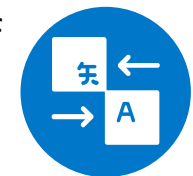
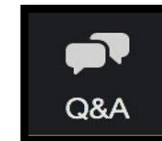
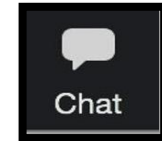


# Welcome

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Today's webinar includes closed captions (CC) available in English and Spanish.

- ▶ To access CC in English: <https://us.ai-live.com/CaptionViewer/Join/thirdparty?iFrame=1&sessionId=UST7WS0707A>
- ▶ To access CC in Spanish: <https://us.ai-live.com/CaptionViewer/Join/thirdparty?iFrame=1&sessionId=USBBWS1007A>
- ▶ Chat and reactions are disabled for this webinar to avoid distractions.
- ▶ Questions
  - ▶ Please hold questions until the end of the presentation.
  - ▶ Submit questions into the Q&A feature. We will do our best to answer during the Q&A.
- ▶ Presentation slides and the recording will be available on the Apple Health Expansion webpage.
  - ▶ Please email [HCAAppleHealthExpansion@hca.wa.gov](mailto:HCAAppleHealthExpansion@hca.wa.gov) to request a translation of this presentation into another language.
  - ▶ All mentioned resources and links are available at the end of the presentation.



**Note:** This webinar will be recorded and posted online.

# Apple Health Expansion for Providers

June 25, 2024

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# Apple Health Expansion enrollment update

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## Enrollment limit has been met for individuals age 19 - 64

The enrollment limit for Apple Health Expansion has been met for individuals age 19 - 64. If you applied for Apple Health Expansion on or after June 20, 2024, and were denied because the cap was met, there are no additional steps you need to take.

There is still a possibility you may be randomly selected to enroll if space opens in the program. You may also be eligible to enroll in a qualified health plan through *Washington Healthplanfinder*. If you get selected for enrollment in Apple Health Expansion, you will receive an eligibility notice through your preferred communication method (email or mail).

## Applications for individuals age 65 and older are still being accepted

The cap has not been met for individuals age 65 and older. [Learn how to apply for Apple Health Expansion coverage online, over the phone, or through paper applications.](#)

- ▶ **Effective at 4:30pm on Friday, 6/21, the enrollment cap has been met for the MAGI population (age 19 to 64)!**
  - ▶ Clients should continue to apply, to be considered if space opens in the program.
- ▶ **Enrollment limit has not been met for those age 65 and older**
  - ▶ Encourage clients to continue to apply via Washington Connection or by paper.
- ▶ View the enrollment announcement for regular updates at [hca.wa.gov/ah-enrollment](https://hca.wa.gov/ah-enrollment).

# Immigrant Health Care coverage

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- ▶ Since the Affordable Care Act, the Health Care Authority (HCA) has been serving immigrants through Washington Healthplanfinder and Washington Connection application systems.
  - ▶ Almost 100,000 immigrants have interacted with the application systems over the last year.
  - ▶ There are over 43,000 individuals without an immigration status eligible for Apple Health for Kids and Apple Health Pregnancy medical programs.



# Current Immigrant Health Care coverage

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Currently, various Apple Health (Medicaid) programs serve individuals not qualified for federally subsidized coverage because of their immigration status.

- ▶ Medical Care Services (MCS)
- ▶ Alien Emergency Medical (AEM)
- ▶ Apple Health for Pregnant Individuals
- ▶ After-Pregnancy Coverage (APC)
- ▶ Apple Health for Kids



# Expanding Immigrant Health Care coverage

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## 2022

- ▶ Legislature provided funding to operationalize this program and directed HCA to prepare to implement Apple Health Expansion.

## 2023

- ▶ Legislature directed HCA to develop a program providing equivalent Medicaid health care coverage to uninsured adults who are ineligible for other federal assistance. The proviso directed the agency to implement on July 1, 2024.
  - ▶ Program funding was not at the level requested.
  - ▶ Recognize there are more immigrant community members who would be enrolled for this program than funding can support.



# Who is eligible

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- ▶ Washington residents who are 19 years of age and older.
- ▶ Income at or below 138% of the federal poverty level.\*

Apple Health Expansion	Single-person	2-member household	3-member household	4-member household	5-member household
138% FPL	\$1,732	\$2,351	\$2,969	\$3,588	\$4,207

- ▶ Not eligible for:
  - ▶ Other Apple Health programs based on immigration status.
  - ▶ Qualified health plans with advance premium tax credits or federally funded medical programs.

# Managing enrollment

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- ▶ Apple Health Expansion will have limited enrollment.
  - ▶ If limit has been met, an applicant who is otherwise eligible will receive a denial notice.
- ▶ All clients may purchase a qualified health plan.
  - ▶ Clients under 250% FPL are eligible for Cascade Care Savings if they enroll in a Cascade Care plan.
- ▶ In the event the program loses its funding and/or its funding becomes restricted, HCA will notify clients, providers, MCOs, key stakeholders, and community.
  - ▶ More details available on the process in early fall.



# Short-term enrollment management policy

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- ▶ In the event the agency determines additional individuals can be enrolled into either Classic or MAGI Apple Health Expansion. The agency will randomly select individuals who meet pre-selected criteria from the following three groups for enrollment into the Apple Health Expansion program.
  - ▶ Submitted a completed application on or after 6/20/2024,
  - ▶ Were enrolled in Apple Health for Kids, Emergency Medical (AEM), or After-Pregnancy Coverage who meet eligibility requirements for Apple Health Expansion and their coverage ended after the cap was met, or
  - ▶ Are enrolled in a qualified health plan (QHP) through Health Benefit Exchange's 1332 waiver coverage who applied after 4/30/2024.

# Program goals

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Create a program that is like Apple Health (Medicaid) Integrated Managed Care.



Provide coverage to as many eligible individuals as possible.

# Covered services

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This expansion is intended to mirror the federally funded Apple Health program to the extent possible.

- ▶ Physical and behavioral health services administered by a managed care organization (MCO) and dental services will be covered directly by Apple Health.
- ▶ Nonemergency medical transportation and interpreter services will be available.
- ▶ The pharmacy benefit is Apple Health Preferred Drug List (PDL).

