

# Apple Health Ambassador Program: Monthly check-in

Keeping communities connected

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November 2, 2023



# Agenda

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Welcome

Reminder and updates

Outreach & engagement opportunities

Resources

Open Q & A session

# Reminders & updates



# Apple Health premiums

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- ▶ Individuals on Apple Health for Kids with Premiums (CHIP) and Apple Health for Workers with Disabilities (HWD) are now responsible to pay their monthly premiums.
- ▶ 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.
- ▶ If a client loses coverage due to non-payment of premiums, they may be reinstated after the past due amount is paid.

# Apple Health Eligibility Policy email inbox

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- ▶ The Office of Medicaid Eligibility Policy (OMEP) has created a new Apple Health Eligibility Policy email inbox to provide a direct line of communication to the eligibility policy team.
- ▶ For use by client-facing stakeholders, such as navigators or volunteer assisters, and external community-based representatives helping Apple Health clients experiencing more complex eligibility issues or who need clarification on a specific policy.
- ▶ This inbox also serves as the primary point-of-contact for requests for Apple Health outreach, training, and presentations.

**New email address:** [HCAAHEligibilityPolicy@hca.wa.gov](mailto:HCAAHEligibilityPolicy@hca.wa.gov)

# Apple Health Eligibility Policy email inbox

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- ▶ Please continue to reach out to your HCA community-based specialists for assistance with:
  - ▶ Resolving application issues
  - ▶ Renewals
  - ▶ Error codes
  - ▶ Client verification
  - ▶ Application status
  - ▶ Answering questions about Apple Health

# Outreach & engagement opportunities



# Community event requests

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- ▶ Want HCA to join your event in-person or virtually?
  - ▶ Contact HCA Apple Health Communications [ahcommunications@hca.wa.gov](mailto:ahcommunications@hca.wa.gov)



# Resources



# Apple Health premiums

- ▶ HCA created a new Apple Health premium resource guide to help you through the process of paying your premium. Check out our new publication to find:
  - ▶ Helpful links
  - ▶ Answers to frequently asked questions, and
  - ▶ Who to call for assistance.
- ▶ View [hca.wa.gov/pay-ah-premium](https://hca.wa.gov/pay-ah-premium) for more information.

The screenshot shows the Washington Apple Health website. At the top is the logo with an apple icon and the text 'Washington Apple Health'. Below the logo is the title 'Apple Health (Medicaid) premiums'. There are three bullet points listing programs that require a premium payment: Apple Health programs that require a premium payment include: Apple Health for Kids with Premiums (also known as CHIP), and Apple Health for Workers with Disabilities (HWD). Below this is a paragraph stating that when approved for an Apple Health program, the Office of Financial Recovery (OFR) will mail a monthly statement. A section titled 'How do I pay my Apple Health premium online?' explains that payments can be made online at Secure Access Washington (SAW) or by mail. It includes a four-step process: Step One: After signing into your SAW account, select Add a New Service. Step Two: Select I would like to browse a list of services by name. Step Three: Select Apply at the bottom right of the Payment Services tab. Step Four: Select options under the Medical Premium Payments section. A callout box notes that in the Medical Premium Payments section, users can submit payments, set alerts, and update banking/contact information. Another section titled 'How can I get help with the SAW accounts?' provides contact information for assistance. A final section titled 'Are online payments my only option?' states that mail payments are also an option and lists the mailing address for payments.

Washington Apple Health

## Apple Health (Medicaid) premiums

- Apple Health programs that require a premium payment include:
- Apple Health for Kids with Premiums (also known as CHIP)
- Apple Health for Workers with Disabilities (HWD)

When you have been approved for an Apple Health program that requires a premium payment, the Office of Financial Recovery (OFR) will mail a monthly statement which provides the premium amount and information on how to pay.

### How do I pay my Apple Health premium online?

Premium payments can be made online at **Secure Access Washington (SAW)** or by mail. There is no option to pay over the phone at this time.

Before an online payment can be made, a **SAW user account must be created** and payment services for DSHS must be added to your list of services.

