

Welcome!

The learning series webinar will begin momentarily.



Your microphone will be muted while presenters are speaking.



Use the chat throughout the presentation to ask questions. We will get to them during the Q&A.



Please keep your video off during the presentation to avoid distractions.



The webinar is being recorded and will be posted on the HCA website within a week.

Reentry Initiative

Apple Health Eligibility and Enrollment Webinar

January 22, 2025



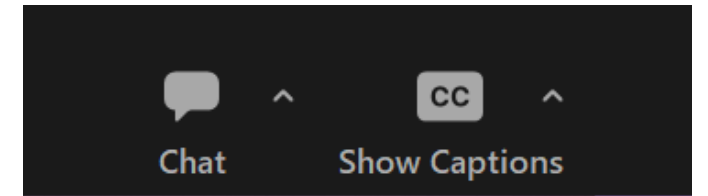
Reentry Initiative Learning Series

Apple Health Eligibility
and Enrollment Webinar








January 22, 2025

Welcome

- ▶ We're recording this webinar and have muted all attendees.
 - ▶ Turn on live captioning with the "Show Captions" button.
- ▶ There will be time at the end for Q&A.
 - ▶ Submit comments through the "Chat" function.
 - ▶ We will hold all questions until the Q&A portion.
- ▶ HCA does not permit Artificial Intelligence (AI) note taking apps.
- ▶ Slide deck and webinar recording will be available at:
 - ▶ <https://www.hca.wa.gov/about-hca/programs-and-initiatives/medicaid-transformation-project-mtp/reentry-carceral-setting>



Webinar agenda

-  Program requirements, Medicaid, and Reentry Initiative overview
-  Data sharing
-  Reentry services coverage during incarceration
-  Verifying Apple Health eligibility and enrollment status
-  Apple Health applications and assistance
-  Apple Health notifications
-  Q&A, resources, appendices

Today's objectives



- Provide carceral facilities with options and guidance to verify individuals' Apple Health (Medicaid) eligibility and enrollment status



- Understand suspension and unsuspension of individuals coverage and tracking the 90-day pre-release benefit period



- Identify best practices and requirements for providing services to individuals with short term and long term carceral stays

