

First Friday Forum

April 7, 2023

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Agenda

Health Care Authority (HCA) updates

Public Health Emergency (PHE) unwind

Retro

Resources

HCA updates

Volunteer Assister updates

The Volunteer Assister training is updated!

The Health Care Authority (HCA) Volunteer Assister program enables community partners affiliated with a community-based organization to gain access to Washington Healthplanfinder and help Apple Health (Medicaid) applicants and recipients complete applications.

Check out the new [HCA community-based training](#)! HCA has updated the first six training modules for volunteer assisters. Learn about household composition, eligibility factors, and Washington Healthplanfinder system functionality, to help your clients with their Apple Health.

How do I become a volunteer assister?

To become a volunteer assister, individuals must take a seven-module training, complete and pass a knowledge test and apply for access. Visit [HCA's community-based training webpage](#) to start the process today!

If you have questions about how to become a volunteer assister, contact hcavolunteerassister@hca.wa.gov.

- ▶ The HCA-community based training has been updated.
- ▶ Module 7, the Annual Security Training last webinar is April 7, 2023 at 2:00pm.

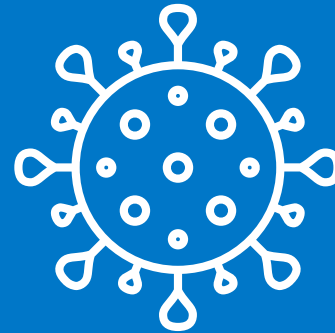
Check out our community-based training page!
hca.wa.gov/free-or-low-cost-health-care/i-need-medical-dental-or-vision-care/community-based-training

Community event requests



- ▶ Want HCA to join your event in-person or virtually?
 - ▶ Contact HCA Apple Health Communications
ahcommunications@hca.wa.gov

Public Health Emergency (PHE) - Unwind



PHE continued coverage

- ▶ Under the provisions of the Families First Coronavirus Response Act (FFCRA), Health Care Authority (HCA) extended coverage for all Apple Health (Medicaid) recipients during the public health emergency (PHE) unless they:
 - ▶ Requested closure;
 - ▶ Are no longer a Washington state resident;
 - ▶ Fail to meet citizenship or immigration status; or
 - ▶ Dies.

Consolidated Appropriations Act

- ▶ The Consolidated Appropriations Act (CAA) passed in late December 2022.
- ▶ The bill separates the continuous enrollment requirement from the public health emergency. (Does not end the PHE.)
- ▶ The continuous enrollment requirement ended March 31, 2023.

Check out our GovDelivery bulletin!

