

Apple Health Ambassador Program

Keeping Communities Connected

March 9, 2023



Agenda

- ▶ Welcome Apple Health Ambassadors
- ▶ Public Health Emergency (PHE) unwinding
- ▶ Program participation
- ▶ Helping clients with Apple Health (Medicaid) renewals
- ▶ Tools and resources
- ▶ Client questions
- ▶ Next steps
- ▶ Questions

Housekeeping

- ▶ Use the Q&A function to post your questions



- ▶ A recording of this presentation, with materials and FAQ will be posted on the ambassador webpage.
 - ▶ hca.wa.gov/ambassadors
- ▶ Contact us at AHEligCovid19@hca.wa.gov

The Panel



Ariel Pyrtek

Medicaid Eligibility
Manager



**Rebecca
Janeczko**

Medicaid
Eligibility Policy
Manager



Shaunie Long

Senior Policy
Analyst



Melissa Rivera

Medicaid
Eligibility Policy
Manager

Welcome!

Apple Health Ambassadors



Welcome

- ▶ Thank you for volunteering to become an Apple Health Ambassador. The vision is for this group to provide help the people we serve during the unwind period.
 - ▶ Sharing timely messaging with your communities
 - ▶ Best practices and up to date information
 - ▶ Resources and troubleshooting guides
- ▶ The Health Care Authority (HCA) will provide:
 - ▶ Monthly check-ins
 - ▶ Dedicated email box for any needs between check-ins
 - ▶ Ad-hoc messages and updates

Who is an Ambassador?

- ▶ Apple Health ambassadors can be anyone in the community that help people with Apple Health such as:
 - ▶ Providers
 - ▶ Community leaders
 - ▶ Clinics
 - ▶ Health care facilities
 - ▶ School districts
 - ▶ Church communities
 - ▶ Managed care plans
 - ▶ County offices
 - ▶ Community-based organizations
 - ▶ Advocates
 - ▶ State agencies



Public Health Emergency Unwinding



PHE Continued Coverage

- ▶ Under the provisions of the Families First Coronavirus Response Act (FFCRA), Health Care Authority (HCA) extended coverage for all Apple Health (Medicaid) recipients during the public health emergency (PHE) unless they:
 - ▶ Requested closure;
 - ▶ Are no longer a Washington state resident;
 - ▶ Fail to meet citizenship or immigration status; or
 - ▶ Dies.

Consolidated Appropriations Act

- ▶ The Consolidated Appropriations Act (CAA) passed in late December 2022.
- ▶ The bill separates the continuous enrollment requirement from the public health emergency. (Does not end the PHE.)
- ▶ The continuous enrollment requirement ends March 31, 2023.

Redeterminations

- ▶ HCA is resuming normal operations as of April 1, 2023.
- ▶ Clients will receive a renewal notice prior to the end of their renewal period sometime over the next 12 months to redetermine their eligibility.
- ▶ Roughly 300,000 clients may be impacted during the 12-month redetermination period.
 - ▶ All clients have the opportunity to renew their coverage prior to any closure or transition of coverage.
- ▶ Terminations for not renewing resume May 31, 2023.

MAGI Renewals Overview

- ▶ Washington Healthplanfinder attempts to auto-renew an individual's coverage 60-days prior to the end of their certification period.
- ▶ Individuals must take action to renew their coverage when it cannot be auto-renewed.
 - ▶ A signed renewal must be submitted to be considered for Apple Health coverage beyond the current certification period.
- ▶ For individuals who do not take action, a termination notice is sent on the 10th of the last month of their certification period.
 - ▶ Individuals have 90-days to complete their renewal and be reinstated, if eligible.

Post-Eligibility Reviews

- ▶ Clients may have a Post-eligibility review (PER) if their information cannot be verified.
- ▶ Clients who are subject to a PER will receive a notice asking them to verify income and deductions.
- ▶ Apple Health may terminate if a client does not respond to a PER.

Classic Apple Health Eligibility Review

- ▶ DSHS mails Eligibility Review (ER) forms on the 12th of the month before the individuals review end date.
- ▶ Individuals with a review end date of May 31, 2023, will be the first to go through the review process.
- ▶ Individuals must take action to renew their coverage by submitting the ER or by completing a renewal by phone.
 - ▶ If action is not taken by May 21, coverage will end May 31.

