Only program application is available in 15 different languages including Amharic, Arabic, Burmese, Cambodian (Khmer), Chinese, Farsi (Persian), Korean, Laotian, Punjabi, Russian, Somali, Spanish, Tigrigna, Ukrainian, and Vietnamese.

Are individuals auto-enrolled into the Family Planning program if they do not have a social security number?

Yes. A client with Apple Health pregnancy medical will be auto-enrolled in Family Planning Only Pregnancy-Related two months after the pregnancy ends. This occurs whether or not the client has a social security number. Family Planning Only unrelated to a pregnancy requires re-application once a year, as there is no auto-enrollment. Individuals without a social security number may be eligible for the non-citizen Family Planning Only program.

If client chooses to apply for the regular Apple health, do they need to fill out the entire Family Planning Only application again?

Yes, they do. HCA will use the information from this application to determine their eligibility for full-scope Apple Health (Medicaid) or other program the applicant may qualify for.

What age is considered a teen?

HCA considers a person a teenager if they are eighteen years old or younger.

Can you verify the FPL levels? Is it 138% for apple health (Medicaid), 193% for pregnancy Medicaid and 260% for FPO only?

Yes, this is correct.

Can a person who is NOT documented apply for Family Planning Only even if it is not after pregnancy?

Yes, they can. An undocumented person can apply for the Family Planning Only program even if they were not pregnant.

Is this application considered Public Charge?

No, since the Family Planning Only program is state funded, it is not subject to public charge rules.

There are a number of Apple Health (Medicaid) programs that are exempt from the definition of Public Benefits as identified in the federal rule, which include:

- Medicaid benefits received for Alien Emergency Medical AEM
- Medicaid benefits by immigrants under 21, including CHIP
- Medicaid benefits received by pregnant women, including 60 days postpartum;
- State funded Apple Health programs

More information on public charge can be found at <https://www.hca.wa.gov/public-charge-rules-and-apple-health-medicaid>.

Is it possible for people to apply on their own, without applying through an Apple Health provider?

Yes, a person can apply through phone at 1-800-562-3022, fax at 1-866-841-2267, e-mail: [apple@hca.wa.gov](mailto:apple@hca.wa.gov) and mail at HCA MEDS, PO Box 45531, Olympia WA 98504-5531.

Is there a paper application or it will be included on the regular Washington Apple Health application on Health Plan finder?

Yes, there is a paper application, it can be found here (<https://www.hca.wa.gov/assets/free-or-low-cost/13-781.pdf>). There is not an application available on the Health Plan finder, but we are working to include it there. However, this is a long-term project.

Can a woman apply for Family Planning Only if they are not pregnant and have no SS# or any immigration status? Or can they only get Family Planning Only as a benefit after a pregnancy?

An individual (men, women and others) can apply for the Family Planning Only program even if they do not have a social security number or immigration status at any time, even if they have never been pregnant.

Is there a different application for the Family Planning Only state program? Are males able to apply for the Family Planning Only program?

There currently is not a different application for the Family Planning Only state funded program. However, we are working on releasing the state funded/non-citizen application in February 2021. Males can also apply for the Family Planning Only program and receive benefits.

Does CMS require SSN and citizenship status on the application?

Yes, CMS requires Social Security Numbers and citizenship status on the Family Planning Only application.

Do clients still need to apply for state insurance and get denied in order to apply for FPO correct?

No, we have updated the application to give the option to applicants to waive their right to apply for full-scope Apple Health (Medicaid) as long as they are making an informed choice to do so. More information about full-scope Apple Health (Medicaid) is included in the application's frequently asked questions (FAQ) coversheet.

If a person waives their right to apply for full scope and then their situation changes, or they change their mind, how long have they waived that right for? Would they be denied if applying later?

A person can apply for full-scope Apple Health (Medicaid) at any time, even if they have waived their right to apply for it in the past. There is no time limit. They will not be denied the ability to apply.