content.govdelivery.com/accounts/WAHCA/bulletins/342a82a

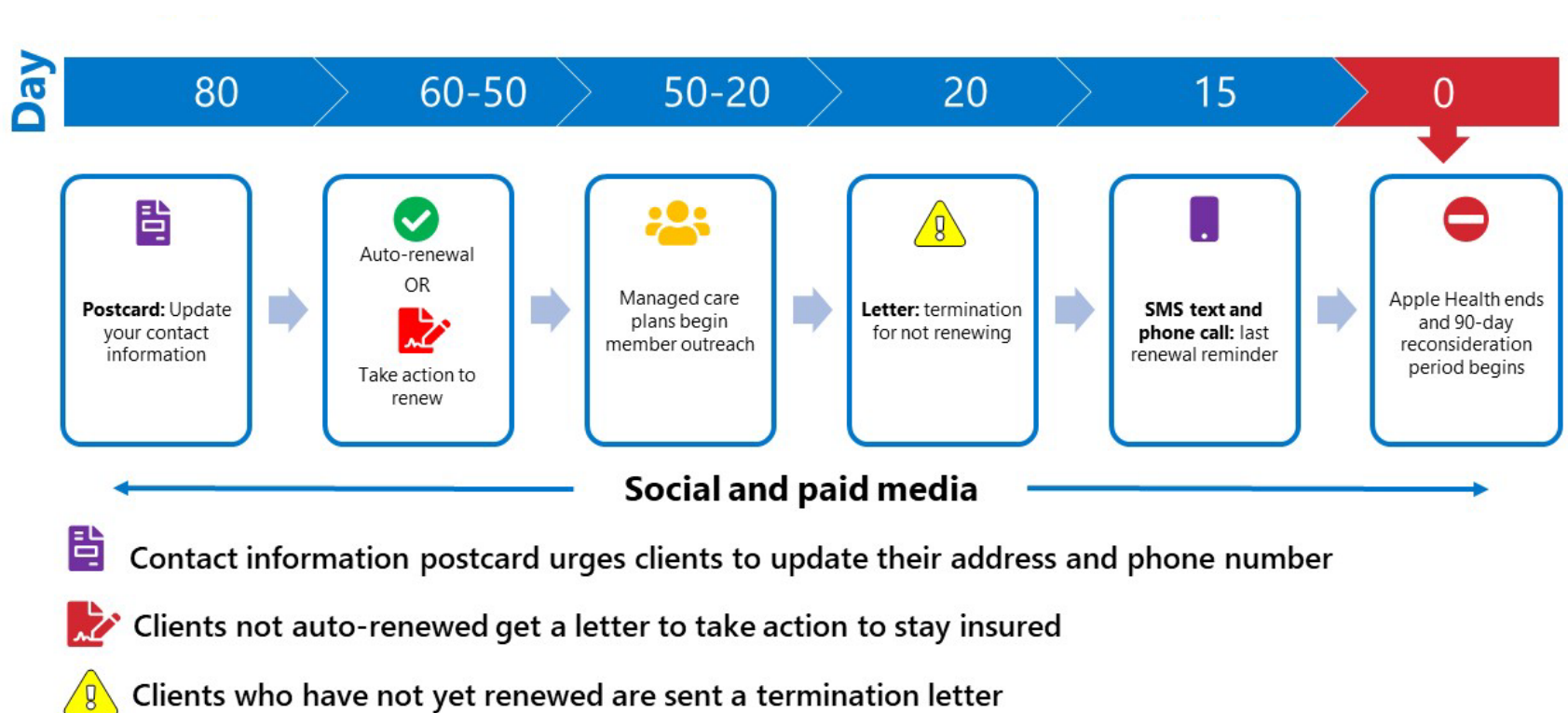
Redeterminations

- ▶ HCA resumed normal operations effective April 1, 2023.
- ▶ Clients will receive a renewal notice prior to the end of their renewal period sometime over the next 12 months to redetermine their eligibility.
 - ▶ All clients have the opportunity to renew their coverage prior to any closure or transition of coverage.
- ▶ Terminations for not renewing resume May 31, 2023.

MAGI renewals overview

- ▶ Washington Healthplanfinder attempts to auto-renew an individual's coverage 60 days prior to the end of their certification period.
- ▶ Individuals must take action to renew their coverage when it cannot be auto-renewed.
 - ▶ A signed renewal must be submitted to be considered for Apple Health coverage beyond the current certification period.
- ▶ For individuals who do not take action, a termination notice is sent on the 10th of the last month of their certification period.
 - ▶ Individuals have 90 days to complete their renewal and be reinstated, if eligible.

MAGI renewal campaign



MAGI postcard example

Important news!



Washington Apple Health (Medicaid) renewals are starting soon. It's time for Apple Health clients to make sure their phone number, email, and mailing address are correct to get important updates about Apple Health coverage.

Update your contact information one of the following ways:

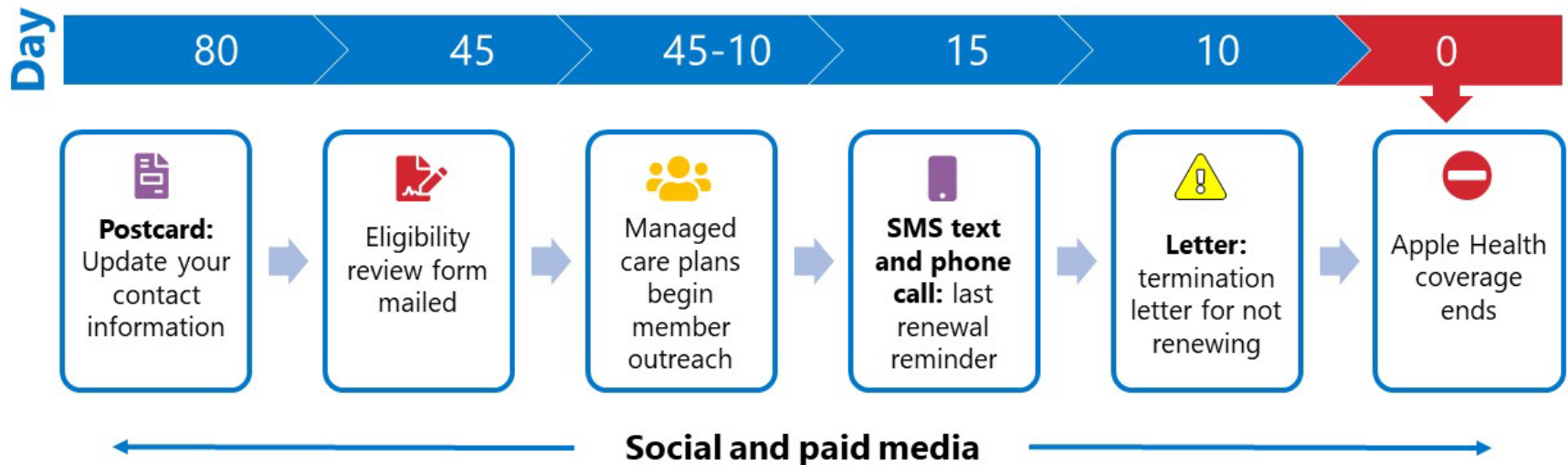
- If you are enrolled in managed care, contact your plan:
 - Amerigroup: 1-800-600-4441
 - Community Health Plan of Washington: 1-800-440-1561
 - Coordinated Care: 1-877-644-4613
 - Molina: 1-800-869-7165
 - UnitedHealthcare: 1-877-542-8997
- Login to your Washington Healthplanfinder account at wahealthplanfinder.org
- Call Washington Healthplanfinder at 1-855-923-4633
- Email askmedicaid@hca.wa.gov with your name, date of birth and updated information