Other Coverage Options

- ▶ Clients terminated from Apple Health may have other coverage options:
 - ▶ Qualified health and dental plans through Washington Healthplanfinder, with possible subsidies
 - ▶ Enroll in Medicare via Special Enrollment Period
 - ▶ Employer-sponsored insurance (ESI): a client's termination from Apple Health is a qualifying event that may allow them to enroll in ESI outside of their employer's annual enrollment period. Clients should contact their human resources office.
 - ▶ Classic Apple Health or Long-Term Services and Supports through DSHS

Program Participation



Objectives

- ▶ Raise awareness around actions that need to be taken by clients to maintain coverage.
- ▶ Engage community partners by sharing tools and messaging to reach clients.
- ▶ Create cohesive voice through consistent messaging.
- ▶ Share culturally and linguistically competent messaging to clients and community partners.

Participation

- ▶ An Apple Health Ambassador should:
 - ▶ Attend a monthly check-in meeting with other Apple Health ambassadors.
 - ▶ Share culturally and linguistically competent and consistent messaging to clients and community partners.
 - ▶ Triage community member questions.
 - ▶ Let HCA know what you are hearing in your community about the unwind including what outreach is or is not working.
 - ▶ Raise awareness around actions that need to be taken by clients to stay insured.

Helping Clients with Apple Health Renewals



How to Help

- ▶ Clients do not need to take action until their coverage is due for renewal.
 - ▶ MAGI clients: 60 days before review end date
 - ▶ Non-MAGI clients: 45 days before review end date
- ▶ Clients will receive a letter when they need to take action.
 - ▶ MAGI clients: Letters from Washington Healthplanfinder
 - ▶ Non-MAGI clients: Letters from DSHS
- ▶ As an Ambassador, you can help clients ensure they receive their notices timely by making sure they check that their contact information is up to date.

Updating Client Information

- ▶ Help clients update their contact information to ensure they do not miss letters or notifications about their coverage.
- ▶ Visit hca.wa.gov/report-a-change for more information.

Update my income or address (report a change)

Learn how to report changes for Apple Health (Medicaid) coverage for Modified Adjusted Gross Income (MAGI) or Classic Medicaid.

On this page

[When do I report a change?](#)

[What types of changes do I report?](#)

[How do I report a change for Apple Health \(Medicaid\) coverage?](#)

[How do I report a change for Classic Medicaid coverage?](#)

When do I report a change?

Individuals enrolled in Apple Health (Medicaid) coverage should report changes within 30 days.

Notices

- ▶ Notices sent via Washington Healthplanfinder or DSHS have several things in common:
 - ▶ Due date
 - ▶ Information or action needed
 - ▶ Contact information
 - ▶ Ways to provide requested information
- ▶ Several notices that will be sent to clients during the unwinding period will also have additional text indicating the temporary coverage extensions due to the PHE are now ending.
- ▶ Notices sent from Washington Healthplanfinder are available in a clients message center the day after they are sent.

Update Your Contact Information Postcard

Important news!