# Managed Care plans

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- ▶ Apple Health Expansion Managed Care Organizations (MCO):
  - ▶ Molina Healthcare of Washington
  - ▶ UnitedHealthcare Community Plan
  - ▶ Community Health Plan of Washington
  - ▶ Coordinated Care

# Privacy

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- ▶ HCA is required under law and HIPAA to maintain the privacy of its clients' information.
- ▶ There are a limited number of reasons where HCA may use and disclose information, including determining eligibility for Apple Health coverage.
- ▶ The privacy policies listed below are provided to clients on a yearly basis. We do not share information with any immigration agency.
- ▶ Learn more about privacy practices and rights and responsibilities:
  - ▶ HCA notice of privacy practices
    - ▶ [hca.wa.gov/about-hca/hca-notice-privacy-practices](https://hca.wa.gov/about-hca/hca-notice-privacy-practices)
  - ▶ Health Care Coverage Rights and Responsibilities
    - ▶ [hca.wa.gov/assets/free-or-low-cost/18-003.pdf](https://hca.wa.gov/assets/free-or-low-cost/18-003.pdf)

# Public Charge resources

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- ▶ Learn more about public charge:

- ▶ USCIS resources

- [uscis.gov/green-card/green-card-processes-and-procedures/public-charge/public-charge-resources](https://uscis.gov/green-card/green-card-processes-and-procedures/public-charge/public-charge-resources)

- ▶ HCA information

- [hca.wa.gov/about-hca/news/announcements/most-apple-health-medicaid-coverage-will-not-count-against-you-public-charge-test](https://hca.wa.gov/about-hca/news/announcements/most-apple-health-medicaid-coverage-will-not-count-against-you-public-charge-test)

# Key points for providers

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- ▶ Check individual's eligibility through ProviderOne.
  - ▶ Apple Health Expansion enrollee cards do not identify the program enrolled in.
  - ▶ There are some differences in coverage, for example services that are normally paid for by the Department of Social & Health Services are not covered.
  - ▶ Apple Health Expansion enrollees cannot access Health Care Authority's Interpreter Services program. Each MCO has arranged a contractor(s) to provide interpreter services.

# General principles - benefits & services

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## ▶ Coverage

- ▶ Generally, mirrors Apple Health (Medicaid) program for Health Care Authority (HCA) benefit structure
- ▶ Medically necessary services using medical necessity WAC
- ▶ Benefits available for 19- and 20-year-olds to mirror HCA benefit structure  
**Similar:** USPFTF, HTCC process, second opinion, self-referral, in-country care, in/out-of-state rules



# General principles

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- ▶ Other State Agency Services
  - ▶ Services delegated to other agencies are generally excluded (unfunded).
- ▶ Medicaid Waiver Services are excluded, including:
  - ▶ 1115 demonstration waiver, Medicaid Transformation services (e.g., Re-entry & HRSN services)
  - ▶ 1915c Home and Community Based Services (HCBS)
  - ▶ 1915b Behavioral Health Services Only (BHSO) program
  - ▶ 1915i Supportive Supervision and Skills Restoration
  - ▶ 1915k Community First Choice

# Pharmacy

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## ▶ Covered & carved in

- ▶ FDA approved prescription and over the counter drugs produced by rebate eligible manufacturers listed on the Apple Health Expansion Preferred Drug List (PDL).
- ▶ Medical and diabetes testing supplies as noted on the Apple Health Expansion PDL.

## ▶ Excluded or carved out

- ▶ Non-contracted drugs (listed in IMC Contract Exhibits N and O).
- ▶ Drugs which HCA has specifically instructed the Contractor not to cover.

# Physical health

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## Covered & carved into AHE

- ▶ Physical health benefits (align with IMC), including but not limited to:
  - ▶ Emergency and hospitalization services (including administrative days).
  - ▶ Mirroring Medicaid IMC carve in (e.g., transplants).
  - ▶ Fitting fees for eyeglasses and lenses
- ▶ Pregnancy/Birthing/Post-partum (if not disenrolled to Apple Health FFS):
  - ▶ Included for Apple Health Expansion eligible individuals, who have not reported being pregnant (e.g., may receive coverage for the birth and are then disenrolled for twelve months post-partum).
  - ▶ Including newborn coverage for those not yet assigned client identifier at birth.

# Medicaid-funded services

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## Apple Health Expansion Emergency Medical Care

- ▶ **Program 1:** Emergency Medical Conditions, including emergency department visits and unscheduled hospitalizations
- ▶ **Program 2:** Cancer treatment, including surgeries, radiation and chemotherapy
- ▶ **Program 3:** Dialysis
- ▶ **Program 4:** Anti-rejection medications

# Behavioral Health

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**Covered & carved in** (align with IMC), including:

- ▶ Mental health (mirror SERI and Mental Health Services billing guide)
- ▶ SUD
- ▶ ABA
- ▶ Crisis Services
  - ▶ **Note:** Delegated to BH-ASO (mirror Medicaid MCO structure)

**Note:** SPA-like services to support models of care (e.g., WISe) are contracted within Apple Health Expansion.

**Note:** IMD settings of all lengths of stay (unless in state contracted LTCC facilities), no recoupment process as all Apple Health Expansion is GFS paid.

# Behavioral Health carve outs

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**Covered & carved out** (align with IMC), including:

- ▶ Long term civil commitments (LTCC) (HCA/DBHR contracted), carved out when care is for client in LTCC bed

# Behavioral Health in wraparound

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Covered by IMC/IFC Wraparound contract (align with MCO structure):

- ▶ Mirror Medicaid MCO Wraparound structure for GFS-covered services, within available resources
  - ▶ Prioritize Room and Board and mirror non-Medicaid services for models of care (e.g., PACT/IRT/New Journeys/WISe)
  - ▶ Other Behavioral Health services, within available resources

# Dental

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## Dental Care (Mirroring Medicaid IMC carve in)

- ▶ Facility fees when dental treatment is performed in an ASC, inpatient, or outpatient setting.
- ▶ Fluoride application provided by a medical provider (non-dentist)

## Dental Care by HCA/FFS (Mirroring Medicaid IMC carve out)

- ▶ Care performed by a dental provider
- ▶ Medically necessary orthodontics for ages 19-20

**Note:** ABCD is not applicable to contract due to age range of Apple Health Expansion contract being age 19 years and older.



