

Alien Emergency Medical (AEM) FAQs

1. Where can I find the link of the latest webinar and the Presentation Slides, so I can refer to it at any time?

The AEM webinar can be found on our [Stakeholder Training and Education site](#) under Webinars, Video, and Presentations. Please note that this webinar only addresses AEM; however, training and resource materials pertaining to other subjects can also be found on our [Stakeholder Training and Education site](#).

2. Where can I access the fax cover sheet you have mentioned during the webinar?

The fax cover sheet can be accessed at our [Stakeholder Training and Education site](#) under Reference Guides or at the following link: <https://www.hca.wa.gov/free-or-low-cost-health-care/forms-and-publications> under “AEM fax cover sheet.”

3. Are we able to submit applications through the Washington Healthplanfinder?

Yes, this is the preferred method for MAGI-based AEM. Please see slides 11 – 16 of our [Presentation Slides](#).

4. Do I have to write AEM on the top of the application?

No, you no longer have to write “AEM” on top of the application.

5. Where do I submit a paper application?

Submit paper applications in the following ways:

- Mail: Washington Healthplanfinder
PO Box 946
Olympia, WA 98504

- Fax: 1-855-867-4467

For more information, click [here](#).

6. Where do I submit the medical documents to support my application?

Fax supporting medical documentation with the [AEM fax cover sheet](#) to HCA at 1-866-841-2267.

7. I went to Washington Healthplanfinder to submit an application for AEM but because the individual does not have a Social Security Number (SSN) I am unable to search for the individual. What do I do?

Due to security reasons a SSN is required to search for an individual in the system. An account worker can help you.

If you are a(n):

- **Navigator:** contact your lead organization
- **Provider/HCA Volunteer Assisters:** contact a HCA Community Based Specialist
- **Applicant/Authorized Representative/Certified Application Counselor:** contact the HBE Customer Support Center at 1-855-923-4633 or a [HCA Community Based Specialist](#)


8. Can I help patients who are applying for other Washington Apple Health (Medicaid) coverage?

Yes, as long as you are a navigator, certified application counselor or a HCA volunteer assister.

9. How long does the application take to get processed that results in a denial or approval?

It can take up to 45 days if all the documents are submitted with the initial application. For Classic AEM, it can take up to 60 days if a disability decision is required.

10. If a patient has a new visit/date of service after the month of when the application was submitted, do we need to submit a new application?



A new application is not required if the original application is still in pending status. Please refer to slides 15 and 16 of our [Presentation Slides](#).

11. Are there any links or additional information about the AEM Spenddown program?

As an in-person assister (IPA), it is important to know that individuals denied MAGI-based AEM due to excess income in Washington Healthplanfinder, need to apply through [Washington Connection](#) and indicate they are applying for health care for aged, blind, or disabled coverage. In the additional comments section on the application, they should indicate that they are applying for AEM. For more information, refer to WACs [182-519-0100](#) and [182-519-0110](#).

12. If an individual was approved for AEM, ProviderOne (P1) shows approved until 3/31/17 but in Washington Healthplanfinder until 6/30/17. Should we go by what P1 is saying or Washington Healthplanfinder? Why are there two different dates? Is this a system error?

It may be a system error. Please contact MACSC at 1-800-562-3022.

On a related note, Washington Healthplanfinder can only display approval for an entire month, not a partial month. For example, if the emergent condition was approved from 06/02/17 to 06/12/17, it will display coverage through 06/30/17. However, the Important Information letter to the individual should say the exact dates of approval and should match P1. If there are questions about the approval dates, contact HCA MACSC at 1-800-562-3022.

13. What languages are the letters sent to applicants and Navigators?

Letters are sent to authorized representatives (AREP) are in English only. Letters sent to primary applicants are in both their primary language and

English.

14. An individual currently has a Qualified Health Plan (QHP) but would like to apply for AEM as they are potentially qualified because they have not met the 5-year bar. How would the process work while they are waiting for the approval?


Having an active QHP would not change the application process for the individual. When applying through Washington Healthplanfinder, the individual signs in to their account, selects “Report a Change in Income or Household,” and chooses “Something else has changed.” The individual updates other information as needed, indicates they have an emergency medical condition, and submits the application.

15. How do we look up individual information in P1 if the individual does not have a Social Security Number?

Providers can go to the Benefit Inquiry screen (this is the screen providers access in P1). Next, follow the instructions according to the second choice from the list of seven. Enter the last name, first name, and date of birth in the corresponding fields and submit. Of course, if the P1 ID is known, enter it instead of the name and date of birth.

16. When someone applies for MAGI AEM for cancer treatment, does the individual get approved only per date of service? So if the individual had date of service date in March, will they be denied for that month? And if they are seen for cancer treatment again in April, will the individual have to resubmit treatment plan to HCA for that month?

If program criteria is met, the individual will be authorized AEM cancer treatment. The certification period will be up to one year, depending on the condition. However, only cancer related treatment will be covered during the certification period.



17. An individual needs AEM and receives Apple Health for her children. Does she need to fill out a new application in Washington Healthplanfinder?

No. From the individual's Account Home, select "Report a Change in Income or Household," and choose "Something else has changed." The individual will update information as needed including marking themselves as seeking health care coverage and indicating they have an emergent medical condition and then submit the application.

18. I am seeking AEM services for a man who lives with his girlfriend and their child. Their child gets Apple Health under mom, but dad is on the application. Does he need to do his own application or can I update the child's application?

If mom is the head of household/primary applicant for the child's coverage and she is not married to him, he will need to submit his own application that includes all the household members.