

# Apple Health (Medicaid) provider enrollment FAQ during the COVID-19 pandemic

On March 13, 2020, President Trump issued a proclamation that the COVID-19 outbreak in the United States constitutes a national emergency, and consistent with section 1135 of the Social Security Act waived or modified certain provider enrollment screening requirements under the Medicaid program.

For the duration of the national emergency, the Health Care Authority (HCA) has taken the following actions as allowed in the 1135 waiver:

- Pre-enrollment site visits are suspended.
- Pre-enrollment application fees are suspended
- Revalidations are suspended

## Frequently Asked Questions

For the duration of the national emergency, HCA has implemented the following processes to expedite requests related to enrollment:

**Q: How do I request my provider's ProviderOne start date to be back dated during this time?**

A: Please send a request to [Providerenrollment@HCA.wa.gov](mailto:Providerenrollment@HCA.wa.gov) – including:

- the NPI of the application submitted
- provider name
- desired provider start date
- identify this as a priority request due to the COVID-19 pandemic

**Q: How can I request prioritization of the application I submitted through ProviderOne?**

A: Please send a request to [Providerenrollment@HCA.wa.gov](mailto:Providerenrollment@HCA.wa.gov) – including:

- the NPI of the application submitted
- provider name
- desired effective date
- identify this as a priority request due to the COVID-19 pandemic

**Q: How will the provider effective date on the application be determined during the emergency?**

A: HCA will determine the effective date to be when the application was started in ProviderOne, or 3/1/2020 - whichever is earlier.