**STEP ONE:** After signing into your SAW account, select Add a New Service.

**STEP TWO:** Select I would like to browse a list of services by name.

**STEP THREE:** Select Apply at the bottom right of the Payment Services tab.

**STEP FOUR:** Select options under the Medical Premium Payments section.

In the Medical Premium Payments section, you can submit payments, set alerts, and update banking/contact information

### How can I get help with the SAW accounts?

- For assistance on setting up your SAW user account, contact SAW by calling 1-855-928-3241
- For assistance on setting up your payment account in SAW, contact the Office of Financial Recovery at 1-800-562-6114, option 1. Have your statement ready when you call.

### Are online payments my only option?

- To mail your payment, be sure to include the name, date of birth, and client ID number with your payment.

Send your payment to:

DSHS Office of Financial Recovery  
PO Box 9501  
Olympia, WA 98507-9501

# PHE Renew your way flyer

- ▶ Translated in 15 languages
- ▶ New flyer to share at outreach events.
- ▶ Easy to view online.
- ▶ Available to order in English and Spanish
  - ▶ Search for 19-0098

**Renew your way, stay covered today!**

Do you have Apple Health (Medicaid) coverage? It may be time to renew your coverage soon!

**Update your contact information one of the following ways:**

- Call your plan if you are enrolled in managed care.
- Amerigroup:** 1-800-600-4441
- Community Health Plan of Washington:** 1-800-440-1561
- Coordinated Care of Washington:** 1-877-644-4613
- Molina Healthcare of Washington, Inc.:** 1-800-869-7165
- UnitedHealthcare Community Plan:** 1-877-542-8997

Email [AHUpdateMyInfo@hca.wa.gov](mailto:AHUpdateMyInfo@hca.wa.gov) with your name, date of birth, and updated information.

**Don't have Apple Health coverage or need to renew?**

Scan me!

Visit [hca.wa.gov/ah4u](http://hca.wa.gov/ah4u) or scan the QR code to learn how.

HCA complies with all applicable federal and Washington state civil rights laws and is our services. If you committed to providing equal access to need an accommodation, or require documents in another format or language, please call 1-800-562-3022 (TTS 711).

Washington State Health Care Authority

HCA 19-0098 (8/23)

\*Source: [hca.wa.gov/apple-health-client-forms](http://hca.wa.gov/apple-health-client-forms)

# New enrollee First Timers' Guides

- ▶ Translated in 15 languages
- ▶ Updated guide to share with clients.
- ▶ Easy to view online.
- ▶ Part 1: Search for 19-024
- ▶ Part 2: Search for 19-041

## Part 1

**Washington Apple Health**


### First-timers' Guide to Washington Apple Health (Medicaid)

Part 1: After you enroll in Apple Health. Use this guide to learn about Apple Health coverage and how to make your first appointment.

Part 2: Information on making your first health care appointment (View part 2 of this guide).

**Part 1: After you enroll in Apple Health**

This is your ProviderOne services card



We will mail you a letter that includes the name of your welcome booklet. Your booklet shares important information about your coverage. View the booklet online at [hca.wa.gov/ah-client-booklets](https://hca.wa.gov/ah-client-booklets). Your health plan will also send you information about your benefits.

You will receive your ProviderOne services card about two weeks after you enroll in Apple Health. Keep this card. Your card is activated before it is mailed to you.

Each member in your household enrolled in Apple Health receives their own card. Your card shows your client number which stays with you for life. You need this number to receive health services.

We won't mail you a new card if you had Apple Health coverage in the past. Your old card is still valid and your client number will stay the same.

**If you don't receive the card**

You can request a replacement ProviderOne services card if you don't receive it two weeks after applying for coverage or if you lose your card.

You can access a digital copy of your services card through WAfinder mobile app. Download the app: [wabeechange.org/mobile/](https://wabeechange.org/mobile/)

There are several ways to request a replacement.

- Visit the ProviderOne client portal: <https://www.wa.providerone.org/client>
- Call the toll-free line at 1-800-562-3022
- Request a change online: <https://fortress.wa.gov/hca/p1/contactus/home/client>

**Enrolling in your health plan**

If you applied for Apple Health online through [wabeechange.org](https://wabeechange.org), you probably enrolled in one of the health plans available in your area. If you did not enroll in a health plan at that time, we'll choose one for you.