# Coverage for ages 19 and 20

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- ▶ EPSDT Medicaid regulations do not apply to Apple Health Expansion ; however, the benefit structure is set up to mirror coverage for HCA-funded elements. Examples, but not limited to:
  - ▶ **Covered**
    - ▶ Chiropractic care (covered by Apple Health Expansion Health Plan)
    - ▶ Wellness exams (covered by Apple Health Expansion Health Plan)
    - ▶ Vision Hardware (covered by FFS)
    - ▶ Orthodontics (covered by FFS)
  - ▶ **Excluded**
    - ▶ Private Duty Nursing
    - ▶ Personal Care

# Covered & carved out

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- ▶ **Medical Transportation (HCA)**
  - ▶ Non-emergency, emergency, ground, air
- ▶ **High cost/low utilization medically necessary physical health services (HCA)**
  - ▶ Transgender surgery
  - ▶ Hospitalizations for Rethymic implantation
- ▶ **Vision hardware (HCA)**
  - ▶ Eyeglasses, frames, and lenses for 19- and 20-year-olds

# Covered & carved out (cont.)

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## ▶ Reproductive Health

- ▶ Elective Abortion
- ▶ Sterilizations for 19- to 20-year-olds
- ▶ Maternity Support Services
- ▶ Self-referral/Reproductive Health Care services
  - Services provided by a health department when an enrollee self-refers for care, if the health department is not contracted with the Contractor

# Nursing facility

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## Covered

Medically necessary Skilled Nursing Facility care meeting rehabilitative or skilled nursing services (mirroring Medicaid MCO coverage).

## Excluded

Long-Term Nursing Facilities (Limited program delivered by DSHS/HCS).

- ▶ “Nursing facility level of care” (NFLOC), ongoing support services provided in a SNF/NF for enrollees who do not meet the criteria for rehabilitative or skilled nursing services.

**Note:** DSHS has been funded for a limited number of beds; thus, a waiting list for these services may exist. This program was not changed with the Apple Health Expansion implementation.

# Language Access

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- ▶ HCA's Interpreter Services Program **will not** be available for providers for members enrolled in Apple Health Expansion because the Interpreter Services Program is only available for Medicaid clients (federally funded).
- ▶ It is the responsibility of the plans to ensure that providers have the support that they need to secure language access services for Apple Health Expansion enrollees and potential enrollees at no cost to the enrollee.
- ▶ Providers should know and follow the process for contacting the plans for language access support. Providers should share this process with their internal staff so that they can successfully meet Apple Health Expansion enrollee/potential enrollee language access needs.

# Not covered

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- ▶ Services identified in WAC as not covered (mirrors Medicaid use of WAC to identify not covered)
  - ▶ [WAC 182-501-0060](#)\* with benefits coverage grid (Apple Health Expansion addition coming)
  - ▶ **Note:** Billing Guides provide additional information to understand the benefits covered and not covered and level of FFS benefit offered.
    - ▶ Revisions to Apple Health Billing Guides will occur 7/1/24 to address Apple Health Expansion.

# Excluded

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- ▶ Benefits operated by other state agencies as Medicaid State Plan services  
(not allocated in other state agency budgets):
  - ▶ Intermediate Care Facilities/ICF (DSHS)
  - ▶ Private Duty Nursing for Adults (DSHS/DDA)
  - ▶ Behavioral Rehabilitative Services/BRS (DCYF)
  - ▶ Medicaid Personal Care/MPC (DSHS)
  - ▶ Community First Choice (1915k SPA authority) (DSHS)
  - ▶ Targeted Case Management operated by DOH/DSHS/DCYF (including HIV/AIDS Case Management operated by DOH)

# Excluded (cont.)

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- ▶ Intensive Behavioral Supportive Supervision (IBSS);
  - ▶ **Note:** Future In Lieu Of Services will be considered for Apple Health Expansion appropriateness.
- ▶ Assisted Suicide
- ▶ Health Homes



# Notes

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- ▶ **CPE** is not applicable to this population.
- ▶ **Retroactive enrollment** to prior months does not apply to Apple Health Expansion.
  - ▶ Hospitalizations occurring in the month coverage is established is covered by the Apple Health Expansion Plan but if the date of admission occurs prior to enrollment the Apple Health Expansion Plan is not responsible.
  - ▶ Client may qualify for retro-eligibility under the AEM program.
- ▶ **Incarceration:** Apple Health Expansion eligible clients who are incarcerated will have eligibility suspended (similar to Medicaid prior to MTP 2.0) thus hospitalizations for inpatient care of enrolled and suspended clients is covered and contracted when admission occurring during the month of enrollment.

# Notes (cont.)

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- ▶ **Extended Foster Care** youth 19-20yr of age remain eligible for Apple Health Expansion Plan.
- ▶ **Block Grant** services (MHBG and SABG) are available through BH-ASO; No restrictions for non-citizens to receive Block Grant services.
- ▶ **Value-Added Benefits** may be offered by Apple Health Expansion Health Plans.
- ▶ **In Lieu Of Services (ILOS)** may be offered when specified in the Apple Health Expansion Contract. IMD services are the only approved ILOS for Apple Health Expansion.

# Resources

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# Webinars

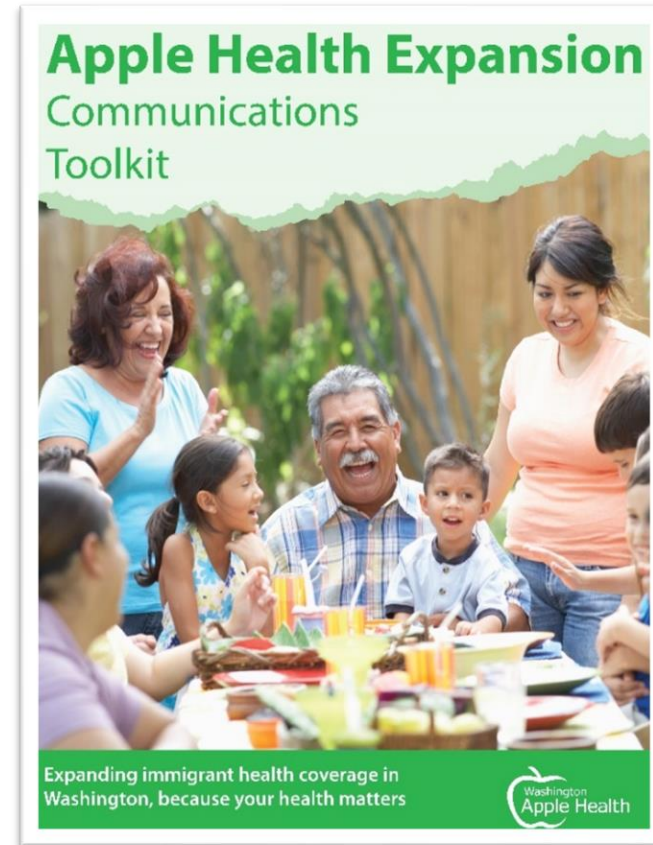
- ▶ Stakeholder webinars in a variety of languages posted online.\*

