

Apple Health Ambassador Program: Monthly check-in

Keeping Communities Connected

April 06, 2023



Agenda

- ▶ Important updates
- ▶ Updated Tools and Resources
- ▶ Open Q & A

Important Updates



Be aware of Medicaid scams

- ▶ Other states have reported fake text and phone call scams to Medicaid clients.
- ▶ HCA will never ask for money to enroll or re-enroll in Apple Health (Medicaid) coverage.
- ▶ Watch out for suspicious contact seeking money to maintain health coverage.
- ▶ Report any scams to Apple Health customer service at 1-800-562-3022.
- ▶ HCA may text and call with a reminder that it's time to update their contact information and renew coverage.

**How to spot a scam
and know when
it's really us:**



We may text or call you with a reminder to update your Apple Health contact information or renew your coverage, however, we will never ask for money or your bank information.



Updated tools and resources

Report a change: Share contact information updates to be sure to receive important notices about your coverage.

- **Publication:** [Report a change to your Apple Health coverage in Washington Healthplanfinder fact sheet \(English\)](#) | [Translated in 15 languages](#)
- **Video:** [Update your contact information \(English\)](#) | [Update your contact information \(Spanish\)](#)
- **Postcard:**
 - MAGI: [View the postcard](#) | [Translated in 15 languages](#)
 - Orderable online in English and Spanish (see attached instructions)
 - Classic: [View the postcard](#) | [Translated in 15 languages](#)

Updated tools and resources

Renew your coverage: Clients should complete their renewal when it's time. Clients will be notified roughly 60 days in advance of their coverage end date.

- **Publication:** [Renewing your Apple Health coverage fact sheet \(English\)](#) | [Translated in 15 languages](#)

Social media

[End of PHE Social Media toolkit](#) (versions of the social media posts are translated into 15 languages)

- [Download images - English](#)
- [Download images - Translated in 15 languages](#)

Campaign graphic

Learn more about the PHE unwind!

[End of PHE Communications toolkit](#)

More information can be found at hca.wa.gov/phe.





Questions

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