**Can I change my health plan?**

You can change your health plan at any time. Changes made usually take effect on the first day of the next month, depending when the change is made. There are several ways to switch your plan:

- Online: [wabeechange.org](https://wabeechange.org)
- ProviderOne Client Portal: <https://www.wa.providerone.org/client>
- Request a change online: <https://fortress.wa.gov/hca/p1/contactus/>. Choose "Client" and select the topic "Enroll/Change Health Plan."
- Call our Customer Service Center at 1-800-562-3022.

## Part 2

**Washington Apple Health**

### First-timers' Guide to Washington Apple Health

Part 2: Making your first health care appointment.

**Step 1: Get a primary care provider**

Once you are enrolled in a health plan, you will need to choose a primary care provider, sometimes called a PCP. Your primary care provider is the doctor, nurse, health care professional, or clinic you see for most of your health care.

**Why a primary care provider is important?**

Your primary care provider is the main health care professional you see, whether you are sick or getting preventive care. If you need special care that your primary care provider can't give, they will refer you to a specialist.

Even if you aren't sick now, it's important to choose a primary care provider and schedule your first appointment. Your primary care provider will help you prevent future health problems and do routine screening for certain diseases.

**How to choose your primary care provider?**

If you don't choose a primary care provider, your health plan will choose one for you.

You can ask for a PCP who speaks your language, specializes in your disability, or understands your culture, as long as they're in your health plan's network. You can also specify if you have a preferred gender for your PCP.

If the provider you want is not in your health plan's network, ask the provider which health plan they work with. If the other health plan is available where you live, you can change to that health plan. (See Part 1 of the First-timers' Guide to Washington Apple Health (Medicaid) to see how to change your health plan.)

Your primary care provider should be someone you feel comfortable with. If you aren't happy with them for any reason, you can choose another provider. Contact your health plan to learn how you can choose a different

If you are covered by Apple Health without a managed care plan, you must find a provider who accepts Apple Health using your ProviderOne services card. Find a contracted provider at <https://fortress.wa.gov/hca/p1/findaprovider/>

**Step 2: Make an appointment**

You must have an appointment to see a provider.

Check the information your health plan sent you to see how to make your first appointment. You should be able to find your provider's contact information through your health plan's website. Or call your health plan's customer service line and ask for the phone number to make an appointment.

If you have immediate health concerns or needs, you should be able to see your primary care provider within a few days.

Even if you don't have immediate health concerns, make an appointment for a general check-up (also called a wellness check). It takes longer to get an appointment for a general check-up, so don't put it off.

**If you need an interpreter**

If English is not your preferred language or you are Deaf, Deaf/Blind, or Hard of Hearing, learn more at [hca.wa.gov/interpreter-services](https://hca.wa.gov/interpreter-services). Professional interpreters are available in many languages, including sign language, at no cost to you. When you make an appointment, let the receptionist know if you need an interpreter. The interpreter can be in person or on the phone during your appointment.

It's better to use a professional interpreter than to bring a family member or friend to interpret for you. Professional interpreters are trained to understand health care terms and will help you and your provider understand each

\*Source: [hca.wa.gov/apple-health-client-forms](https://hca.wa.gov/apple-health-client-forms)

# Apple Health for Teens and Young Adults

- ▶ Refreshed design.
- ▶ Easy to view online.
- ▶ To share at outreach events.
- ▶ Available to order online\* in English.
  - ▶ Search for 19-023.
- ▶ Translated in 15 languages.