Date	Time	Webinar topic	Details
Wednesday, November 29, 2023	4-5 p.m.	Overview of Apple Health Expansion eligibility, covered services, and other available programs.	<p><a href="#">View the webinar</a></p> <p><a href="#">Presentation slides</a>  <a href="#">Amharic</a>   <a href="#">Arabic</a>   <a href="#">Cambodian</a>   <a href="#">Chinese</a>   <a href="#">Russian</a>   <a href="#">Spanish</a>   <a href="#">Tagalog</a>   <a href="#">Ukrainian</a>   <a href="#">Vietnamese</a></p> <p><a href="#">FAQ</a>  <a href="#">Amharic</a>   <a href="#">Arabic</a>   <a href="#">Cambodian</a>   <a href="#">Chinese</a>   <a href="#">Russian</a>   <a href="#">Spanish</a>   <a href="#">Tagalog</a>   <a href="#">Ukrainian</a>   <a href="#">Vietnamese</a></p>
Friday, February 2, 2024	2-3 p.m.	Information for community-based organizations to learn about qualified health plan transitions, applying through Washington Healthplanfinder, and application and enrollment details.	<p><a href="#">View the webinar</a></p> <p><a href="#">Presentation slides</a>  <a href="#">Amharic</a>   <a href="#">Arabic</a>   <a href="#">Cambodian</a>   <a href="#">Chinese</a>   <a href="#">Russian</a>   <a href="#">Spanish</a>   <a href="#">Tagalog</a>   <a href="#">Ukrainian</a>   <a href="#">Vietnamese</a></p> <p><a href="#">FAQ</a>  <a href="#">Amharic</a>   <a href="#">Arabic</a>   <a href="#">Cambodian</a>   <a href="#">Chinese</a>   <a href="#">Russian</a>   <a href="#">Spanish</a>   <a href="#">Tagalog</a>   <a href="#">Ukrainian</a>   <a href="#">Vietnamese</a></p>
Monday, April 29, 2024	3-4 p.m.	Overview of Apple Health Expansion eligibility requirements and enrollment details (part 1).	<p><a href="#">View the webinar</a></p> <p><a href="#">Presentation slides</a>  <a href="#">Amharic</a>   <a href="#">Arabic</a>   <a href="#">Cambodian</a>   <a href="#">Chinese</a>   <a href="#">Russian</a>   <a href="#">Spanish</a>   <a href="#">Tagalog</a>   <a href="#">Ukrainian</a>   <a href="#">Vietnamese</a></p>

# Communications toolkit

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- ▶ Available online\*
  - Visit [hca.wa.gov/ah-expansion](https://hca.wa.gov/ah-expansion)
- ▶ This toolkit includes:
  - Key messages by audience type
  - Client publications and resources
  - Branding and language guidance
  - Social media toolkit
- ▶ Future updates will include additional:
  - Key messages
  - Social media content
  - Letter previews



# Social Media toolkit

- ▶ Available online\*
  - ▶ Visit [hca.wa.gov/ah-expansion](https://hca.wa.gov/ah-expansion)
- ▶ Access social media templates:
  - ▶ Multiple photos to choose from
- ▶ Future updates will be made ongoing
  - ▶ Social media posts in 15 languages





# GovDelivery

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***Subscribe and stay connected!***

## Subscription Topics

- Apple Health (Medicaid) programs and eligibility
  - General information and updates 
  - COFA Islander programs 
  - Apple Health Expansion

**Recently added “Apple Health Expansion”**

**Visit:** [public.govdelivery.com/accounts/WAHCA/subscriber/new](https://public.govdelivery.com/accounts/WAHCA/subscriber/new)

# Web resources

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- ▶ Client webpage
  - ▶ [hca.wa.gov/apple-health-expansion](https://hca.wa.gov/apple-health-expansion)
- ▶ Stakeholder webpage
  - ▶ [hca.wa.gov/ah-expansion](https://hca.wa.gov/ah-expansion)
- ▶ Apple Health for Noncitizens
  - ▶ [hca.wa.gov/apple-health-non-citizens](https://hca.wa.gov/apple-health-non-citizens)
- ▶ Enrollment Cap announcement
  - ▶ [hca.wa.gov/ahe-enrollment](https://hca.wa.gov/ahe-enrollment)



# Apple Health Expansion health plans

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**COMMUNITY HEALTH PLAN**  
of Washington™

The power of community

# HCA Apple Health Expansion

06/25/2024

# Our Founding & Governance Structure Provide Unique Connection to Community

Founded and governed by Community Health Centers (CHC) with roots in the social justice movement

The whole health of our members is our primary concern and focus

Local, not-for-profit that re-invests profits back into WA communities

Our local staff and Board are part of the fabric of the communities we serve



Our integration with CHCs allows us to work hand-in-hand to break down barriers to care, focus on whole person health, and advance equitable healthcare for all

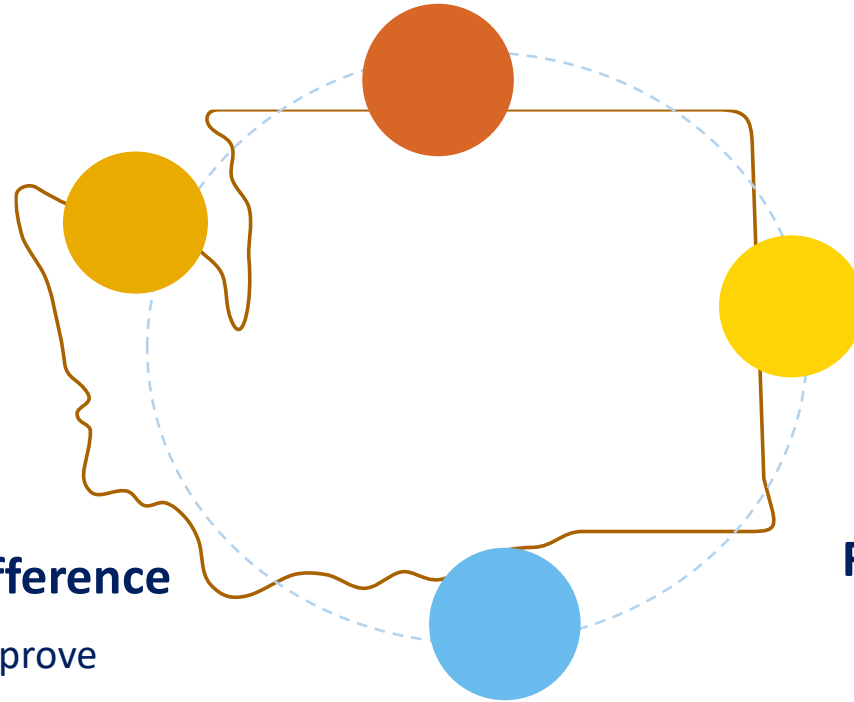
# We're Centered on Community to Deliver Better Health

## Local Staff Who Know Washington

We live and work in the same communities as our members -- right here in Washington.