Classic Medicaid eligibility reviews

- ▶ DSHS mails Eligibility Review (ER) forms on the 12th of the month before the individual's review end date.
- ▶ Individuals with a review end date of May 31, 2023, will be the first to go through the review process.
- ▶ Individuals must take action to renew their coverage by submitting the review form or by completing a renewal by phone.
 - ▶ If action is not taken by May 21, coverage will end May 31.

Classic renewal campaign



Contact information postcard urges clients to update their address and phone number

Clients are mailed eligibility review form

Clients who have not submitted an eligibility review are sent a termination letter

Classic postcard example

Important news!



Washington Apple Health (Medicaid) eligibility reviews are starting again! It's time for Apple Health clients with Department of Social and Health Services (DSHS) to make sure their phone number, email, and mailing address are correct to get important updates about Apple Health coverage.

Update your contact information with DSHS one of the following ways:

- If you are enrolled in managed care, contact your plan:
 - o Amerigroup: 1-800-600-4441
 - o Community Health Plan of Washington: 1-800-440-1561
 - o Coordinated Care: 1-877-644-4613
 - o Molina: 1-800-869-7165
 - o UnitedHealthcare: 1-877-542-8997
- Login to Washington Connection at [washingtonconnection.org](https://www.washingtonconnection.org).
- Email AHUpdateMyInfo@hca.wa.gov with your name, date of birth, and updated information.
- Call Apple Health customer service at 1-800-562-3022.



HCA 19-0091 (3/23)

Updating client information

- ▶ Help clients update their contact information to ensure they do not miss letters or notifications about their coverage.
- ▶ Visit hca.wa.gov/report-a-change for more information.

Update my income or address (report a change)

Learn how to report changes for Apple Health (Medicaid) coverage for Modified Adjusted Gross Income (MAGI) or Classic Medicaid.

On this page

[When do I report a change?](#)

[What types of changes do I report?](#)

[How do I report a change for Apple Health \(Medicaid\) coverage?](#)

[How do I report a change for Classic Medicaid coverage?](#)

When do I report a change?

Individuals enrolled in Apple Health (Medicaid) coverage should report changes within 30 days.

Be aware of Medicaid scams

- ▶ Other states have reported fake text and phone call scams to Medicaid clients.
- ▶ 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.



Apple Health Ambassador program

- ▶ Apple Health Ambassadors are volunteers who help raise awareness around actions that clients need to take during the unwind.
 - ▶ Share information, messages, tools, and resources with your community, and community member questions with HCA.
- ▶ We kicked off this program with our first webinar March 09, 2023 and our first monthly check was on April 6, 2023. For more information or to register for the upcoming webinars, visit us at:
 - ▶ hca.wa.gov/ambassadors

PHE Unwind webinars

- ▶ HCA hosted two webinars focusing on Apple Health and the PHE unwind.

| Webinar 1 Covers: | Webinar 2 Covers: |
|--|--|
| The Public Health Emergency (PHE) Overview | Apple Health (Medicaid) Programs Reminders |
| Apple Health Renewals | Post-eligibility reviews (PERs) |
| Apple Health Outreach | Scenarios |
| Applying for Apple Health | How to Apply |
| Resources | Resources |

- ▶ To view the webinars and other unwind related materials, visit hca.wa.gov/phe

External Guide to Washington Apple Health (Medicaid) Post-PHE

What happens to Apple Health eligibility
during and after the expiration of the
COVID-19 public health emergency (PHE)

Post-PHE guide

- ▶ HCA has drafted an external guide and a communications toolkit.
- ▶ The guide provides detailed information on post-PHE redeterminations and related work.
- ▶ The post-PHE materials are available at hca.wa.gov/phe.

