

Apple Health Ambassador Program: Monthly check-in

Keeping communities connected

August 03, 2023



Agenda

Welcome

Reminder and updates

Outreach opportunities

Resources

Open Q & A session

Reminders & updates



CHIP and HWD premiums

- ▶ Premium requirements resumed July 2023 for those who are active on programs:
 - ▶ Apple Health for Workers with Disabilities (HWD)
 - ▶ Apple Health for Kids with Premiums (also known as the Children's Health Insurance Program or CHIP).
- ▶ Individuals who are American Indian or Alaskan Native do not have a premium requirement.
- ▶ Terminations of coverage occur after:
 - ▶ 3 months of non-payment for CHIP.
 - ▶ 4 months of non-payment for HWD.

Continuous eligibility for kids under six

- ▶ Continuous eligibility means that individuals keep their coverage for a certain amount of time, regardless of changes in household income.
 - ▶ For children, the length of continuous eligibility depends on age and program.
- ▶ Children under the age of six on free Apple Health for Kids receive continuous eligibility through the end of their sixth birthday month when they are:
 - ▶ Between the ages of 0 and 6,
 - ▶ A resident of Washington State, and
 - ▶ Eligible for a free Apple Health for Kids program

New to Apple Health

- ▶ Children new to Apple Health for Kids:
 - ▶ May be subject to a post-eligibility review (PER) if the attested household income is incompatible with our verification systems.
 - ▶ Will be evaluated for other programs, including Apple Health for Kids with Premiums (CHIP), and Qualified Health Plans (QHP) if verified household income exceeds income limits for Apple Health for Kids.
 - ▶ May be denied or terminated if their household fails to respond to a request for information.

Current process

- ▶ In June 2023, HCA began work to maintain continuous eligibility for children under the age of six.
- ▶ A manual process is in place to identify eligible children who have lost coverage and reinstate them until system support is implemented.
- ▶ For more information or questions:
 - ▶ Online: hca.wa.gov/apple-health-children
 - ▶ Email: askmagi@hca.wa.gov

Outreach opportunities



Community event requests



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

Back-to-school

It is back-to-school time and events such as supply drives, family resource fairs, etc. are great opportunities to get information to families.

- ▶ HCA has reached out to Office of the Superintendent of Public Instruction (OSPI) to connect with schools across the state about partnering during this busy time.
- ▶ Are you aware of events in your community that may benefit from having an HCA presence?

Resources



Tools and resources

Renew your coverage

Clients will be notified roughly 60 days in advance of their coverage end date and should process their renewal timely.

Renewing your Apple Health coverage fact sheet

- ▶ **English:** hca.wa.gov/assets/free-or-low-cost/19-053-renew-apple-health-coverage.pdf
- ▶ **Top 15 languages:** hca.wa.gov/free-or-low-cost-health-care/forms-and-publications?combine=19-053&field_free_document_type_value_1=All&field_free_topic_tid=All&sort_bef_combine=name_ASC

Tools and resources

Social media

We've released a social media toolkit translated into the top 15 languages. See toolkit and image downloads below:

End of PHE Social Media toolkit

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

Image downloads

- ▶ **English:** <https://wa-hca-svcmgmt-social-media.s3.us-west-2.amazonaws.com/English.zip>
- ▶ **Top 15 languages:** <https://wa-hca-svcmgmt-social-media.s3.us-west-2.amazonaws.com/Translations.zip>

Tools and resources

- ▶ **End of PHE Communications toolkit**

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

- ▶ **HCA Post-PHE External Guide**

- ▶ hca.wa.gov/assets/free-or-low-cost/external-guide-to-ah-post-phe.pdf

- ▶ **HCA reference guides**

- ▶ hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/reference-guides

- ▶ **HCA Community-Based Specialists**

- ▶ hca.wa.gov/hcacommunitystaff

- ▶ **More PHE information:**

- ▶ hca.wa.gov/phe

Tools and resources



- ▶ **Moving ForWARD campaign graphics**



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Questions

- ▶ **Ambassador program contact:**
 - ▶ AHEligCovid19@hca.wa.gov

Q & A session