## Delivering Care That Makes a Difference

We break down barriers to care and improve patient outcomes.



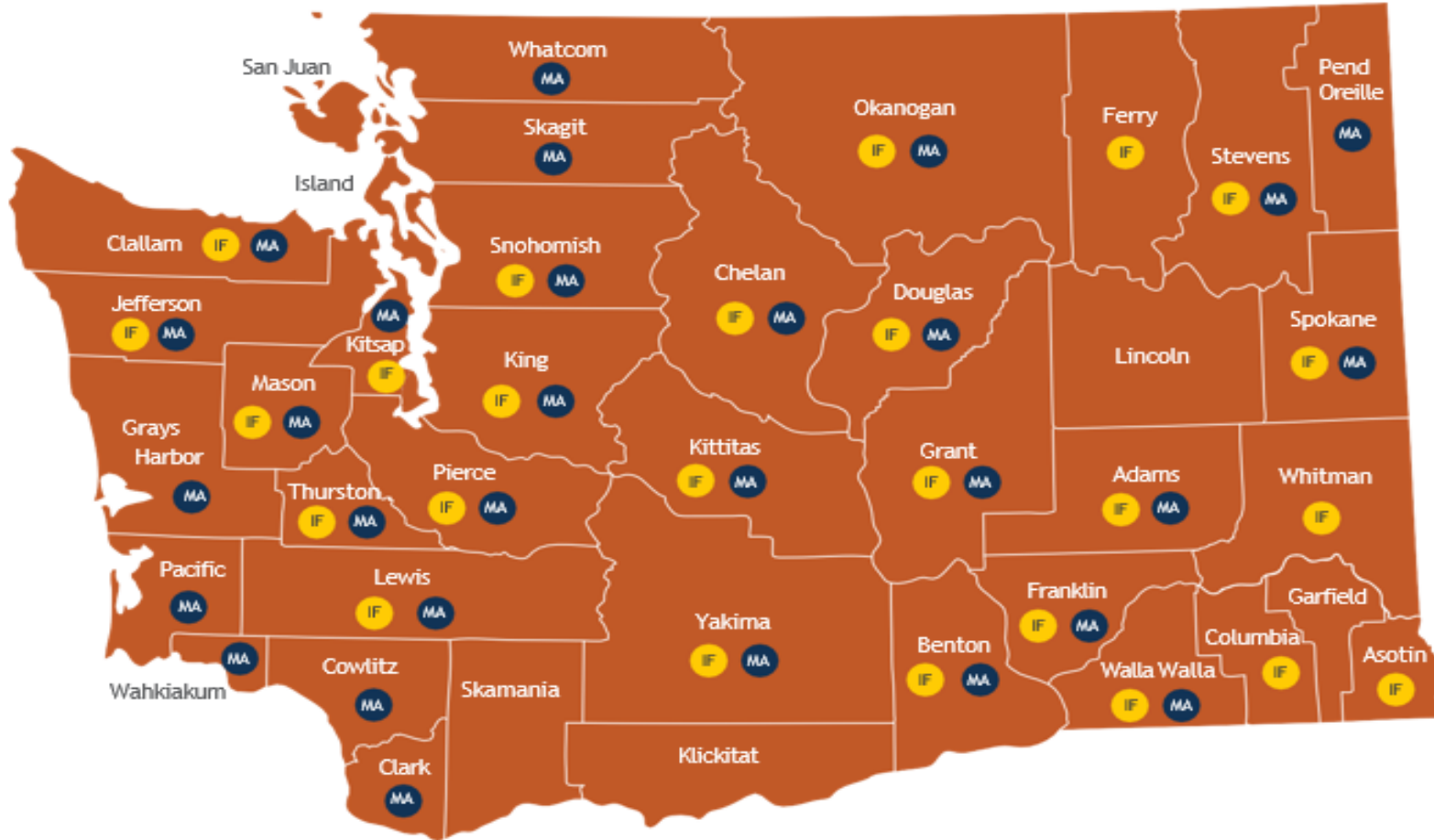
## Four Health Plans for Continuity of Care

CHPW serves people across **four (including Apple Health Expansion)** health plans to provide consistent, quality coverage for Washingtonians at every income level, family size, and stage of life.

## Flexible and Responsive Approach

Whether we're working with our members, providers, or community partners, CHPW repeatedly responds to the dynamic healthcare landscape for better care delivery for all.

# Aligning Health Plans for Members' Continuity of Care



## Apple Health

277,000 Members\*

Including Behavioral Health Services Only Members



## Medicare Advantage

16,000 Members\*

Including Dual Medicaid/Medicare Members



## Individual & Family Cascade Select

20,000 Members\*

\* Snapshot data as of 1/2024



# Value-Added Benefits for CHPW Apple Health Expansion

- Apple Health Expansion members will receive our Value-Added Benefits
- Including Free Eyeglasses for Adults, and Acupuncture, Chiropractic and Massage Therapy

## Quality care: Medical services

You pay nothing for covered medical services



**Primary care:** Your Community Health Center (CHC) or health clinic is where you go first for routine care and urgent medical care.



**Dental:** Preventive dental services for children and adults.



**Vision:** Regular eye exams and eyeglasses are covered for adults.



**Pharmacy:** Large network of pharmacies across Washington, with many located in our health clinics.



**Get care from home: Call a nurse anytime for medical advice** with free calls 24/7 to the Nurse Advice Line. Plus, access to CHPW Virtual Care telehealth services to see a doctor.



**Behavioral health:** Ask your health clinic about available mental health services and substance use disorder services. Or call CHPW to find a provider.



**Alternative treatments:** Get a combined total of 20 visits a year for acupuncture, chiropractic, and massage. No referral or prior approval needed.

## Family health: Kids and parents

One health clinic for your whole family

Kids, pregnant people, and new parents may qualify for another no-cost health plan with CHPW Apple Health (Medicaid).

CHPW Apple Health families get additional benefits with Benefits+, that support you and your whole family.