\*Source: [hca.wa.gov/apple-health-client-forms](https://hca.wa.gov/apple-health-client-forms)



# Cross agency references

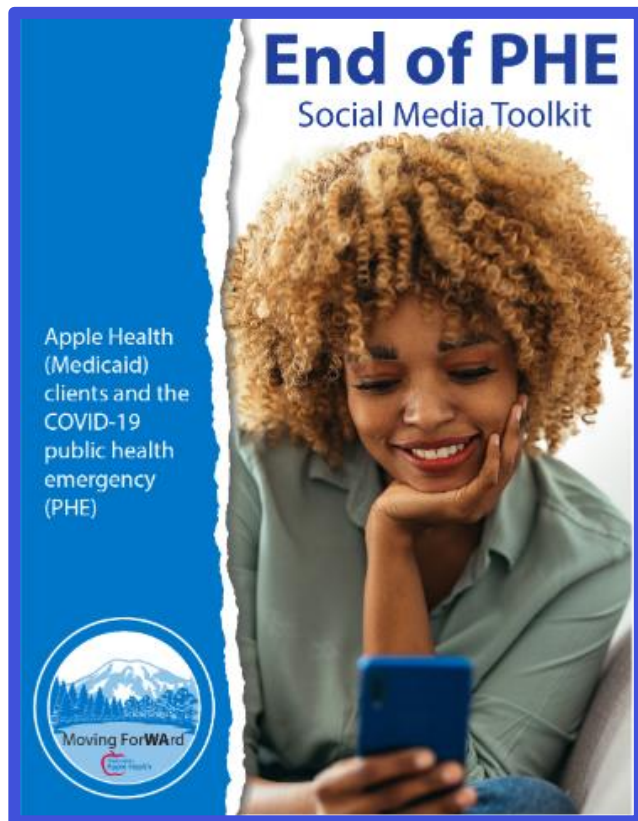
- ▶ The cross-agency desk aid\* has been updated.
- ▶ Includes contact information for DSHS, HBE, HCA, OIC, and additional supports.