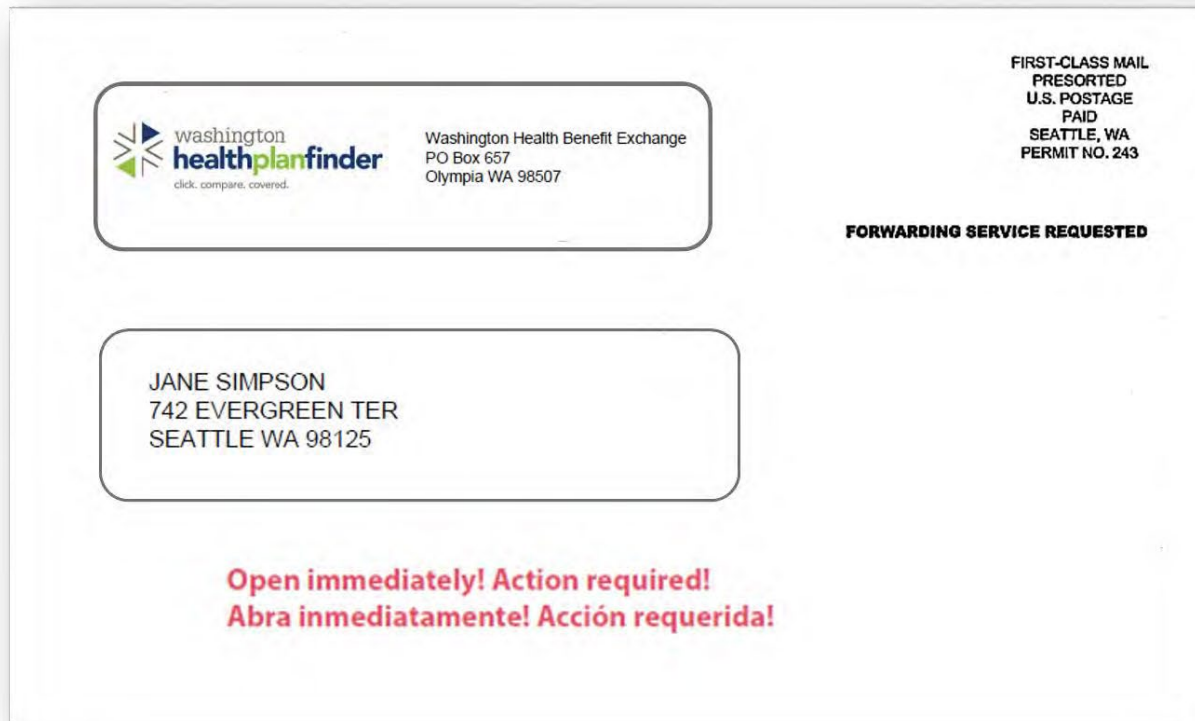
Washington Apple Health (Medicaid) renewals are starting soon. It's time for Apple Health clients to make sure their phone number, email, and mailing address are correct to get important updates about Apple Health coverage.

Update your contact information one of the following ways:

- If you are enrolled in managed care, contact your plan:
 - Amerigroup: 1-800-600-4441
 - Community Health Plan of Washington: 1-800-440-1561
 - Coordinated Care: 1-877-644-4613
 - Molina: 1-800-869-7165
 - UnitedHealthcare: 1-877-542-8997
- Login to your Washington Healthplanfinder account at wahealthplanfinder.org
- Call Washington Healthplanfinder at 1-855-923-4633
- Email askmedicaid@hca.wa.gov with your name, date of birth and updated information

Enhanced Envelope

- ▶ Apple Health request for information notice
- ▶ Apple Health renewal notice



MAGI Renewal Notice



Washington Health Benefit Exchange
PO Box 657
Olympia WA 98507

JANE SIMPSON
742 EVERGREEN TER
SEATTLE WA 98125

06/05/2023

Application ID:
0000000

Response Required: Apple Health Renewal

Dear Jane Simpson,

Coverage for the individual(s) listed below will end unless you take action to complete the renewal for:

- Jane Simpson

If you do not complete your renewal by 07/31/2023, the health care coverage for the individuals listed above will end on 07/31/2023. You may be eligible for other coverage if your income has increased or if you believe you no longer qualify for Apple Health. You must complete your renewal to see if you qualify.

Some individuals received extended Apple Health coverage during the COVID-19 pandemic. This special temporary extension is ending.

To avoid a gap in coverage, complete your renewal by doing one of the following:

- Online wahealthplanfinder.org
 - From your dashboard under "Quick Links," click on "Update My Application and Renew My Coverage" to make any necessary changes to your application.
- Call 1-855-WAFINDER (855-923-4633)
- You can also make changes on the attached application, sign, and return:
 - By Mail: Washington Healthplanfinder
PO Box 946
Olympia WA 98507
 - By Fax: 1-855-867-4467

Renewing by mail or fax may delay processing. If you need language assistance services, large-print service, or help completing the renewal, call 1-855-923-4633 (TTY: 1-855-627-9604).

