

Apple Health Unwinding Town Hall

Medicaid Eligibility Policy

April 27, 2023



Topics

Updates

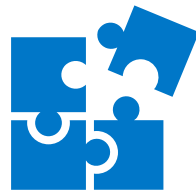
Outreach

Post-Eligibility Reviews (PERs)

Upcoming

Resources

Updates



Updates

- ▶ Published “Unwinding the public health emergency for Apple Health (Medicaid)” frequently asked questions.
 - ▶ The FAQ is available at hca.wa.gov/phe.
- ▶ Department of Social and Health Services (DSHS) eligibility review process
 - ▶ DSHS staff are manually renewing Apple Health coverage if data shows they are still eligible.
 - ▶ All other clients need to provide an eligibility review to determine ongoing eligibility.

April 30th Terminations

- ▶ As a reminder, some clients are no longer eligible for Apple Health as of 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.
 - ▶ Post-eligibility review outcomes
- ▶ Terminations for not renewing resume May 31, 2023.

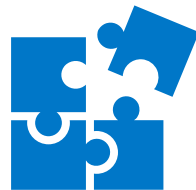
Returned Renewal Mail

- ▶ If a renewal notice is returned by USPS without a forwarding address, HCA and DSHS staff will:
 - ▶ Attempt to contact through two methods when available, including:
 - ▶ Phone
 - ▶ Email
- ▶ If USPS provides a forwarding address, renewal notices will be sent to the updated address.
- ▶ Clients can still report current contact information through their managed care plan (MCO).

Survey

- ▶ We need 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 modified adjusted gross income (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 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 for MAGI clients 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.

Post-Eligibility Review

- ▶ Individuals may have a PER if they:
 - ▶ Applied or renewed on or after April 1, 2023; and
 - ▶ The information attested to is not compatible with data sources.
- ▶ Washington Healthplanfinder mails or emails clients the PER notice requesting proof of income and deductions.
- ▶ Apple Health may terminate if an individual does not respond to a PER.

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!

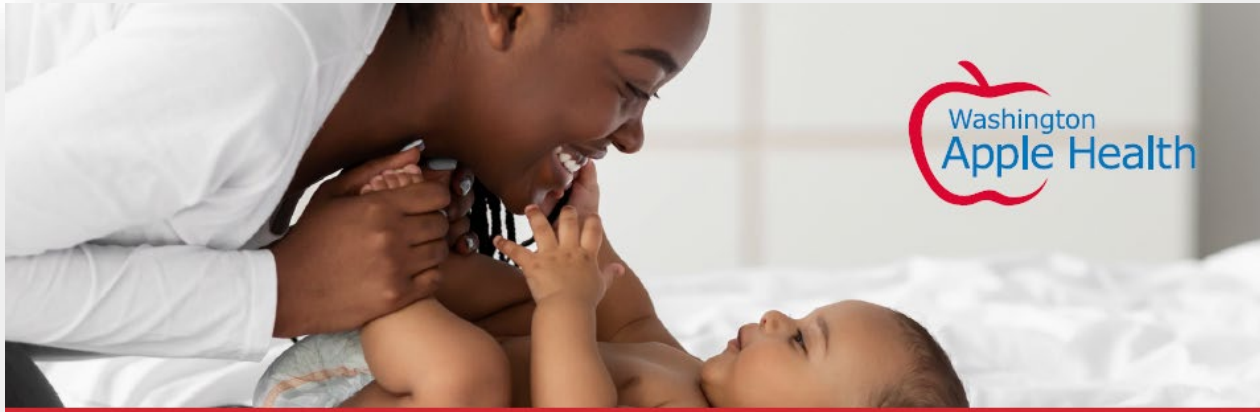
Monthly premiums are starting again for the Apple Health for Workers with Disabilities program (HWD). Premiums were paused during the COVID-19 pandemic which started in March 2020.

- 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 CHIP households informing them that premiums are resuming.
- ▶ First payment is due July 15.

Upcoming ProviderOne Change

- ▶ ProviderOne change will display "Review End Date" on the benefit inquiry page.
 - ▶ Enhancement coming June 23, 2023.
 - ▶ This will allow providers to view a patient's review end date and provide information about upcoming 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.

Unwinding Data

Continuous enrollment unwind data

Apple Health data entering the unwind

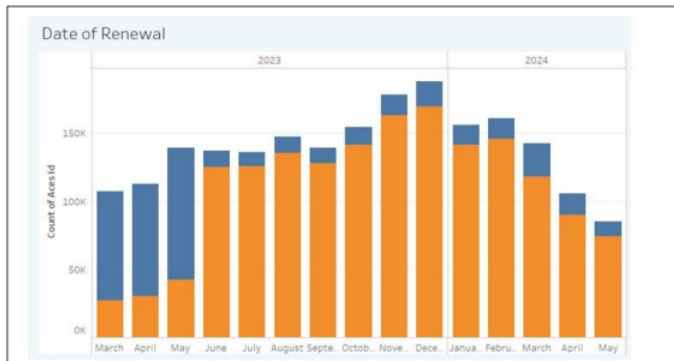
Background

Due to the COVID-19 public health emergency (PHE) and associated federal regulations, many individuals received Apple Health (Medicaid) coverage beginning in March 2020 regardless of changes to their income, assets, household size and other eligibility criteria. This extension is now ending due to the Consolidated Appropriation Act, 2023. The Health Care Authority (HCA) resumes normal operations April 1, 2023, starting with renewals due May 31, 2023.

Public Health Emergency Eligibility Dashboard

The below data tables illustrate the volume of individuals that may lose coverage.

May to July 2023 will have a higher than usual number of renewals compared to the rest of the 12-month unwinding period. Terminations for not renewing eligibility will resume May 31, 2023. Clients receiving Apple Health solely due to the PHE will have eligibility redetermined at their next renewal.



- ▶ In May, HCA will begin publishing Apple Health termination data.
- ▶ Will be added to current "Continuous enrollment unwind data".
- ▶ Found at hca.wa.gov and search for "PHE data"

Resources



Unwind Resources

- ▶ **Apple Health eligibility during the unwind:**
 - ▶ AHeligCovid19@hca.wa.gov
- ▶ **Apple Health and the PHE:**
 - ▶ hca.wa.gov/phe
- ▶ **Apple Health Guide to Unwinding from the PHE:**
 - ▶ 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

Resources

- ▶ **Pregnant Individuals eligibility webpage:**
 - ▶ hca.wa.gov/apple-health-pregnant-individuals
- ▶ **After-Pregnancy Coverage webpage:**
 - ▶ hca.wa.gov/apc
- ▶ **Request the APC social media toolkit:**
 - ▶ Email: social@hca.wa.gov
- ▶ **HCA Stakeholder Training & Education**
 - ▶ hca.wa.gov/stakeholder-training
- ▶ **HCA Area Representatives**
 - ▶ hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf

Resources

▶ **Statewide Health Insurance Benefits Advisors (SHIBA)**

- ▶ Website: insurance.wa.gov/about-shiba-services
- ▶ Phone: 800-562-6900; TDD: 360-586-0241.

▶ **Medicare**

- ▶ [medicare.gov/basics/get-started-with-medicare/sign-up](https://www.medicare.gov/basics/get-started-with-medicare/sign-up)

▶ **HCA MSP webpage**

- ▶ hca.wa.gov/medicare-savings-program

▶ **HCA MSP flyer**

- ▶ hca.wa.gov/assets/free-or-low-cost/22-500.pdf

Questions