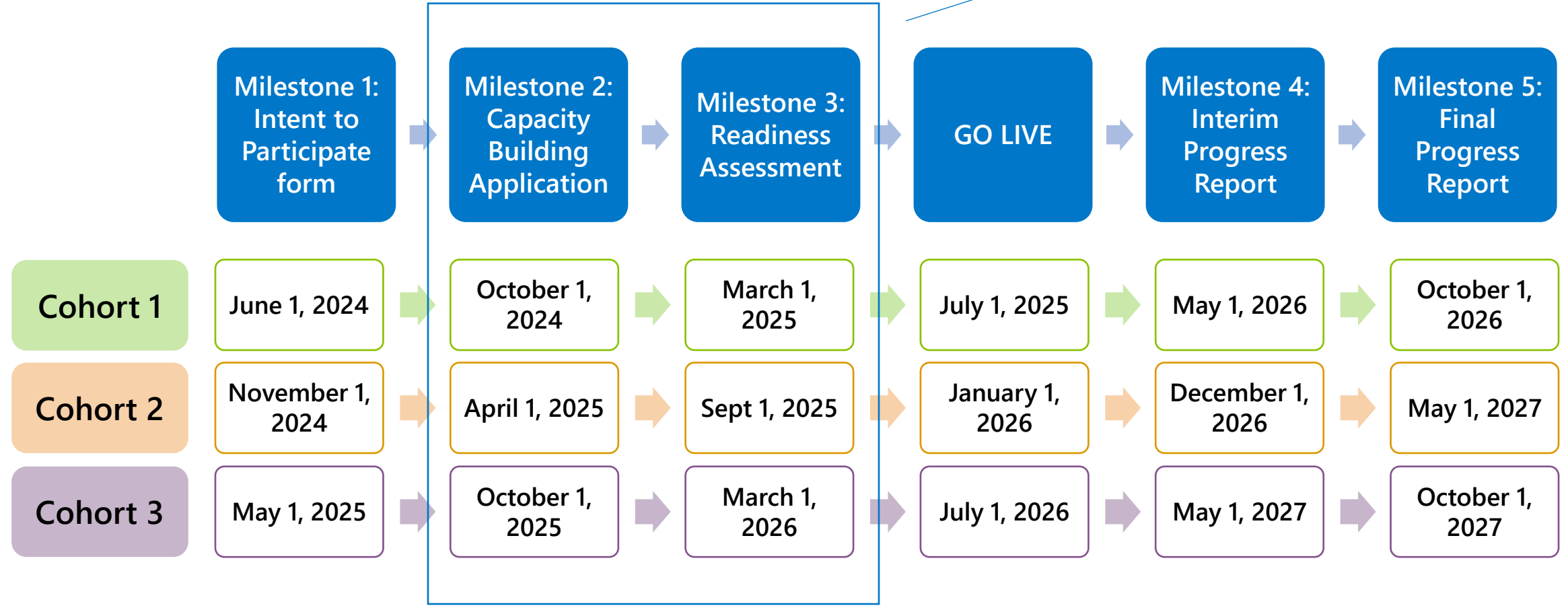


- Understand Apple Health screening, application support, suspension, and release date notification program requirements

Program requirements overview

Reentry Initiative Milestones

Today's webinar covers items in Milestone 2 & 3.



Learning series webinars and Milestone 2: CBA requirements

Each webinar will cover a specific Milestone 2: CBA requirement.

Topic	CBA sections and questions
Provider enrollment	<ul style="list-style-type: none"> • CBA section 4: Provider enrollment and billing (question 1)
MCO contracting and credentialing	<ul style="list-style-type: none"> • CBA section 4: Provider enrollment and billing (questions 2 and 3)
Client eligibility and enrollment, Consolidated Appropriations Act (CAA) benefits for youth	<ul style="list-style-type: none"> • CBA section 3: Apple Health intake and release data, screening, application support, and release date notifications (questions 1–7, 9–12)
Pre-release services delivery	<ul style="list-style-type: none"> • CBA section 5: Case management • CBA section 6: Support for medications • CBA section 7: Additional services – optional
Links to HCA web resources, other outstanding requirements	<ul style="list-style-type: none"> • CBA section 1: No cost to individuals • CBA section 2: Staffing and governance structure • CBA section 3: Apple Health intake and release data, screening, application support, and release date notifications (question 8)
Billing and claiming	<ul style="list-style-type: none"> • CBA section 4: Provider enrollment and billing (questions 4 and 5)

Program requirements being discussed today

- ▶ Data sharing with HCA
- ▶ Verifying Apple Health eligibility and enrollment
- ▶ Applying for Apple Health
- ▶ Apple Health notifications
- ▶ Checking estimated release dates

Program requirements being discussed today

CBA section 3: Apple Health intake and release data, screening, application support, and release date notifications

- ▶ Question #1: CF screens individuals entering their facility for Apple Health eligibility within 24 hours of intake.
 - ▶ CF is encouraged but not required to screen individuals for eligibility if they are in a facility for fewer than 24 hours.
 - ▶ For prisons and Juvenile Rehabilitation (JR) facilities, screening must occur prior to 90 days before release.

Program requirements being discussed today

- ▶ **Question #2:** CF submits an application for Apple Health enrollment within two (2) business days of an individual's intake, based on a client's ability and willingness to provide appropriate information.
- ▶ **Question #3:** CF receives parental/guardian consent to submit an Apple Health enrollment application for youth under 18 who are eligible for coverage, except for emancipated minors.
- ▶ **Question #4:** CF obtains Apple Health application signatures for each application.
- ▶ **Question #6:** CF provides Apple Health application support to individuals with Apple Health eligibility questions. This requirement can be achieved by working with community-based Apple Health enrollment navigators.
- ▶ **Question #7:** CF makes updates to post-release address and/or contact information for reentering individuals in their eligibility file, as needed.
- ▶ **Question #9:** CF provides contact information for Apple Health support to individuals upon their release.

Program requirements being discussed today

- ▶ **Question #5:** CF shares mailed Apple Health information with incarcerated individuals, including documentation from MCOs.
- ▶ **Question #10:** CF inputs intake and release information into their jail management system (jails) or OMNI (DOC) within 24 hours of an intake or release. Note: Juvenile detention facilities and Tribal jails do not need to meet this requirement. HCA will work on separate plans with these facilities.
- ▶ **Question #11:** CF shares estimated release dates with pre-release case manager, when available.
- ▶ **Question #12:** CF shares estimated release dates with post-release case manager, when available.

