

Apple Health Ambassador Program: Monthly check-in

Keeping Communities Connected

June 01, 2023



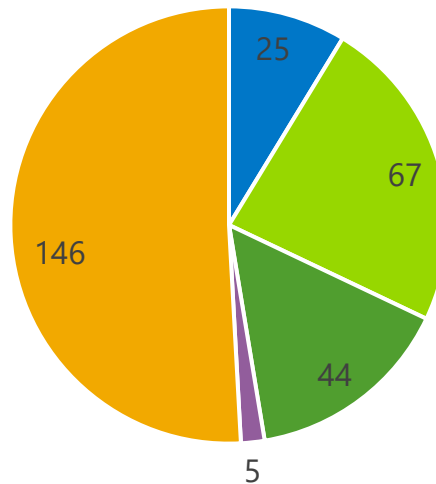
Agenda

- ▶ Welcome
- ▶ Updates
- ▶ Review of available resources
- ▶ Open Q & A

Updates



Who are our ambassadors?



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

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.

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 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.

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.

Homeless Outreach

- ▶ What outreach is happening to reach clients experiencing homelessness?
 - ▶ Clients experiencing homelessness, showing income under the income limit in our systems will likely stay on coverage without having to act.
 - ▶ They should:
 - ▶ Make sure Washington Healthplanfinder or DSHS has a good mailing address and phone number for them.
 - ➔ Signing up for email correspondence is the best way to get notices about their coverage.
 - ▶ HCA has several homeless organizations represented in its Apple Health Ambassador Program.

Resources



Tools and resources

Renew your coverage: Clients should complete their renewal when it's time. Clients will be notified roughly 60 days in advance of their coverage end date.

- **Publication:** [Renewing your Apple Health coverage fact sheet \(English\)](#) | [Translated in 15 languages](#)

Social media

[End of PHE Social Media toolkit](#) (versions of the social media posts are translated into 15 languages)

- [Download images - English](#)
- [Download images - Translated in 15 languages](#)

Campaign graphic

Learn more about the PHE unwind!

[End of PHE Communications toolkit](#)

More information can be found at hca.wa.gov/phe.





Questions

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