

Apple Health Ambassador program webinar

The presentation materials for the Apple Health ambassador program kick-off webinar can be found at hca.wa.gov/ambassadors.

Ambassador program

How can I or someone from my organization become an ambassador?

Anyone interested in helping their communities stay connected to Apple Health (Medicaid) coverage is welcome. There is no limit on the number of ambassadors from a single organization.

To volunteer as an Apple Health ambassador, you can:

- View the kick-off [webinar video](#) and [presentation slides](#); or
- [Register for upcoming webinars](#).

Ambassadors assist community members with their Apple Health questions and find support through remote monthly check-in meetings. To aid in your ambassador role, tools and resources can be found on the [Apple Health ambassador webpage](#).

Who do I contact when I have questions about the program or need assistance?

You don't have to wait until a monthly ambassador check-in to have your questions answered. Email AHeligCovid19@hca.wa.gov with your questions, comments, concerns or to share your experience as an ambassador.

What materials are available to use at community events and is this information translated?

The [Apple Health outreach toolkit](#) includes videos, posters, brochures and much more for use at community events. Resources, including the postcard, report a change and apply for or renew coverage are found on the ambassador webpages and are translated into 15 languages. All publications are available for downloading. Some items can be ordered in limited quantities.

The [End of PHE social media toolkit](#) has examples of our social media campaign, translated messages, and graphics.

Apple Health renewals

How can clients see their renewal date before renewal letters are sent? Are renewal letters sent to clients available to view online?

Apple Health clients who receive coverage through Washington Healthplanfinder, can view their renewal end date and eligibility letters in Washington Healthplanfinder if they have created an account.

Clients with coverage through Washington Connection can view their review end date and notices through their client benefit account.

View the [External Guide to Washington Apple Health \(Medicaid\) Post-PHE for samples of renewal letters](#).

How can clients complete a renewal?

Apple Health clients who are age 19 to 64, children, a parent or caretaker, or are pregnant can renew their coverage:

- **Online:** [Washington Healthplanfinder](#) or download the WAPlanfinder app.
- **Phone:** Call WA Healthplanfinder Customer Support Center at 1-855-923- 4633.

Apple Health Classic Medicaid clients who are age 65 or older, have blindness or a disability, or need long-term services and supports can renew their coverage:

- **Online:** [Washington Connection](#)
- **Phone:** Call the Department of Social and Health Services (DSHS) at 1-877-501-2233

Clients can also submit a paper renewal form. You can learn more about these options on the [apply for or renew coverage webpage](#).

Do clients have to report changes even if it is not time to renew coverage?

Clients should continue to report changes even if it is not time to renew their Apple Health. Updating client information is important to ensure clients are on the correct Apple Health program and they receive important notices. Ambassadors can share the [Update my income or address \(report a change\) flyer](#) with their communities. This flyer is available in 15 languages.

When will premiums for Apple Health for Kids with premiums and Apple Health for Workers with disabilities (HWD) resume?

Premium collection will resume in July 2023. The first due dates for each program are different.

- HWD premiums will be due 08/15/23.
- Apple Health for Kids premiums will be due 07/15/23.

Which clients had their coverage continued in ProviderOne?

Coverage was continued for clients whose immigration or citizenship status would not allow reinstatement and they had:

- Turned 19, or
- Had a 12-month post-partum period end.

How is HCA ensuring homeless clients without access to a phone or email receive their renewal notices?

Health Care Authority (HCA) attempts to automatically renew eligibility for another year. When a client needs to take action and renew, notices are sent via the client's preferred correspondence method, either mail or email. Reminder phone calls and text messages are also a part of the unwind outreach campaign.

When working with clients, you can help them by making sure they report their most current contact information. This might include signing up for General Delivery if they do not have a permanent mailing address or updating their mailing address in care of a caseworker, trusted friend, or family member.

How do we know what income to report? Is social security countable income?

Apple Health applications and renewal forms ask for countable income only, such as wages and unemployment. Social Security Disability Income (SSDI) may be countable but Social Security Income (SSI) income is not countable. Washington Healthplanfinder has three income calculators, including a self-employment calculator, to help clients accurately report their income.

Other questions

Who do brokers and navigators contact for questions regarding their clients?

Brokers and navigators can email navigator@wahbexchange.org.

How do clients change their primary care provider (PCP)?

Clients may work with their managed care plan to make changes to their PCP.

How should clients respond if they receive a fraudulent text or phone call about their Apple Health renewal?

HCA will never ask for money to enroll or re-enroll in Apple Health coverage. Clients should not share banking or credit card information with anyone claiming to be from HCA or Apple Health. If they receive a phone call or text message that they think is a **scam**, they should hang up and report this to Apple Health customer service at 1-800-562-3022.