- ▶ In this Washington Healthplanfinder notice, the client must take action to renew.
- ▶ The due date is 07/31/23.
- ▶ This letter provides 4 ways to complete the action required.
- ▶ Contact phone number is displayed at the bottom of the page.

MAGI Renewal Notice



Washington Health Benefit Exchange
PO Box 657
Olympia WA 98507

ELLE WOODS
742 EVERGREEN TER
SEATTLE WA 98125

05/10/2023

Application ID:
00000000

Washington Apple Health Termination

Dear Elle Woods,

Your Washington Apple Health coverage for the individuals listed below will end on 05/31/2023.

Name	Reason
Elle Woods	You have not completed your renewal for Washington Apple Health.

You must **complete your renewal by 05/21/2023** or coverage for the individuals listed above will end.

Even if you no longer qualify for Washington Apple Health, complete your renewal to see if you qualify for other coverage.


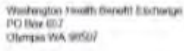
Reconsideration

We will reconsider this decision if you complete your renewal within 90 days of the date coverage ends. If the renewal is not completed within 90 days, you will need to reapply for coverage:

- Online: www.wahealthplanfinder.org
- Call: 1-855-WAFINDER (1-855-923-4633)
- Mail or Fax: print and return a paper application from <https://www.hca.wa.gov/assets/free-or-low-cost/18-001P.pdf>

- ▶ Clients that have not automatically renewed and must take action will receive this letter if they have not completed their renewal by the 10th of the month.
- ▶ The action needed, due date, contact information and how to complete the action are highlighted.

Apple Health Request for Information

JANE SIMPSON
 742 EVERGREEN TER
 SEATTLE WA 98125

04/03/2023
 Application ID: 0000000

Response Required: Apple Health Request for Information

Dear Jane Simpson,

We are requesting information to verify eligibility for Apple Health.

Individual name	Information needed	Documents due by
All household members	Household income	04/18/2023

If you have questions about this letter or need more time to provide this information, call the Health Care Authority (HCA) at **1-855-682-0798**.

If we do not receive this information by the due date, you or other individuals in your household could lose or be denied coverage.

Provide proof of your household income and deductions for each household member. We need one form of verification for each income source. Refer to the table below. **If you do not have any income, you must still respond.**

Type of income	Acceptable forms of verification
<ul style="list-style-type: none"> No income 	<ul style="list-style-type: none"> Letter showing employer name and last day worked; or Call to provide information over the phone
<ul style="list-style-type: none"> Earned income (income from a job, including tips and commission) 	<ul style="list-style-type: none"> Full copy of all wage stubs for the last 60 days; or Letter signed and dated by employer to include tips, weekly hours worked, hourly wage, and pay frequency
<ul style="list-style-type: none"> Self-employment income Rental income Farming income 	<ul style="list-style-type: none"> 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

- ▶ A request for information letter is sent when a client must provide documentation to HCA.
- ▶ This example is a Post-eligibility review request for information.

DSHS- Community Services Notice

KENNEWICK CSO
PO BOX 11699
TACOMA WA 98411-6699



Phone #
TTY/TDD # 800-209-5446
Toll Free # 877-501-2233

Client ID # 00000000

10/13/22

JANE SIMPSON
742 EVERGREEN TERRACE
SEATTLE WA 98125

Dear JANE SIMPSON

You may have been receiving continued health care coverage due to the public health emergency. You must respond to this notice if you want continued health care coverage after the COVID-19 public health emergency ends.

We need to find out if you can still receive the following benefits

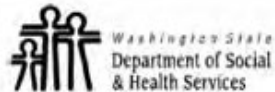
- Cash
- Food
- Health Care Coverage
- Tailored Supports for Older Adults
- Working Family Support

Please complete, sign and return the enclosed form to us by 11/15/22. You will stop getting your benefits on 11/30/22 if we do not get the form back.

- ▶ DSHS Eligibility Review letters include the clients local CSO mailing address.
- ▶ This notice includes action required, due date, information needed and contact information.