<b>Department of Social and Health Services</b> <b>Division of Child Support (DCS)</b> 800-442-5437 (KIDS) <a href="http://dshs.wa.gov">dshs.wa.gov</a> <ul style="list-style-type: none"> <li>Establish paternity and parentage and child support orders</li> <li>Collect / Distribute child support</li> <li>Employer support</li> <li>Negotiate payment plans</li> <li>Payment/EFT options</li> <li>800-468-7422</li> <li>Hearings and conference boards</li> <li>Outreach to community partners and stakeholders</li> <li>Modify orders</li> </ul>		<b>Office of Insurance Commissioner (OIC)</b> <b>Consumer Advocacy</b> 800-562-4900 <a href="http://insurance.wa.gov">insurance.wa.gov</a> <ul style="list-style-type: none"> <li>Complaints against insurance companies, claim denials, poor service, coverage, cancellations, etc.</li> <li>Insurance options</li> <li>Legal rights, insurance laws &amp; regulations</li> <li>Health insurance appeals</li> <li>Complaints against insurance agents / brokers /</li> </ul>		<b>Statewide Health Insurance Benefits Advisors (SHBA)</b> 800-562-4900 <a href="http://insurance.wa.gov">insurance.wa.gov</a> <ul style="list-style-type: none"> <li>Understand your Medicare coverage options and rights: Original Medicare, Medicare Advantage, prescriptions and Medicare plans</li> <li>Evaluate and compare Medicare plans</li> <li>Medicare coordination with Medicaid (dual), state &amp; federal government retirees, veterans, private plans and HBE</li> </ul>		<b>Health Care Authority</b> <b>Division of Behavioral Health and Recovery (DBHR)</b> 360-725-1500 <a href="http://wa.gov/behavioral-health-and-recovery-services">wa.gov/behavioral-health-and-recovery-services</a> <b>Medicaid Enrollees</b> <ul style="list-style-type: none"> <li>To apply for Washington Apple Health (Medicaid) coverage, visit <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> or call 855-923-4033</li> </ul> <b>Mental Health Crisis Services:</b> <ul style="list-style-type: none"> <li>For the immediate emergency: Call 911</li> <li>For the prevention: Contact the National Suicide Prevention Lifeline at 800-273-8255 (TTS) 800-799-4000 or call 800-273-8255</li> <li>For 24/7 low cost services contact the <a href="http://WashingtonBehavioralHealthLine.org">Washington Behavioral Health Line</a> at 866-89-1511 or the <a href="http://mentalhealth.wa.gov">mental health center</a> for</li> </ul>		<b>Health Care Authority</b> <b>Foster Care and Adoption Support (FCAS)</b> 800-562-3022 ext. 15480 <a href="http://hca.wa.gov">hca.wa.gov</a> These clients include children and youth: <ul style="list-style-type: none"> <li>Under the age of 21 who are in foster care</li> <li>Under the age of 21 who are receiving adoption support</li> <li>Age 18 to 26 years old who are aged out of foster care or after their 18th birthday</li> </ul> <b>Apple Health Care:</b> <ul style="list-style-type: none"> <li>Eligibility inquiries</li> <li>ProviderOne</li> <li>Payment of claims from</li> </ul>	
<b>Department of Social and Health Services</b> <b>Developmental Disabilities Administration (DDA)</b> 855-879-8442 Apply for LTC & Specialty Programs: <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> 855-635-8305 (FAX) The LTC & Specialty Programs Unit manages Medicaid programs for clients living in a variety of settings, receiving: <ul style="list-style-type: none"> <li>DDA services</li> <li>Waiver service programs</li> <li>Community First Choice (CFC)</li> <li>Medicaid Personal Care (MPC)</li> <li>Roosts to Community Living (RCL)</li> <li>Institutional and Intermediate Care (ICF/IID)</li> <li>Hospice medical</li> <li>Healthcare for Workers with Disabilities (HWD/548)</li> <li>Residential mental health services</li> <li>Residential cash (not TANF) and food assistance (except for children)</li> <li>Associated cash (not TANF) and food assistance (except for children)</li> </ul>		<b>Health Benefit Exchange</b> <b>Washington HealthPartner Customer Support Center</b> 855-923-4633 855-627-9684 (TTY) <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Residential Care Services (RCS)</b> 360-841-7620 (FAX) Report abuse or needed in a licensed/regulated setting: 800-562-6073 <a href="http://wa.gov/professionalservices">wa.gov/professionalservices</a> Find your local HCS office: <a href="http://wa.gov/hcs">wa.gov/hcs</a> Apply for HCS program: <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> 855-635-8326 (FAX) RCS is responsible for the licensing, regulation and oversight of the following: <ul style="list-style-type: none"> <li>Nursing facilities</li> <li>Adult family homes</li> <li>Assisted living facilities</li> <li>Intermediate care for individuals with intellectual disabilities</li> <li>Enhanced community residential services</li> <li>Residential services &amp; supports</li> </ul> To search for a licensed home in your area, visit <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> To find an RCS office near you, visit <a href="http://wa.gov/professionalservices">wa.gov/professionalservices</a>		<b>Health Care Authority</b> <b>Medical Eligibility Determination Services (MEDS)</b> 800-562-3022 <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Medical Assistance Customer Service Center (MACSC)</b> 800-562-3022 <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Lead Organizations Navigators</b> Contact information available at <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Lead Organization</b> Contact information available at <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>For planned maintenance and updates, visit HealthPartner Status Center   Manage My Account   Washington Health Partner Customer Support Center   Health Benefit Exchange</b> Email: <a href="mailto:status@applehealth.wa.gov">status@applehealth.wa.gov</a> For questions about becoming a Navigator: <ul style="list-style-type: none"> <li>To request outreach materials and presentations</li> </ul>		<b>Health Care Authority</b> <b>Apple Health Modified Adjusted Gross Income (MAGI) Medicaid eligibility questions (families, children, pregnant women and single adults)</b> <ul style="list-style-type: none"> <li>Apple Health Managed Care enrollment and questions*</li> <li>*Self-service option: <a href="http://ProviderOne">ProviderOne</a>   <a href="http://applehealth.wa.gov">applehealth.wa.gov</a></li> <li>Apple Health Programs</li> </ul>			
