



Verifying your Apple Health eligibility

After you apply for or renew your Apple Health (Medicaid) coverage, you may receive a letter requesting additional information to verify your eligibility. This is known as a Post Eligibility Review (PER).

What is a Post Eligibility Review

Post Eligibility Reviews (PER) help the Health Care Authority (HCA) confirm your eligibility for Apple Health coverage. PERs are specific to Apple Health for adults, children, pregnant individuals, and parent/caretakers, known as our Modified Adjust Gross Income (MAGI) programs. These programs are applied for through Washington Healthplanfinder.

Eligibility for Apple Health is determined using information you entered in your Washington Healthplanfinder application. Verification through a PER may be required when the information in the application is not compatible with state or federal income databases. PERs are completed by Health Care Authority (HCA) staff to confirm eligibility based on your income, citizenship, or lawful presence.

Example: You report your income is \$1,000 a month from a job, but the Employment Security Department (ESD) shows your income is \$1,850 a month. This will notify HCA to send you a letter requesting verification of your income.

Sometimes staff can use information in state and federal databases to confirm your eligibility and make updates to your application that reflect your current income or status. You will receive an information request letter (or an email depending on your preference) if we are not able to confirm your eligibility. You will have 15 days to provide the information requested in the letter. Your coverage may be closed if you do not provide the requested information by the due date.

Why am I being asked to provide income verification?

You were recently approved for Apple Health coverage through Washington Healthplanfinder or renewed your existing Apple Health coverage and information in state or federal databases did not match the income information provided in your application.

View the Washington Administrative Codes (WAC) to learn more about why you are being asked to provide this information:

- [Income \(part 1\)](#)
- [Income \(part 2\)](#)
- [Household composition](#)

Do I need to respond to a letter requesting verification if I just updated my information?

Yes. If you applied for or renewed Apple Health coverage and receive a letter asking for more information, you need to respond so we can verify your eligibility. Your coverage may close if you do not respond, even if you received an approval letter.

Do I need to send income verification for everyone in my Household?

Yes. This includes:

- Yourself,
- Your spouse or co-parent if you live together or file taxes together as married, and
- Any tax dependent if their income meets the IRS tax filing threshold.
 - View the [Internal Revenue Service guidelines](#) for more information on tax dependent income

How do I know what documents to submit to verify my income?

View the tables below to learn more about what types of documents to submit based on your income.

Type of income	Acceptable forms of verification
No income in the household	A letter from employer with employer name and last day worked A written or verbal statement that you do not have income and the last date you worked
Earned income (income from a job, including tips and commission)	Full copy of all wage stubs for the last 60 days; or A letter signed and dated by your employer to include tips, weekly hours worked, hourly wages, and pay frequency
Self-employment income Rental income Farming income	A complete copy of your most recent tax return including all schedules and attachments if it is a good representation of your current income for the full year; or Most recent 3-month profit and loss statement that includes gross monthly business income, IRS allowable deductions, and net business income
Social Security income Unemployment benefits Capital gains Dividend income IRA/401K income Annuity/pension income Interest income Taxable tribal income Royalty income Alimony/spousal support Income from a trust Foreign income Railroad retirement Other taxable income	A complete copy of your most recent tax return including all schedules and attachments

How do I know what documents to submit to verify my deductions?

View the tables below to learn more about what types of documents to submit based on your deductions.

IRS allowable deductions (subject to change and limitations based on IRS tax rules)	Acceptable forms of verification
Self-employment tax Self-employment retirement plan Self-employment health insurance Pre-tax retirement account contributions Health saving account (HSA) contributions Certain claimable business expenses Alimony/spousal support court ordered before 01/01/2019 Penalty on early withdrawal of savings Moving expenses for members of the armed forces Educator expenses Student loan interest Student tuition	A complete copy of your most recent tax return including all schedules and attachments if it is a good representation of your yearly deductions; or IRS forms (1098T, 1098E); or A monthly or quarterly statement from the source of the deduction; or Receipts from the source

How do I submit my documents?

- **Online:** [Washington Healthplanfinder](#)
 - Sign into your account and upload documents in the document center
- **Mobile app:** On the [WAPlanfinder app](#) (available for iOS and Android)
- Sign in and select 'Document Center' to submit a photo of your document
- **Email:** [HCA Apple Health Imaging Unit](#)
- **Fax:** 1-855-867-4467
- **Mail:** Health Care Authority
P.O. Box 45531
Olympia, WA 98504-5531

What happens if I don't provide income verification when it is requested?

If the information is not provided by the due date, HCA staff will try to determine eligibility for Apple Health based on information in state and federal systems. If unable to determine your eligibility, HCA may terminate Apple Health coverage or change coverage to a different program (including a premium-based program).