Apple Health (Medicaid) and Reentry Initiative overview

Apple Health (Medicaid)

- ▶ Washington State's Apple Health includes Medicaid, Children's Health Insurance Program (CHIP), Foster Care, youth who aged out of foster care (Alumni), and other health care programs.
- ▶ If an existing Apple Health client is incarcerated, their coverage is suspended in ProviderOne. All health services provided to the individual are covered by the facility, with the exception of inpatient hospital stays of 24 hours or more, in accordance with the federal Medicaid law known as the "inmate exclusion*."
- ▶ The Reentry Initiative provides an exception to the inmate payment exclusion rule, allowing a targeted set of Apple Health services up to 90 days prior to an individual's estimated release date (ERD) from a jail, prison, or juvenile correctional facility and inpatient hospital stays.

*Site [1905\(a\)\(30\)\(A\)](#)

Requirements for Juveniles: Consolidated Appropriations Act (CAA), 2023

- ▶ Federal legislation created exceptions to the inmate exclusion and require states to provide Apple Health services while an eligible juvenile is incarcerated in a public institution.*
 - ▶ CAA-eligible clients are juveniles through age 20 and foster care alumni adults up to age 26.
 - ▶ Mandatory for all facilities statewide for all eligible juvenile.
 - ▶ Implementation is phasing in along with the Reentry Initiative cohorts starting July 1, 2025.

Pre-adjudication (Section 5122)

- Allows Apple Health benefits to be available for eligible juveniles that are incarcerated pending disposition (pre-adjudicated).
- HCA opted to implement this allowance to support care for juveniles.

Post-adjudication (Section 5121)

Requires limited set of services:

- Clinical Assessment & Evaluation for Juveniles (medical, behavioral, and dental screenings, diagnostic services) provided 30 days pre-release or no later than one-week post-release, and
- Reentry Targeted Case Management 30-days pre-release and for at least 30 days post-release

*Site [CFR § 435.1010](#)

CAA, 2023 in Washington State

- ▶ Washington State's Section 1115 Medicaid demonstration waiver, called Medicaid Transformation Project (MTP) 2.0, was approved by CMS on June 30, 2023.
- ▶ The Reentry Initiative under MTP 2.0 is set to implement a phased series of cohorts beginning in July 2025.
- ▶ Washington State is implementing both the pre-adjudication (5122) and post-adjudication rules (5121).
 - ▶ Both CAA rules are being addressed alongside the Reentry Initiative.
 - ▶ Facilities participating in the Reentry Initiative will be in compliance with CAA requirements.
 - ▶ Facilities not participating will still need to meet both CAA requirements (pre-adjudication and post-adjudication).

Data sharing with HCA

Data sharing

Providing pre-release services to eligible individuals requires data sharing between carceral facilities and HCA.

- ▶ For individuals within Department of Corrections (DOC) state prisons, HCA uses a nightly interface to place incarcerated individuals into a “suspended” status.
- ▶ HCA partners with Washington Association of Sheriffs and Police Chiefs (WASPC) to receive daily statewide booking and release data to suspend coverage for individuals in city/county jails.
- ▶ To support the needs of the youth entering and releasing from Juvenile Rehabilitation (JR) residential facilities, HCA partners with Department of Children, Youth, and Families (DCYF) to process incarceration notifications, eligibility, and enrollments.
- ▶ HCA will work with other facilities who do not have access to existing automated booking and release notifications to set up processes needed for program administration.

Reentry services coverage

Reentry services coverage during incarceration

Department of Corrections

- If an individual becomes incarcerated in DOC, they are placed in a suspended status and are eligible for pre-release services 90 days **before** their estimated release date (ERD).
- Apple Health clients are enrolled in managed care 90 days before their known ERD.

Juvenile Rehabilitation

- If an individual becomes incarcerated in JR, they are placed in a suspended status and are eligible for pre-release services 90 days **before** their ERD.
- Apple Health clients are re-enrolled in managed care 90 days before their known ERD.

Jails

- If an individual becomes incarcerated in a jail, they are placed in a suspended status and are eligible for pre-release services for their **first** 90 days of incarceration.
- Apple Health clients are re-enrolled in managed care 90 days before their known ERD.