<b>Department of Social and Health Services</b> <b>Aims and Long-Term Support Administration Long-Term Services and Supports (LTSS)</b> <b>ALTS services including the Office of Aging by Choice</b> <a href="http://wa.gov/agingbychoice">wa.gov/agingbychoice</a> <b>Home and Community Services (HCS)</b> <b>Find local services including Area Agency on Aging by choice</b> <a href="http://wa.gov/agingbychoice">wa.gov/agingbychoice</a> <b>Adult Protective Service (APS)</b> Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: 877-714-2427, or 877-NOHARM, or <a href="http://dshs.wa.gov/agingbychoice">dshs.wa.gov/agingbychoice</a> HCS determines and maintains the following: <ul style="list-style-type: none"> <li>LTSS for institutional and community settings, such as:             <ul style="list-style-type: none"> <li>In-home</li> <li>Assisted living</li> <li>Adult family home</li> </ul> </li> <li>HCS waiver services:             <ul style="list-style-type: none"> <li>Community First Choice (CFC)</li> <li>Medicaid Personal Care (MPC)</li> <li>New Freedom (King and Pierce counties only)</li> </ul> </li> <li>Residential Support Waiver (RSW)</li> <li>Roosts to Community Living (RCL)</li> </ul> <b>Consumer services:</b> <ul style="list-style-type: none"> <li>Program managed by Area Agencies on Aging (AAA)</li> <li>Talbots (TSA)</li> <li>Adults (TSA)</li> <li>Medical Alternative Care (MAC)</li> </ul> <b>Associated cash and food benefits for HCS clients (except for TANF # only)</b> Hours of operation: 8 a.m. - 5 p.m., Monday - Friday (except state holidays)		<b>Washington HealthPartner Customer Support Center</b> 855-923-4633 855-627-9684 (TTY) <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Residential Care Services (RCS)</b> 360-841-7620 (FAX) Report abuse or needed in a licensed/regulated setting: 800-562-6073 <a href="http://wa.gov/professionalservices">wa.gov/professionalservices</a> Find your local HCS office: <a href="http://wa.gov/hcs">wa.gov/hcs</a> Apply for HCS program: <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> 855-635-8326 (FAX) RCS is responsible for the licensing, regulation and oversight of the following: <ul style="list-style-type: none"> <li>Nursing facilities</li> <li>Adult family homes</li> <li>Assisted living facilities</li> <li>Intermediate care for individuals with intellectual disabilities</li> <li>Enhanced community residential services</li> <li>Residential services &amp; supports</li> </ul> To search for a licensed home in your area, visit <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> To find an RCS office near you, visit <a href="http://wa.gov/professionalservices">wa.gov/professionalservices</a>		<b>Health Care Authority</b> <b>Medical Eligibility Determination Services (MEDS)</b> 800-562-3022 <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Medical Assistance Customer Service Center (MACSC)</b> 800-562-3022 <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Lead Organizations Navigators</b> Contact information available at <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Lead Organization</b> Contact information available at <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>For planned maintenance and updates, visit HealthPartner Status Center   Manage My Account   Washington Health Partner Customer Support Center   Health Benefit Exchange</b> Email: <a href="mailto:status@applehealth.wa.gov">status@applehealth.wa.gov</a> For questions about becoming a Navigator: <ul style="list-style-type: none"> <li>To request outreach materials and presentations</li> </ul>		<b>Health Care Authority</b> <b>Apple Health Modified Adjusted Gross Income (MAGI) Medicaid eligibility questions (families, children, pregnant women and single adults)</b> <ul style="list-style-type: none"> <li>Apple Health Managed Care enrollment and questions*</li> <li>*Self-service option: <a href="http://ProviderOne">ProviderOne</a>   <a href="http://applehealth.wa.gov">applehealth.wa.gov</a></li> <li>Apple Health Programs</li> </ul>			
<b>Community Services Division Customer Service Contact Center</b> 877-501-2233 Apply here: <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> 855-338-7470 (FAX) Apply for, report changes or renew Food and Cash programs (SNAP, EBT, ABU, HEV, Rental, TANF/First, Outgoing, Assistance), 800-468-7422, and Disabled, 800-468-7422, and Cash programs (Medical, Food and Cash, WASHCAP, Food for Households, Abuse only, Income is 80% or less of SSI/SSA) 877-380-5794 For additional application assistance refer to the Public Access Center for community partners: <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> (DASH, WASHCAP, TANF, First, Outgoing, Assistance, Income is 80% or less of SSI/SSA) Community Relations (204) 124-1242 Community Relations (204) 124-1242 Employment Pipeline <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> Public Services Hours of operation: 8 a.m. - 5 p.m., Monday - Friday (except state holidays). Suggested script: "Please have your Client ID or Social Security Number available."		<b>Washington HealthPartner Customer Support Center</b> 855-923-4633 855-627-9684 (TTY) <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Residential Care Services (RCS)</b> 360-841-7620 (FAX) Report abuse or needed in a licensed/regulated setting: 800-562-6073 <a href="http://wa.gov/professionalservices">wa.gov/professionalservices</a> Find your local HCS office: <a href="http://wa.gov/hcs">wa.gov/hcs</a> Apply for HCS program: <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> 855-635-8326 (FAX) RCS is responsible for the licensing, regulation and oversight of the following: <ul style="list-style-type: none"> <li>Nursing facilities</li> <li>Adult family homes</li> <li>Assisted living facilities</li> <li>Intermediate care for individuals with intellectual disabilities</li> <li>Enhanced community residential services</li> <li>Residential services &amp; supports</li> </ul> To search for a licensed home in your area, visit <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> To find an RCS office near you, visit <a href="http://wa.gov/professionalservices">wa.gov/professionalservices</a>		<b>Health Care Authority</b> <b>Medical Eligibility Determination Services (MEDS)</b> 800-562-3022 <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Medical Assistance Customer Service Center (MACSC)</b> 800-562-3022 <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Lead Organizations Navigators</b> Contact information available at <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>Lead Organization</b> Contact information available at <a href="http://applehealth.wa.gov">applehealth.wa.gov</a> <b>For planned maintenance and updates, visit HealthPartner Status Center   Manage My Account   Washington Health Partner Customer Support Center   Health Benefit Exchange</b> Email: <a href="mailto:status@applehealth.wa.gov">status@applehealth.wa.gov</a> For questions about becoming a Navigator: <ul style="list-style-type: none"> <li>To request outreach materials and presentations</li> </ul>		<b>Health Care Authority</b> <b>Apple Health Modified Adjusted Gross Income (MAGI) Medicaid eligibility questions (families, children, pregnant women and single adults)</b> <ul style="list-style-type: none"> <li>Apple Health Managed Care enrollment and questions*</li> <li>*Self-service option: <a href="http://ProviderOne">ProviderOne</a>   <a href="http://applehealth.wa.gov">applehealth.wa.gov</a></li> <li>Apple Health Programs</li> </ul>			

