

## Washington Apple Health Administrative Hearing Rights and Deadlines

You have the right to an administrative hearing if you disagree with our decision that denied, ended, or changed your Washington Apple Health coverage.

- You have 90 days from the date at the top of this notice to request a hearing. If you do not request a hearing within 90 days, you may lose your right to a hearing.
- If you want to keep your coverage during the hearing process, **see continued coverage during the administrative hearing process** below.
- You can review the hearing rules in the Washington Administrative Code (WAC) chapter 182-526.
- You may not have a right to a hearing if your coverage is denied, ends, or changes because state or federal law changes and automatically affects all people enrolled in a program in the same way (RCW 74.09.741(3)).
- If you have an urgent health care need, you may request an expedited hearing and must submit medical evidence of the need. The judge will decide if you can have an expedited hearing. You may not receive an expedited hearing if you receive continued coverage.

Coordinated Legal Education Advice and Referral (CLEAR) may help you find free legal assistance if you are low-income. You can apply at <http://nwjustice.org/clear-online>, or:

- If under age 60, call CLEAR at 1-888-201-1014.
- If age 60 or over, call CLEAR Senior at 1-888-387-7111.

### Continued coverage during the administrative hearing process

- You can keep your coverage during the hearing process if your notice says we will terminate, suspend or reduce your Washington Apple Health coverage or previously authorized services.
- To keep your coverage, you must ask for a hearing before the 10<sup>th</sup> day after we sent the notice of action to you or the last day of the month before the action takes effect.
- If you receive continued coverage or services and lose your hearing, you may have to pay back up to 60 days of the continued coverage or services (see WAC 182-504-0130).
- You cannot receive coverage while waiting for a hearing to challenge the denial of your Washington Apple Health application.

### Requesting an administrative hearing

To request an administrative hearing, or if you want an interpreter or other help to request a hearing, do one of the following:

- Call the Community Services Office customer service center at 1-877-501-2233 or call your local Home and Community Service (HCS) office.
- Call the LTC Specialty Unit at 1-855-873-0642 or call your local Developmental Disabilities Administration (DDA) office.
- Write a letter or complete the Administrative Hearing Request form HCA 12-507 (which is available at [www.hca.wa.gov/apple-health-client-forms](http://www.hca.wa.gov/apple-health-client-forms)) and:

Fax to 1-888-338-7410; OR

Mail to: CSD Customer Service Center PO Box 11699 Tacoma, WA 98411-6699

If you don't know who to contact, call the number on the first page of this letter. We will review your case and try to contact you to resolve the issue before the hearing.