**New parent care, newborn, and children's health:** Care for newborns, children, and new parents is provided at your health clinic. Includes vaccines for kids.



**Healthy You, Healthy Baby**  
Expecting a baby? You can partner with a specialized case manager to help you meet your health goals.



**Circumcision:** CHPW pays up to \$200 coverage for each child.



**ChildrenFirst™**  
Earn gift card rewards for completing recommended medical appointments for you and your children.



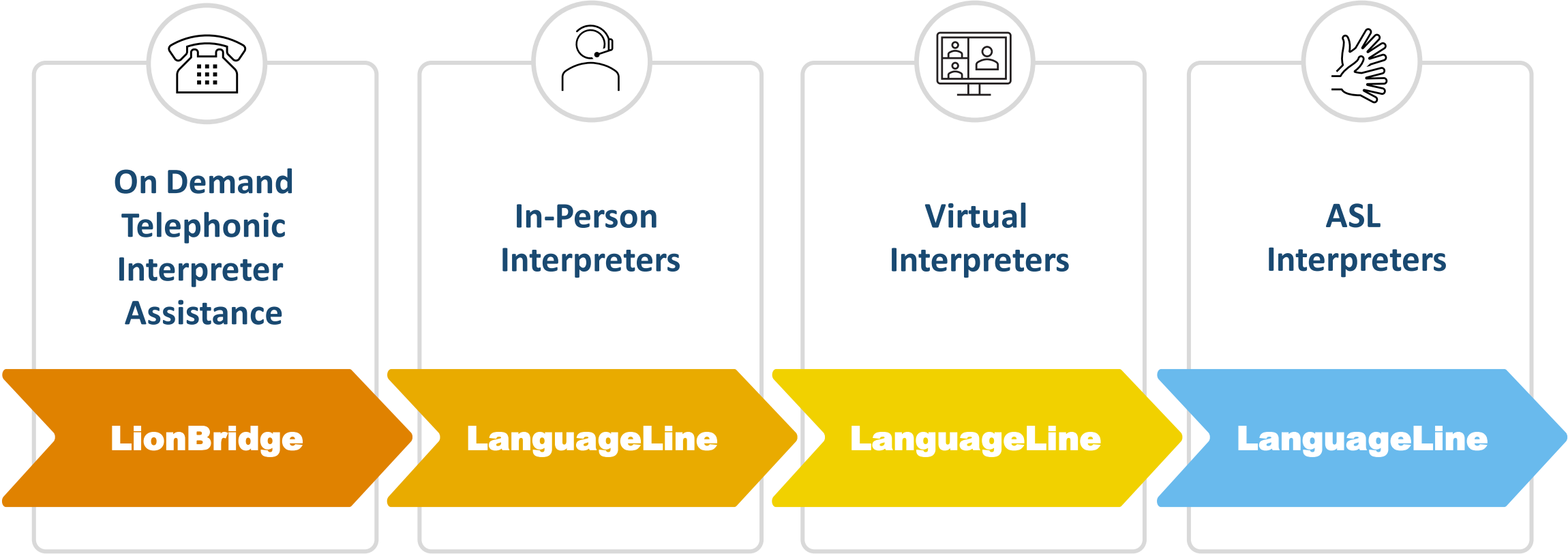
**Sports physicals for kids:** CHPW covers one annual sports physical per child ages 6 through 18. This is in addition to your child's annual checkup.




**Boys & Girls Club:** Free membership at participating clubs for CHPW members ages 6 through 18. Includes after-school programs, free snacks, and more.




# Interpretation and Language Access Services



# Provider Training



Understanding Training Needs



Providing Training to Providers, CBOs, Promotoras, etc.



Foundational Training on Immigrant and Refugee Health



Developing Longitudinal Training Plan in Partnership and by Leveraging Strength of CBOs, CHCs, etc.



## Supporting Immigrant and Refugee Communities



CHPW is pleased to announce the following training opportunities with Dr. Gino Aisenberg. There are two distinct training opportunities below, for Leadership or Direct Service Providers. Please select the training that most aligns with your role.



Dr. Gino Aisenberg, an associate professor at the University of Washington School of Social Work, is a bilingual/bicultural Latino mental health researcher. He is the founding co-director of the Latino Center for Health at the University of Washington.

### For Leadership; Supporting Immigrant and Refugee Communities (CEO, Operations, Clinical Supervisors, etc.)

#### Learning objectives:

- Increase providers' understanding of different cultures, backgrounds, and traditions among the immigrant, refugee, Apple Health Expansion, and Apple Health (Medicaid) populations with a focus on their views/beliefs of health and wellness.
- Recognition of how cross-cultural differences and experiences might impact providers' communication, consultation, assessment, diagnosis, and treatment plan development and implementation. (e.g., integration of evidence-based and practice-based efforts)
- Adoption of cultural responsiveness as a lifelong process focusing on self-reflection and personal critique, acknowledging one's own biases.
- Strategies for providers to foster culturally responsive workplace to help minimize structural barriers that worsen health and social driver of health outcomes for immigrants, refugees, and Medicaid population.



Thursday, August 1<sup>st</sup>  
10:30am-12:00pm  
[Register Here](#)

Please see second page for additional training opportunities with Dr. Gino Aisenberg

## Supporting Immigrant and Refugee Communities



### For Direct Service Providers; Supporting Immigrant and Refugee Communities

(Physicians, nurse practitioners, therapists, care coordinators, peers, community health workers, etc.)

#### Learning objectives:

- Understanding similarities and distinctions between immigrant and refugee identities and experiences.
- Understanding unique needs and strengths related to cultural backgrounds and experiences of forced displacement and resettlement.
- Increase providers cultural awareness, sensitivity, and knowledge to support engaging differences and effective intercultural contacts with individuals.
- Adoption of cultural responsiveness as a lifelong process focusing on self-reflection and personal critique, acknowledging one's own biases.
- Strategies for engaging and partnering with immigrant and refugee communities to enhance services/programs: field-based services.



Tuesday, July 30th  
10:30am-12:00pm  
[Register Here](#)

**This program has been approved for 1.5 CEUs by the NASW Washington State Chapter. Licensed Social Workers, Marriage and Family Therapists and Mental Health Counselors are eligible. An evaluation must be completed after attending the training.**



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# Apple Health Expansion

Provider Resources & Information

# Value Added Benefits

- Coordinated Care Apple Health Expansion members will receive all applicable VABs where they meet the eligibility criteria: My Health Pays rewards program, Adult Eyeglasses/Contacts, and Coordinated Care Harvest Bucks.