\*Source: [hca.wa.gov/assets/free-or-low-cost/customer-support-center-referrals.pdf](http://hca.wa.gov/assets/free-or-low-cost/customer-support-center-referrals.pdf)

# Social media toolkit

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- ▶ 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](https://hca.wa.gov/phe-social-toolkit-English)
  - [hca.wa.gov/phe-social-toolkit-translations](https://hca.wa.gov/phe-social-toolkit-translations)

\***Source:** [hca.wa.gov/assets/free-or-low-cost/end-of-phe-social-media-toolkit.pdf](https://hca.wa.gov/assets/free-or-low-cost/end-of-phe-social-media-toolkit.pdf)

# Tools and resources

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- ▶ Moving For**WA**rd campaign graphics





# Tools and resources

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- ▶ 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](https://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](https://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

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## ▶ 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](https://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

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- ▶ HCA Post-PHE External Guide
  - ▶ [hca.wa.gov/assets/free-or-low-cost/external-guide-to-ah-post-phe.pdf](https://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](https://hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/reference-guides)
- ▶ HCA Community-Based Specialists
  - ▶ [hca.wa.gov/hcacommunitystaff](https://hca.wa.gov/hcacommunitystaff)
- ▶ More PHE information: [hca.wa.gov/phe](https://hca.wa.gov/phe).

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# Questions

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- ▶ **Ambassador program contact:**
  - ▶ [AHEligCovid19@hca.wa.gov](mailto:AHEligCovid19@hca.wa.gov)