How much time do I have to provide information?

You have 15 days from the date we mailed you the letter requesting information to respond. The due date is also in your letter. If you need additional time to provide the requested information, you can request this by emailing [HCA Ask MAGI](#) or calling 1-800-562-3022.

Request for information text messages

Post Eligibility Reviews

Apple Health (Medicaid) clients may have received the following text messages if they need to submit additional documents to verify their income.

Our records show you or your authorized representative (AREP) gave us your phone number. We need you or your AREP to submit your income verification. If you recently got this phone number and are not an Apple Health client, you may reply "STOP" to not get further texts.

Message #1

"Apple Health (Medicaid): Message frequency varies. Message & data rates may apply. Reply STOP to opt out. For help or to view T&Cs, visit hca.wa.gov/income-docs"

Message #2

Reminder: Act now to keep coverage. If you haven't already, log into wahealthplanfinder.org to view the letter and upload documents.

Already closed?

You may receive the following text messages if your coverage was already closed for not responding and we can't complete your application. We need more information before we can verify your eligibility.

Message #1

"Apple Health (Medicaid): Message frequency varies. Message & data rates may apply. Reply STOP to opt out. For help or to view T&Cs, visit hca.wa.gov/income-docs"

Message #2

Reminder: Act now to reopen coverage. If you haven't already, log into wahealthplanfinder.org to view the letter and upload documents.

Frequently asked questions

What number is the text message coming from?

HCA is sending text messages from 833-772-9017.

What if I don't have Apple Health coverage?

If you do not have Apple Health, we likely have an outdated or incorrect phone number for someone who does. You do not have to take any action and can reply "STOP" to not get further texts.

You have Apple Health if you have an active ProviderOne services card or are assigned to a managed care plan. The managed care plans are:

- Community Health Plan of Washington
- Coordinated Care
- Molina Healthcare of Washington
- UnitedHealthcare Community Plan of Washington
- Wellpoint Washington (previously Amerigroup)

How often will I get a text?

You will receive a text message when you have income document you need to submit. You may also receive a text message when it's time to complete your renewal or eligibility review. If you opted in to getting text messages from your managed care plan, they may also send you a text message.

What if I don't want any more texts?

Reply to the text with "STOP" to no longer get text messages.

I received a text message saying I had to pay over the phone to keep my coverage. Is that true?

HCA, DSHS, and the Washington Healthplanfinder will never ask for money to enroll or reenroll in Apple Health coverage. Scammers are texting and calling clients claiming they must pay to renew their Medicaid coverage. Do not share banking or credit card information with anyone claiming to be from HCA, DSHS, or Apple Health.

If you receive a phone call or text message that you think is a scam, hang up and don't respond. You may report potential fraud complaints to HCA by:

- **Email:** [WAH Eligibility Fraud](#)
- **Voicemail:** 360-725-0934
- **Fax:** 360-725-1158, Attn: WA Apple Health Fraud

Who do I contact with questions?

Apple Health (Medicaid): Call Apple Health customer service at 1-800-562-3022 or email [Ask MAGI](#).

Terms and Conditions

User privacy

Washington State Health Care Authority will not share nor use your mobile number for any other purpose than for updates from the selected client.

User fees

Washington State Health Care Authority does not charge recipients to receive text messages. However, message and data rates may apply.

Frequency

Message frequency varies.

Opt-out

To opt-out (discontinue receiving messages), reply STOP from your mobile device. We will confirm your opt-out by text and you will not receive any additional messages from Washington State Health Care Authority unless you opt-in again.

Warranty

Washington State Health Care Authority is not liable for any delays in the receipt of any SMS messages connected with this program. Delivery of SMS messages is subject to effective transmission from your wireless service provider/network operator. Carriers are not liable for delayed or undelivered messages.

Use case descriptions

Washington State Health Care Authority will send SMS messages related to information and alerts about the government services provided by Washington State Health Care Authority.

Questions?

If you have questions or problems or need assistance, please contact [Granicus support](#).

Privacy Policy

Washington State Health Care Authority respects your privacy. We will only use the information you provide to transmit your text message. Nonetheless, we always reserve the right to disclose any information as necessary to satisfy any law, regulation, or governmental request, to avoid liability, or to protect our rights or property.

When you complete forms online or otherwise provide an organization with the information in connection with the wireless message service, you agree to provide accurate, complete, and true information. You agree not to use a false or misleading name or a name that you are not authorized to use. If we, in our sole discretion, believe that any such information is untrue, inaccurate, or incomplete, we may refuse you access to the service and pursue any appropriate legal remedies.