For self-employed applicants, is eligibility determination is based on annual income from tax return, monthly or last quarter income?

The self-employed applicant can determine how to report their income depending on the timing they receive it. Eligibility determination also depends on the individual's circumstances, HCA staff will work with the individual to get their average income. Our eligibility team will then determine whether the applicant's income makes them eligible for the program.

Do undocumented applicants use the same Family Planning Only application like everyone else?

Yes, there is currently only one application for the Family Planning Only program. We anticipate that the non-citizen application will be released by February 2021, given that our internal processes are in place.

What happens if a citizen accidentally applies using non-citizen application?

If a citizen accidentally applies using the non-citizen application, the HCA application processing team will review the information provided by the applicant and place them in the program they qualify for according to their immigration status regardless of which application is filled out.

Will citizenship be verified on HCA-side? And correct RAC applied?

Yes, citizenship will be verified by the HCA application processing team.

For clients who are eligible for Apple Health after pregnancy, what service would be cover by Family Planning that would not be cover by Apple Health?

If a client is eligible for Apple Health after pregnancy, they will be eligible for full-scope Medicaid benefits versus limited benefits in the Family Planning only program which includes: comprehensive family planning preventive visit; counseling, education, initiation, and management of contraceptive methods; cervical cancer screening; sexually transmitted disease (STD) and sexually transmitted infection (STI) testing; prescription and non-prescription contraceptives and sterilization procedures.

Is there any way of expediting an application?

The quickest way to apply for the Family Planning Only program is through telephone at 1-800-562-3022. If an applicant provides all of the required information to process the application, the decision on eligibility can be made in real time.

Can you please clarify why there will be two applications for the same program starting in 2021?

There will be two applications, the Family Planning Only application and the Family Planning Only non-citizen application, as requested by our partners who include providers and navigators. HCA received feedback from providers and navigators that having two applications would make it easier for the applicant who may not have a social security number or are aware of their immigration status.

Is there a minimum amount of time that a person has to be in the state for them to qualify as a resident? I'm thinking of agricultural migrants who may be only in the state for a few months or longer.

No, there isn't a minimum amount of time a person needs to live in Washington to qualify them as a resident. However, the person must intend on residing in Washington, entered the state looking for a

job or entered the state with a job commitment. For more information on Washington state residency requirements, please visit <https://www.hca.wa.gov/health-care-services-supports/program-administration/wac-182-503-0520-washington-apple-health>

We have run into some issues when trying to print the Spanish application.

Thank you for your feedback. This issue will be fixed with the release of the updated application in January 2021.

## Enrollment process questions

Are clients auto enrolled into Family Planning Only after their Apple Health pregnancy medical ends?

Yes, if the client is not eligible for full-scope Apple Health (Medicaid) when their Apple Health pregnancy ends, they are automatically enrolled in the Family Planning Only Pregnancy-Related program 60 days post-delivery.

What are reasons for a client not being auto-enrolled after their Medicaid pregnancy coverage expires?

One reason a client would not be auto-enrolled is if they are eligible for full-scope Apple Health (Medicaid). Another reason is that they no longer meet the eligibility guidelines of the Family Planning Only program. The client must be a Washington resident and have an income at or below 260% of the federal poverty level (FPL), regardless of gender and immigration status.

If the client is not auto-enrolled after their Medicaid coverage expires, do navigators help the client with Family Planning Only application?

The client should be auto-enrolled after their Medicaid pregnancy coverage expires. However, if they do need to re-apply it would benefit them to have assistance from navigators.

Is auto-enrollment also applicable to those who are losing coverage due to immigration status?

If an individual is not able to auto-enroll because of their citizenship status, they will receive a letter stating that they can manually apply through [wa.healthplanfinder.org](http://wa.healthplanfinder.org) to determine what other Apple Health coverage they may apply for.

After the pregnant client delivers will the client roll over to the Family Planning Only program for the following ten months?