DSHS- HCS or DDA Notice

HOLGATE HCS
PO BOX 45826
OLYMPIA WA 98504-5826



Phone # 206-341-7600
TTY/TDD # 206-626-5710
Toll Free # 800-346-9257

Client ID # 00000000

11/13/22

JANE SIMPSON
742 EVERGREEN TER.
SEATTLE WA 98125

Dear JANE SIMPSON

You may have been receiving continued health care coverage due to the public health emergency. You must respond to this notice if you want continued health care coverage after the COVID-19 public health emergency ends.

Please complete, sign, date, and return the enclosed eligibility review form within 15 days of receiving this letter.

We need the form to see if you can continue receiving medical and Long Term Care (LTC) services after 12/31/22. If you need more time, call me at the number listed below.

A friend, relative, or advocate may help you complete this form.

Please provide the following information with your completed and signed Eligibility Review form:

- Proof of income.
- Proof of resources.
- Proof of housing costs.
- Proof of health insurance premiums and unpaid medical bills.

- ▶ This notice is an example of a Home and Community Services and Developmental Disabilities Administration Eligibility Review notice.

Apple Health for Adults



Washington Health Benefit Exchange
PO Box 657
Olympia WA 98507

JANE SIMPSON
742 EVERGREEN TER
SEATTLE WA 98125

05/05/2023

Application
ID: 00000000

A message for individuals who are Medicare eligible or 65 and older.

Dear Jane Simpson,

What is happening?

You or someone in your household has received extended Apple Health coverage due to the COVID-19 public health emergency (PHE). This special temporary extension is now ending.

How does this change affect you?

We recently extended Apple Health through 05-31-2023. This is the last extension.

You or someone in your household is Medicare eligible or 65 and older and no longer eligible for Apple Health through Washington Healthplanfinder. We will tell you in another letter when coverage ends. Coverage may remain open while eligibility is redetermined for another Apple Health program.

What should you do?

You may qualify for other Apple Health coverage or help paying for Medicare premium(s). Apply with the Department of Social and Health Services (DSHS):

- Online at washingtonconnection.org
- Call 1-877-501-2233
- Print and return a paper application, for aged, blind, disabled or long-term care coverage (HCA 18-005): hca.wa.gov/assets/free-or-low-cost/18-005.pdf

For questions about Medicare or Medicare enrollment, contact the Statewide Health Insurance Benefits Advisors (SHIBA) at 1-800-562-6900, visit <http://insurance.wa.gov/shiba>, or call 1-800-MEDICARE (1-800-633-4227) which is open 24/7.

What if you already receive Medicare?

The Health Care Authority (HCA) has been paying your Medicare premium(s). If you no longer qualify for an Apple Health program, your Medicare premiums will no longer be paid.

What happens if you do not take action?

- ▶ A special letter will be sent to clients who turned 65 or became Medicare eligible during the PHE and were enrolled in Apple Health for Adults.
- ▶ It will be sent in May, June and July to provide information on coverage next steps. Clients:
 - ▶ May apply at DSHS for non-MAGI/Classic coverage.
 - ▶ Enroll in Medicare after losing Medicaid.
- ▶ A special FAQ notice will be sent to these clients.

ProviderOne Extensions



Helena Carter
742 Evergreen Ter
Seattle, WA 98125

07/03/2023

Subject: Response required Apple Health renewal

Dear Helena,

You received extended Apple Health (Medicaid) coverage during the COVID-19 pandemic. This special temporary extension is now ending. **You must take action to see if you are eligible to keep getting Apple Health or other health coverage.**

If you do not respond by August 7, 2023, Apple Health coverage will end August 31, 2023.

Review the information below and do one of the following:

- Answer all questions and make any changes if necessary. Mail the form to:
 - Health Care Authority
 - PO Box 45531
 - Olympia, WA 98504-5531
- Call the Apple Health customer service at 1-855-682-0798. Have the requested information below gathered and ready to give over the phone.
- Submit via email to Apple@hca.wa.gov.
- Fax form to 1-866-841-2267.

If you have any questions, need help, or need language assistance services or large-print, call 1-855-682-0798 or email AskMAGI@hca.wa.gov.