Pre-release coverage period and carceral changes

- ▶ Short-term stays:
 - ▶ Individuals incarcerated in a jail typically have a shorter stay.
 - ▶ No ERD:
 - ▶ Pre-release services are covered up to 90 days from an individual's incarceration book date.
 - ▶ Known ERD:
 - ▶ If an estimated release date is received, pre-release services are covered during the 90 days prior to release.
- ▶ Long-term stays:
 - ▶ Individuals incarcerated in a prison or JR facility typically have a longer stay.
 - ▶ Pre-release services are covered 90 days prior to an individual's estimated release date.
- ▶ A 90-day pre-release period may restart when there is a change to an individual's ERD or carceral setting.
 - ▶ Restart: a new 90-day period of pre-release benefits, regardless of how many days were used in the first set of 90-days.

90-day pre-release service restart scenarios

A restart will give an individual a new 90-day period of pre-release services when an ERD is established or changed, or when the individual moves carceral facilities.

Scenarios	90 days pre-release services coverage
Individual is incarcerated in a jail.	Pre-release services are allowed from the day of booking and continue for up to 90-days.
Individual incarcerated in a jail receives an ERD or their ERD is updated.	Pre-release services are allowed 90 days prior to the updated ERD.
Individuals who are released and re-booked the same day.	Up to 90 days of pre-release services are covered for each unique booking.
Individual is released from one jail and transferred to another jail.	Up to 90 days of pre-release services are allowed for each unique booking.
Individual transfers from jail to a prison.	Pre-release services restart 90 days prior to ERD.

Eligibility after incarceration

- ▶ A client's Apple Health coverage is unsuspended once they are released from incarceration and are eligible for full coverage benefits.
- ▶ Individuals are enrolled into managed care organization (MCO), if applicable.
 - ▶ Individuals who are enrolled in Apple Health upon incarceration, will stay assigned to their managed care or fee-for-service (FFS), unless the individual requests a change to their enrollment.

Verifying Apple Health eligibility and enrollment

Verifying eligibility: CBA CF requirements

- ▶ Carceral facility (CF) screens individuals entering their facility for Apple Health eligibility within 24 hours of intake and provides Apple Health application support.
 - ▶ CF is encouraged but not required to screen individuals for eligibility if they are in a facility for fewer than 24 hours.
 - ▶ For prisons and JR facilities, screening must occur 90 days prior to estimated release date.
- ▶ It is the provider and/or facility's responsibility to verify whether the client has Apple Health coverage for the date of service, and if so, to check the limitations of the client's medical program.

Where to verify eligibility

- ▶ Facilities have two ways to access ProviderOne and verify an individual's Apple Health eligibility and enrollment status.

ProviderOne

Apple Health billers or providers have direct access into ProviderOne by using the ProviderOne Provider Portal

OneHealthPort (OHP)

OHP is a secure portal where Medicaid billers or providers can access ProviderOne

ProviderOne access

- ▶ ProviderOne allows access for Medicaid billers and providers to view the following information:
 - ▶ Verifying client eligibility for services (MAGI-based and Classic AH programs)
 - ▶ Prior authorization inquiry and submission
 - ▶ Claim inquiry and submission
 - ▶ View claim payments
 - ▶ Submit and retrieve HIPAA transactions
 - ▶ View managed care enrollment
 - ▶ Social services authorizations and billing
 - ▶ Track 90-day eligibility for targeted set of Apple Health services and billing

ProviderOne benefit inquiry: suspension

- ▶ Apple Health (Medicaid) suspension
 - ▶ If an existing Apple Health client is incarcerated, their Apple Health coverage will be suspended.
 - ▶ The MCO that is assigned will be notified of the individual's incarceration date and carceral facility.
 - ▶ Suspended Apple Health covers only inpatient hospital stays and, effective July 2025, a targeted set of Apple Health services up to 90 days prior to an individual's ERD.
 - ▶ All other services during the suspended timeframe would be covered by the carceral facility.

Applying for Apple Health programs and application assistance

Supporting Apple Health applications: CBA CF requirements

- ▶ CFs participating in the Reentry Initiative must be able to support reentry services and activities, to include:
 - ▶ Assisting with applications for Apple Health coverage by submitting an eligibility application and enrollment selection, if applicable.
 - ▶ Submitting applications for Apple Health within two (2) business days of an individual's intake, based on a client's ability and willingness to provide appropriate information.
 - ▶ Reporting address changes on the application.
 - ▶ Providing contact information for Apple Health support.

