Apple Health Expansion August 2024 community feedback meeting

Summary of community feedback received

On August 26th, the Health Care Authority (HCA) hosted a community feedback meeting to gather input on the short-term enrollment management policy for Apple Health Expansion. HCA received additional feedback through email from August 9 through September 6. Three options on how to implement a solution were shared. A common theme shared for all options was to ensure transparency and accountability while operationalizing the chosen policy.

To stay informed about Apple Health Expansion enrollment updates, view the **enrollment announcement**.

> Watch the **webinar recording** or view **presentation slides** (available in **9 languages**).

Option 1: First come, First serve (page 8-9 of presentation)

- **Majority feedback**: Requires clients to reapply through an overly burdensome process.
- This option could benefit Navigators who work with individuals age 65 and over or who need additional support due to the nature of first come, first serve.
- May not be viable because it can create unequal opportunities for all eligible populations to enroll in Apple Health Expansion.
- Clients may not have internet access to apply online.
- Clients work schedule or physical location may interfere with their ability to access in-person assistance from navigators or community service offices.
- Causes undue burden on potential applicants to act on a moment's notice without sufficient prior awareness leading to community frustration.

Option 2: Eligible Apple Health covered individuals (page 10-11 of presentation)

- Potentially supports those with complex needs who need health care the most.
- Does not allow for individuals outside of Apple Health or a qualified health plan (QHP) to enroll.
- May exclude individuals who were initially denied for Apple Health Expansion and could not afford a QHP.
- Can restrict applicants by prioritizing individuals who already have health coverage.
- While less burdensome than option 1, places a burden on uninsured individuals and is not a viable policy to consider.

Option 3: Current short-term policy – Random selection of denied applications (page 12-13 of presentation)

> Community input indicated the highest preference for the current short-term enrollment policy and recognized this option is better than options one and two.

- **Majority feedback**: Individuals who may need coverage more may be excluded from enrollment.
- This option emphasizes equality but not equity.
- Individuals may not continue to apply and thus not included in the random selection pool.
- Those who need care the most are not getting managed/coordinated care, unless they are randomly selected for a spot.
- While this option is not ideal in its entirety, denied applicants may still be randomly selected which may reduce disappointment and frustration within the population.
- This option places less burden on clients as once they are denied they will go into the pool of applicants to be potentially randomly selected for a spot in Apple Health Expansion and won't need to reapply.

Community feedback listed the following suggestions for implementation of this policy option:

- The initial communication to individuals selected for Apple Health Expansion due to random selection should be clear and concise on what is happening and what actions they need to take (if any).
- Applicants previously denied due to the cap should be included in the random selection pool.
- It should be clear on what populations are being considered for random selection and clearly communicating this with community.
- The community should be informed about the implementation of the short-term enroll option along with HCA's policies and procedures for filling spots.