Yes, that is correct. The patient will qualify for Family Planning Only Pregnancy-Related coverage after 60 days post-delivery and will have FPO benefits for 10 months after that.

If clients are rolling over to Family Planning pregnancy, are they notified via letter or in any capacity?

Yes, they will receive a letter letting them know their Apple Health for pregnant women has ended and they will transition to FPO services for 10 months and can also go to [WAHealthplanfinder](http://WAHealthplanfinder) if they want to pursue applying for full scope coverage.

## General program questions

Have you thought about changing the name of the program? When I tell teens about Family Planning Only they give me a blank look. I don't think the term "family planning" is one that all folks understand.

We recently changed the program name from Take Charge to Family Planning Only in July 2019 and don't plan on making another change to the program name in the near future. However, we will take your recommendation to our team and discuss it further.

Are there client flyers available about Family Planning Only?

Family Planning Only program information is currently on the Health Care Authority (HCA) website at <https://www.hca.wa.gov/billers-providers-partners/programs-and-services/family-planning>. We are in the process of working with our partners (providers and navigators) to create physical flyers for distribution to clients by mid-2021.

## Benefit questions

Is this coverage is available for undocumented clients?

Yes, the Family Planning Only program is available to noncitizens and undocumented clients.

Are participants notified that coverage is continued due to COVID?

Yes, clients will receive a physical letter to inform them that their coverage will continued due to COVID.

Does Family Planning Only pay for multiple different birth controls? For example: IUD insertion and removal (if they don't like it) and then another form of birth control? Does it pays for the prescription and all of the office visits?

Yes, the Family Planning Only program does cover the client's choice of FDA-approved birth control methods and supplies, including office visits for contraceptive purposes. Sterilization is also covered. Additional information about Family Planning Only coverage is available in the [Family Planning Billing Guide](#).

How are DOH FP benefits different from the HCA Family Planning Only program? Could these differences explain utilization?

Department of Health's Sexual and Reproductive Health program only covers clients that are not eligible for the Family Planning Only program by providing grants to family planning providers. HCA Family Planning Only coverage is client-specific and available to any individual who meets eligibility criteria.

Can you very quickly address the state-funded program, so that people are aware of the difference between the two programs and that another application will be forthcoming?

The state-funded Family Planning Only program is open to non-citizens and undocumented residents of Washington State. HCA is working on releasing the non-citizen application and holding webinars to review the application and answer questions regarding the application in February 2021.

Is any way that Family Planning Only benefits could be extended for long period the time for a year unless is a change like an increase of income?

Family Planning Only program clients are able to reapply for program benefits once they expire at any time.

Can an undocumented male can apply for Family Planning Only and choose to get the vasectomy? Will that be covered? I just wanted to confirm that benefit is also a benefit for men.

Yes, an undocumented male can apply for the Family Planning Only program and receive a vasectomy as part of their FPO benefit. Males can also use Family Planning Only coverage for condoms and spermicides.

With family planning coverage the procedure for vasectomy, would the consult prior to the vasectomy be covered under that coverage?

Yes, the consult prior to the vasectomy would be a covered benefit under the Family Planning Only program.

## Claims questions

Is there an identifier that we need to send on the claim to avoid a COB denial, if the client is over 18 and has commercial insurance?

A client is not eligible to receive Family Planning services if they have insurance coverage unless they need confidential services. If the provider has a case that needs to be discussed with HCA, they can call 800-562-3022 for billing questions.

## Miscellaneous questions

*Does HCA send a letter to advise of the family planning program? Will the letter that clients received be translate accordingly? Also, would the letter explain what benefit would be included?*

If a person applies for Apple Health and gets denied, their denial letter states that they can apply for FPO services. The letter is translated in their language.

Will this power point be emailed to attendees? Would be able to see the slide that describes the different services for Family Pregnant-Pregnancy related and Family Planning Only?

Yes, HCA will email the PowerPoint presentation to webinar attendees after the last webinar on December 18, 2020. It will also be posted on the HCA website by December 28, 2020.