Apple Health programs

- ▶ For the purposes of eligibility and processing applications, Apple Health is divided into two application pathways.
- ▶ Facilities need to determine which Apple Health pathway to use for the Apple Health application using the below eligible criteria.

Modified Adjusted Gross Income (MAGI) programs

Eligibility criteria varies for each program and is based on household size, tax filing status, and income.

Apple Health Classic programs

Eligibility requirements vary for each program considering income and resources.

MAGI-based programs

- ▶ Apply for Apple Health coverage online through Washington Healthplanfinder (HPF) if the client is:
 - ▶ An adult age 19 to 64 years old
 - ▶ Applying for children
 - ▶ A parent or caretaker applying with children
 - ▶ Pregnant or applying for someone who is pregnant

Applying for MAGI-based programs

- ▶ Facilities can use the following options to support and facilitate Apple Health applications in HPF:
 - ▶ Online: Go to [Washington Healthplanfinder](#)
 - ▶ Phone: HPF Customer Support Center at 1-855-923-4633
 - ▶ Paper: Submit an application for health care coverage (18-001P)
- ▶ Individuals who are newly enrolled on Apple Health upon incarceration will be auto-assigned an MCO with a choice period to change plans.
- ▶ After eligibility is confirmed, the system will suspend coverage automatically overnight.

Apple Health Classic

- ▶ Apply for Apple Health coverage online through Washington Connection if the client is:
 - ▶ An adult age 65 or older
 - ▶ Eligible for Medicare
 - ▶ Blind or disabled
 - ▶ Need long-term services and supports

Applying for Apple Health Classic

- ▶ Facilities can use the following options to support and facilitate Apple Health Classic applications with DSHS:
 - ▶ Online: Go to [Washington Connection](#)
 - ▶ Paper: Submit an Application for aged, blind, disabled/long-term care coverage (HCA 18-005)
 - ▶ Phone: Request an application by calling 1-877-501-2233
- ▶ After eligibility for the incarcerated individual is confirmed, the system will suspend coverage automatically overnight.

Volunteer Assisters

Facilities can train staff to become a Volunteer Assister, work with community assisters, or work with Navigators located throughout WA state.

- ▶ Facility staff can complete HCA eligibility training for Apple Health (Medicaid) coverage to assist individuals when applying or renewing Apple Health coverage for MAGI-based medical programs through HPF.
- ▶ Training includes instruction on how to navigate HPF application web portal, security training, and eligibility factors. You must complete seven modules and pass the training assessment test.
 - ▶ If your facility is interested in offering certified assister, please contact hca volunteer assister@hca.wa.gov.

Navigators

Facilities can train staff to become a Volunteer Assister, work with community assisters, or work with Navigators located throughout WA state.

- ▶ Navigators are located across Washington State and are available to help individuals sign up for coverage through HPF.
- ▶ HPF navigators are trained and certified by the Washington Health Benefit Exchange (HBE) to:
 - ▶ Help individuals and families complete their HPF application and enroll in health insurance coverage from start to finish.
 - ▶ Support customers with cultural, linguistic, disability, or other special needs.
 - ▶ Explain coverage options and the availability of financial assistance to lower the cost of insurance premiums.

Out of state applications

- ▶ If an individual is incarcerated by their home state but sent to an out-of-state facility, the individual's home state remains their state of residence for purposes of Medicaid eligibility.
- ▶ If an incarcerated individual intends to reside in a different state after their release, the individual must apply for Medicaid in that state using their release address.
 - ▶ Medicaid does not require incarcerated individuals to have a fixed or home address; however, they must list an address where they can be contacted after release.
- ▶ All facilities are required to make available information on Medicaid applications for other states, when applicable and if it is known that an individual will not be released into a community in Washington.

Apple Health notifications

Notification, documentation, and benefits cards

- ▶ When applying in HPF, clients have the choice to receive their eligibility notices by email or by mail to the address listed on their application.
- ▶ When applying through Washington Connections, clients will receive their eligibility notices by mail to the address listed on their application.
 - ▶ For all clients, the ProviderOne Services card, managed care enrollment packet, and managed care card will be sent to the individual's mailing address that is on file.