Note Apple Health Expansion Members are NOT eligible for:

- SafeLink (this federal program requires a Social Security Number to enroll).
- Start Smart for Your Baby and Pacify (members who report a pregnancy are enrolled in the FFS pregnancy program).
- Boys and Girls Club Membership (this is only for members ages 6-18 and AHE membership is ages 19+)

# Provider Resources

- Apple Health Expansion Provider Lunch & Learn
  - Coordinated Care is hosting a Lunch & Learn via Zoom on Tuesday, June 25 from 12p-1p
  - [Registration Link](#)
- Interpreter Services
  - Providers can request interpreter services for Apple Health Expansion members by completing the Interpreter Services Request Form and emailing it to: [InterpreterRequests@Centene.com](mailto:InterpreterRequests@Centene.com). The form is found in the [Apple Health \(Medicaid\) Forms Section](#) on the Provider Resources Page. OR
  - By calling Provider Services at 1-877-644-4613



Apple Health (Medicaid) Forms

- [Appeal Form for Member Authorized Representative \(PDF\)](#)
- [Apple Health Expansion In-Person Interpreter Request \(PDF\)](#)

- For more information on Apple Health Expansion and FAQ, review the [June 2024 Provider News- Bonus Edition](#)

# About Molina of Washington



Serving Washington for **21+ years**



**NCQA 3.5-Star** Rated Medicaid Health Plan



Largest Medicaid Membership in the state (**Over 900,000 members across the state**)



**#1 in Client Choice (Half of all new Medicaid clients who choose a plan, choose Molina)**



Serving Medicaid (and Medicare) Members in **every Washington County**



**#1 in Provider Satisfaction**



# Interpreter Services

- Interpreter Services
  - Virtual and in-person
  - Additional languages include

Mam

Mixteco

Triqui

Samoan

P'uhepecha

Zapoteco

Nahuati

Quechua

Tagalog

Kaqchikel

Hindi

Pashto

Portuguese

Kurdish

K'iche'

Kiswali

Molina is responsible for accommodating interpreter services for AHE members during provider office visits/calls.

- Details needed to coordinate interpreter request include:
  - Member Name
  - Molina ID
  - Language
  - Type (in-person or video)
  - Type of appointment/specialist
  - Medical necessity
  - Date/time
  - Appointment Duration
  - Provider Contact Info

# Interpreter Services

Molina requests as much advance notice as possible when scheduling interpreter services. Short notice requests may be accepted, but there is no guarantee

- VRI (video phone call): Minimum 24 hour advance notice
- In-person: Minimum three (3) business days advance notice

To request Interpreter Services for Apple Health Expansion Members, please call Provider Services at (855) 322-4082

# Questions?

- Molina will have a Apple Health Expansion Provider FAQ posted before 7/1/24.

## PROVIDER SERVICES REPRESENTATIVES

County	Name	Email
Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Stevens	Brandy Davis	<a href="mailto:Brandy.Davis@MolinaHealthcare.com">Brandy.Davis@MolinaHealthcare.com</a>
Spokane	Brandy Davis Carla Crooks	<a href="mailto:Brandy.Davis@MolinaHealthcare.com">Brandy.Davis@MolinaHealthcare.com</a> <a href="mailto:Carla.Crooks@MolinaHealthcare.com">Carla.Crooks@MolinaHealthcare.com</a>
Asotin, Benton, Columbia, Franklin, Garfield, Walla Walla, Idaho, Whitman	Carla Crooks	<a href="mailto:Carla.Crooks@MolinaHealthcare.com">Carla.Crooks@MolinaHealthcare.com</a>
Clallam, Jefferson, Skagit, Whatcom, Kitsap, Snohomish	Dawn Speegle	<a href="mailto:Dawn.Speegle@MolinaHealthcare.com">Dawn.Speegle@MolinaHealthcare.com</a>
San Juan, Island, Adams, Yakima, Grays Harbor, Kittitas	Martha Jorgensen	<a href="mailto:Martha.Jorgensen@MolinaHealthcare.com">Martha.Jorgensen@MolinaHealthcare.com</a>
Mason, Pierce, Thurston, Lewis	Roberta Harper	<a href="mailto:Roberta.Harper@MolinaHealthcare.com">Roberta.Harper@MolinaHealthcare.com</a>
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Leadership—Statewide	Martha Alexander Audrey Silliman	<a href="mailto:Audrey.Silliman@molinahealthcare.com">Audrey.Silliman@molinahealthcare.com</a> <a href="mailto:Martha.Alexander@molinahealthcare.com">Martha.Alexander@molinahealthcare.com</a>



# Thank You





United  
Healthcare®  
Community Plan

# UnitedHealthcare Community Plan in Washington



- We serve on the Accountable Communities of Health, where we support mutual goals around health in housing programs, jail transitions, behavioral health integration and maternal-child health programs
- We build long-standing partnerships with FQHC's, community and faith-based organizations, and health organizations through initiatives that provide resources to the community and transform health equity
- UnitedHealthcare Community Plan of Washington serves nearly 230,000 Washington Apple Health (Medicaid) members with Integrated Managed Care, including Behavioral Health services
- We serve almost 74,000 Medicare-Medicaid Dual Complete (D-SNP) members in WA, making us the largest DSNP plan in WA
- UnitedHealthcare Community Plan of Washington looks forward serving our new Apple Health Expansion membership along with our provider partners

**We strive to see our work through the eyes of our members, providers and partners, so we can help our members live healthier lives.**

# UnitedHealthcare Community Plan Footprint



## Apple Health (Medicaid) Regions:

- North Sound
- Salish
- King
- Pierce
- Thurston-Mason
- Great Rivers

## Apple Health (Expansion) Regions:

- North Sound
- Salish
- King
- Pierce
- Thurston-Mason
- Great Rivers

## 2024 DSNP Counties:

- Benton
- Chelan
- Clark
- Columbia
- Cowlitz
- Douglas
- Franklin
- Garfield
- Island
- Jefferson
- King
- Kitsap
- Kittitas
- Lewis
- Lincoln
- Mason
- Pacific
- Pend Oreille
- Pierce
- San Juan
- Skagit
- Skamania
- Snohomish
- Spokane
- Thurston
- Wahkiakum
- Walla Walla
- Whatcom
- Whitman
- Yakima

# UnitedHealthcare Community Plan Resources



► **Members:** [Washington Medicaid & D-SNP Plans | UnitedHealthcare Community Plan \(uhc.com\)](#)

This screenshot shows a web page for Washington Health Plans. At the top, there is a breadcrumb trail: Home > Community Plan > Washington > Health Plans. A pink banner contains a warning: 'Don't lose benefits' with the text 'Your Apple Health renewal date may be coming soon. If you haven't already, you may need to renew your Apple Health to keep getting coverage through UnitedHealthcare.' Below this is a 'Help me renew' link. The main heading is 'Washington health plans', followed by a paragraph about low-cost or no-cost insurance options. A search bar for ZIP codes is present, with a 'Browse Plans' button and a result count of '6 results for Washington'.