Name	Helena Carter	Client ID	0000000
Physical address	742 Evergreen Ter		
Mailing address (if different)	Seattle WA 98125		
Phone number	5558675309	Alternative phone	
Preferred written language		Preferred spoken language	

Citizenship or immigration status for Helena Carter:



- ▶ Clients that had their coverage continued in ProviderOne only will receive this notice.



Apply for MAGI Apple Health

- ▶ Adults age 19-64, children, parents/caretakers, or pregnant individuals, apply for Apple Health AEM:
 - ▶ **Online:** Go to wahealthplanfinder.org - select the "Apply Now" button.
 - ▶ **Mobile app:** Download the WAPlanfinder app – select "sign in" or "create an account".
 - ▶ **Phone:** Call the Washington Healthplanfinder Customer Support Center at 1-855-923-4633.
 - ▶ **Paper:** Submit an application – hca.wa.gov/health-care-application (HCA 18-001P)
 - ▶ **In-person:** At no additional cost, [local enrollment assistance*](#) is available to help you apply for health coverage.

*Source: wahbexchange.org/new-customers/application-quick-tips/customer-support-network/

Apply for Classic Apple Health

- ▶ Individuals age 65 or older, have blindness or a disability, or need Long-Term Services and Supports (LTSS), apply for Classic Apple Health coverage:
 - ▶ **Online:** Go to washingtonconnection.org- select the "Apply Now" button.
 - ▶ **Paper:** Submit an [Application for Aged Blind Disabled or Long-Term Services and Support \(HCA 18-005\)](#).**
 - ▶ **Phone:** Request an application by calling 1-877-501-2233.
 - ▶ **In-person:** [local community services office](#).*
- ▶ Interpreter services are available.

*dshs.wa.gov/office-locations

**hca.wa.gov/free-or-low-cost-health-care/forms-and-publications?combine=18-005&field_free_topic_tid=All&field_free_document_type_value=1=All&sort=filename%20ASC

Tools and Resources



Apple Health Ambassador Program webpage

▶ The tools and resources you may need are found at hca.wa.gov/ambassadors, including:

- ▶ End of the PHE communications toolkit
- ▶ End of the PHE social media toolkit
- ▶ Customer support center - cross agency desk aid
- ▶ Information about monthly check-in calls

The screenshot shows the Washington State Health Care Authority website. The header includes the logo, a search bar, and navigation links: "Free or low-cost health care", "Employee & retiree benefits", "Billers, providers & partners", "About HCA", and "Contact". The breadcrumb trail reads: "Home > About HCA > Programs & Initiatives > Apple Health (Medicaid) > What we're working on > Apple Health and the public health emergency > Apple Health Ambassador Program".

Apple Health ambassador program

During the COVID-19 public health emergency (PHE), the Health Care Authority (HCA) extended coverage for all Apple Health (Medicaid) clients. This extension is now ending due to the Consolidated Appropriation Act (CAA) of 2023 and clients' extended coverage will be affected.

HCA is resuming normal operations April 1, 2023 and is **seeking community organizations and influencers to act as volunteer Apple Health ambassadors**. Ambassadors will work to ensure that Apple Health clients have the information and resources needed to maintain coverage at the end of the continuous coverage requirement period.

Purpose

As a volunteer Apple Health ambassador, you will:

- Help the people in your community understand actions that need to be taken to maintain coverage, including updating contact information and responding to renewal notices.
- Work with organizations in your community by sharing tools and messaging to reach clients.

Examples: You may spend five minutes sharing information at your next church service, community volleyball tournament, or school event. You will have access to a social media toolkit with approved posts you can share on platforms like Facebook and Instagram.

Duties

- Attend a remote monthly check-in meeting to ask questions and connect with other Apple Health ambassadors.
- Be an influencer by sharing HCA-created communications with your community.
- Assist community members who have questions by referring them to the appropriate resource based on training.

Who can be an ambassador?

Apple Health ambassadors may include representation from:

Consider being a volunteer assister if you are affiliated with a community-based organization and are interested in helping people enroll or renew in Apple Health.

[➔ Contact Apple Health to sign up](#)

Online Reference Guide for Apple Health

► Provides webpage links with information to help answer such questions as:

- ▶ How do I apply for the Medicare Savings Program (MSP)?
- ▶ How do I apply for or renew my MAGI or Classic coverage?
- ▶ What are managed care plans?