Questions & Answers

Please keep these questions more general. Facility-specific questions can be directed to the [HCA Reentry Inbox](#).

Learning series webinars

*Your facility's
Reentry Initiative
lead should
attend all
webinars.*



Provider enrollment

Wednesday, January 8
at 10:00 a.m.

(providers, leadership,
administrative staff)



MCO contracting and credentialing

Wednesday, January 15
at 10:00 a.m.

(leadership, admin staff)



Client eligibility and enrollment

Wednesday, January 22
at 10:00 a.m.

(intake screening staff,
community workers, MCOs)



Open forum Q&A session

Wednesday, January 29
at 10:00 a.m.

(all staff with outstanding
questions)



Pre-release services delivery

Wednesday, February 5
at 10:00 a.m.

(clinical staff, community
providers, intake screening staff)



HCA web resources and other requirements

Wednesday, February 19
at 10:00 a.m.

(leadership, admin staff)



Billing and claiming

Wednesday, March 5
at 1:00 p.m.

(staff performing billing
functions, leadership)



Roles and responsibilities of implementation partners

Wednesday, March 19
at 10:00 a.m.

(leadership, admin staff)

Important resources

- ▶ [ProviderOne billing and resource guide](#)
- ▶ [Medicaid suspension FAQ](#)
- ▶ [Provider Billing Guides and Fee Schedules](#)
- ▶ [Contact HCA:](#)
 - ▶ Phone: 1-800-562-3022
 - ▶ (Monday - Friday 7 a.m. to 5 p.m.)
- ▶ [Reentry Initiative](#)
 - ▶ Inbox: HCAReentryDemonstrationProject@hca.wa.gov
- ▶ [Managed Care Organization \(MCO\) contacts](#)

Appendix

Reentry Initiative Overview

Reentry Initiative background

The Reentry Initiative is a new Apple Health initiative under the Medicaid Transformation Project (MTP), set to implement via a phased series of cohorts, beginning July 2025. It provides essential, prerelease services for individuals leaving incarceration. This initiative aims to:

- Support and fund the delivery of targeted prerelease services to incarcerated individuals who are Apple Health eligible up to 90 days before their release date.
- Prepare people for a successful transition and reentry into their community and help them live their healthiest life.
- Improve health outcomes and reduce recidivism (re-offense), emergency department visits, overdoses, and death.
- Support substance use disorder and recovery and target infectious diseases like Hepatitis C before an individual's release.
- Stabilize and treat other conditions before a release so individuals can reenter their community as healthy as possible.

Required and optional pre-release services

HCA will require or support participating facilities to provide targeted pre-release services. Facilities must ensure that individuals are enrolled in Apple Health to bill for pre-release services.

Required pre-release services:

- Reentry Targeted Case Management
- Reentry SUD: Evaluation/assessment and medications
- Reentry Pharmacy At Release: 30-day supply of medications and medical supplies in hand at release
- Clinical assessment and evaluation for eligible juveniles (CAA-eligible)

Optional pre-release services:

- Reentry Pharmacy: Pre-release medications
- Laboratory Services
- Radiology Services
- Services by providers with lived experience
- Clinical Assessment and Evaluation for Adults
- Medical Equipment & Supplies

Webinars and corresponding dates

Each webinar corresponds with a Policy and Operations Guide section.

Topic	Webinar learning series dates	Policy and Operations Guide release date
Provider enrollment (today)	January 8, 2025 @ 10:00 a.m.	January 2025
MCO contracting and credentialing	January 15, 2025 @ 10:00 a.m.	January 2025
Client eligibility and enrollment, Consolidated Appropriations Act (CAA) benefits for youth	January 22, 2025 @ 10:00 a.m.	January 2025
Learning series office hour – open Q&A	January 29, 2025 @ 10:00 a.m.	N/A
Pre-release services delivery	February 5, 2025 @ 10:00 a.m.	February 2025
Links to HCA web resources, other outstanding requirements	February 19, 2025 @ 10:00 a.m.	February 2025
Billing and claiming	March 5, 2025 @ 1:00 p.m.	February 2025
Roles and responsibilities of implementation partners (TBD)	March 19, 2025 @ 10:00 a.m.	March 2025