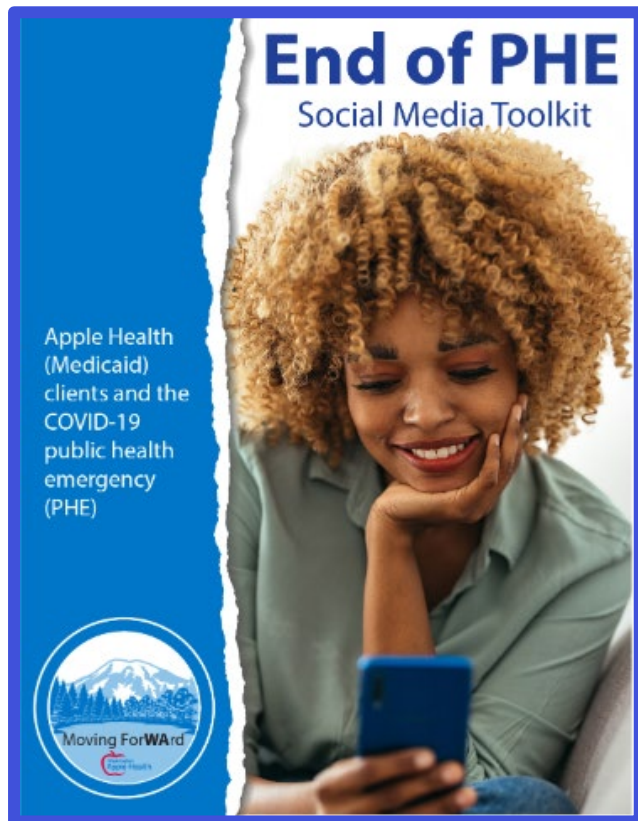
Using the PHE Renewal graphic

- ▶ With the launch of our “Renew your coverage” campaign on 4/1, the Renewal PHE unwind graphic can now be used in client communications.
- ▶ Information about how to use this image can be found in the [End of PHE communication toolkit](#).*



***Source:** hca.wa.gov/assets/free-or-low-cost/end-of-phe-communications-toolkit.pdf

Social media toolkit



***Source:** hca.wa.gov/assets/free-or-low-cost/end-of-phe-social-media-toolkit.pdf

- ▶ The social media toolkit* has been updated to include the following campaigns **translated into 15 languages:**
 - Report a change
 - Renew your coverage
 - Postcard monthly mailing
 - Update your contact info video
- ▶ Download social media images here:
 - hca.wa.gov/phe-social-toolkit-English
 - hca.wa.gov/phe-social-toolkit-translations

Retro

MAGI retro

| Oldest received date | Cases to be worked |
|----------------------|--------------------|
| 03/28/2023 | 8 |

Resources

Resources

- ▶ Apple Health eligibility and COVID-19:
 - ▶ AHeligCovid19@hca.wa.gov
- ▶ Apple Health and the PHE:
 - ▶ hca.wa.gov/phe
- ▶ HCA Post -PHE External Guide:
 - ▶ hca.wa.gov/assets/free-or-low-cost/external-guide-to-ah-post-phe.pdf
- ▶ End of PHE communications toolkit:
 - ▶ hca.wa.gov/assets/free-or-low-cost/end-of-phe-communications-toolkit.pdf
- ▶ HCA reference guides:
 - ▶ hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/reference-guides
- ▶ HCA information on COVID-19:
 - ▶ hca.wa.gov/coronavirus

HCA King County policy rep

- ▶ King County Representative
 - ▶ Heather Chrzan
 - ▶ Email: heather.chrzan@hca.wa.gov
 - ▶ Phone: (360)-725-1513
 - ▶ Office Hours: Tuesday – Friday 7:00am – 5:30pm
- ▶ HCA Area Representatives
 - ▶ hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf
- ▶ HCA Community-Based Specialists
 - ▶ hca.wa.gov/hcacomunitystaff

Special application resources



- ▶ For questions, or to apply for the following special application types, submit a paper application to the corresponding point of contact.

| Application Type | Contact |
|---------------------------------|---|
| Deceased apps | Fax: 1-866-841-2267 Attn: Health Care Authority; MEDS RE: Deceased Application Phone: 1-855-682-0798 |
| Homeless Teens | Email: AskMAGI@hca.wa.gov Phone: 1-855-682-0798 |
| K01 Apps | Email: K01app@hca.wa.gov Phone: 1-855-682-0798 |
| RMA/Iraqi and Afghan immigrants | Email: hcawahrmaaps@hca.wa.gov Phone: 1-855-682-0798 |

GovDelivery

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Subscription Topics

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

► Visit: public.govdelivery.com/accounts/WAHCA/subscriber/new

Follow us on social media!



You can now follow HCA on Instagram
@wa_health_care



Questions

- ▶ **MEDS email:**

- ▶ AskMAGI@hca.wa.gov

- ▶ **Managed Care questions:**

- ▶ HCAMCPrograms@hca.wa.gov

- ▶ **Email verification:**

- ▶ Apple@hca.wa.gov

- ▶ **Data requests:**

- ▶ HCADData@hca.wa.gov