► **Providers:** [UnitedHealthcare Community Plan of Washington Homepage | UHCprovider.com](#)

This screenshot shows the provider homepage for the UnitedHealthcare Community Plan of Washington. The top navigation bar includes 'Eligibility and Referrals', 'Prior Authorization', 'Claims and Payments', 'Our network', 'Resources', and a 'Sign In' button. The breadcrumb trail is: Home > Health Plans by State > Washington health plans > UnitedHealthcare Community Plan of Washington Homepage. The main heading is 'UnitedHealthcare Community Plan of Washington Homepage'. A sidebar on the left lists various resources like 'Behavioral Health', 'Bulletins and Newsletters', 'Care Provider Manuals', etc. The main content area features a 'Sign in' button and three large boxes for 'Prior Authorization and Notification Resources', 'Current Policies and Clinical Guidelines', and 'Provider Administrative Manual and Guides', each with a 'Learn More' button.

# Behavioral Health - Provider Advocates

Mica Rockefeller  
 BH Provider Advocate  
 Greater Columbia  
 Tribal statewide  
 Email: [mica.rockefeller@uhc.com](mailto:mica.rockefeller@uhc.com)  
 Phone: 425-201-7071

Nicole Balbi  
 BH Provider Advocate  
 Southwest, Thurston, and Mason  
 Email: [nicole.balbi@uhc.com](mailto:nicole.balbi@uhc.com)  
 Phone: 206-802-9520

Sandra Walker  
 BH Provider Advocate  
 Community Behavioral Support  
 Providers  
 Email: [sandra.walker@uhc.com](mailto:sandra.walker@uhc.com)  
 Phone: 425-586-3120

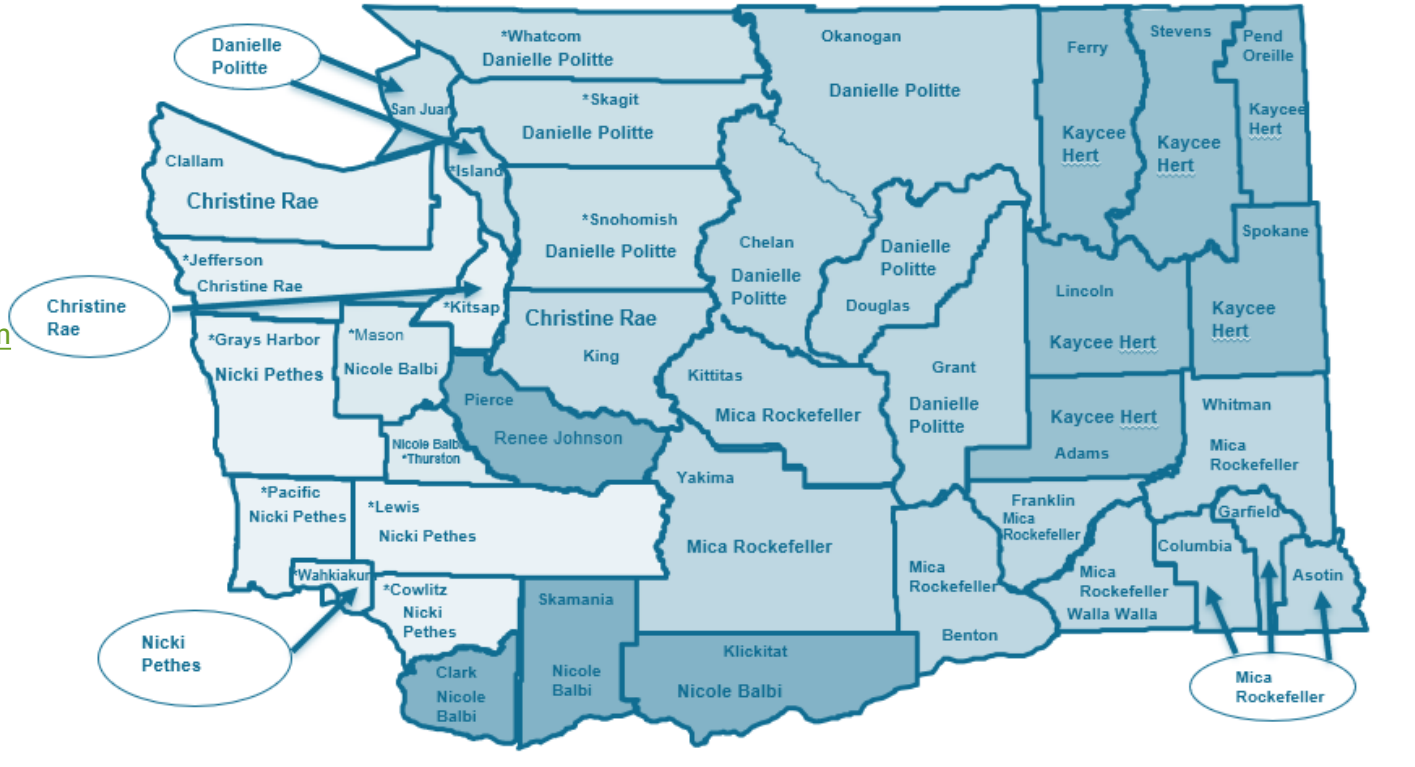
Christine Rae  
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 Phone: 425-201-7073

Randi (Renee) Johnson  
 BH Provider Advocate  
 Pierce County  
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 Phone: 425-201-7106

Kaycee Hart  
 BH Provider Advocate  
 Spokane  
 Email: [kaycee.hart@uhc.com](mailto:kaycee.hart@uhc.com)  
 Phone: 425-951-5059



## Medical Providers:

Reach out to an Advocate using the Chat feature on the Provider Portal

<https://www.uhcprovider.com/>



**Thank You**

# Live Q&A





# Questions?

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[HCAAppleHealthExpansion@hca.wa.gov](mailto:HCAAppleHealthExpansion@hca.wa.gov)