Online Reference Guide for Apple Health (Medicaid)

Utilize this reference guide for client resources on MAGI and Classic Apple Health (Medicaid). You can share these links in response to client inquiries or explore the pages to learn more about what Apple Health has to offer our clients.

Client Questions	Webpage URL
What are the Apple Health MAGI/Classic program eligibility requirements?	Eligibility
What basic benefits and services are covered?	Benefits & services
How do I apply for or renew my MAGI/Classic coverage?	Apply for or renew coverage
I am newly enrolled in Apple Health, where can I go to get more information on using my coverage?	Use my coverage
I am American Indian/Alaska Native, what are my options?	American Indian/Alaska Native
I have blindness or a disability, am I eligible for coverage?	Age 65 and older or Medicare eligible Apple Health for Workers with Disabilities (HWD)
What are managed care plans?	Apple Health managed care
How do I contact my managed care plan?	Contact my Apple Health managed care plan
Where can I go to get more information on my Apple Health coverage?	Apple Health client booklets
I just enrolled in Apple Health, what happens next?	Enrollment next steps
How do I make my first appointment?	Make my first appointment
What accounts do I have for managing my Apple Health coverage and how do I login?	Apple Health account logins

Updated 2/23

Cross Agency Desk Aid

Referral Communications Committee - Last Updated 04/15/2022

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority	
Aging and Long-Term Support Administration Long-Term Services and Supports (LTSS)				Washington Healthplanfinder Customer Support Center		Medical Assistance Customer Service Center (MACSC)	
Community Services Division Customer Service Contact Center	Adult Protective Services (APS)	Home & Community Services (HCS)	Residential Care Services (RCS)	Lead Organizations Navigators	Medical Assistance Customer Service Center (MACSC)	Medical Eligibility Determination Services (MEDS)	
<p>877-501-2233</p> <p>Apply here: WashingtonConnection.org 888-338-7410 (FAX)</p>	<p>Report abuse, abandonment, neglect, self-neglected or financial exploitation of a vulnerable adult: 877-734-6277, or 866-ENDHARM, or dshs.wa.gov/itsa/reportabuse</p>	<p>Find your local HCS office: itsa.sfsa.dshs.wa.gov/hca/imap3.htm</p> <p>Apply for HCS programs: WashingtonConnection.org 855-635-8305 (FAX)</p>	<p>Report abuse or neglect in a licensed/certified setting: 800-562-6078 dshs.wa.gov/itsa/reportsdultabu</p>	<p>855-923-4633 855-827-9604 (TTY) customersupport@wahbexchange.org wahealthplanfinder.org 360-841-7620 (FAX)</p>	<p>Lead Organization Contact Information available at: wahbexchange.org/partners/navigators/</p>	<p>800-562-3022 fortress.wa.gov/hca/p1/contactus/</p>	<p>800-562-3022 fortress.wa.gov/hca/p1/contactus/</p>
<ul style="list-style-type: none"> Apply for, report changes or renew Food and Cash programs (SNAP, EBT, ABD/ HEN Referral, TANF/WorkFirst, Refugee Assistance) Apply for Classic Medicaid programs, SSI, 65+, and disabled Request an appeal of Classic Medicaid, Food and Cash programs WASHCAP (Food for households whose only income is SSI or combination of SSI/SSA) 877-380-5784 For additional application assistance refer to the Public Access Directory for community partners: Public Access Directory - Washington Connection (Your Link to Services) Constituent Relations 800-865-7601 Employment Pipeline Employment Pipeline Brochure (DHS 22-1563) 	<p>APS is responsible for:</p> <ul style="list-style-type: none"> Investigating allegations of mistreatment of vulnerable adults living in their own homes, and in facilities and residential programs licensed or certified by DSHS Providing protective services with consent of the vulnerable adult that may include: <ul style="list-style-type: none"> Assistance with protection orders Petitioning for guardianship Referrals for legal assistance Referrals for case management, in-home or residential care, or to other agencies Coordination with law enforcement if criminal activity is suspected <p>Any person with an initial substantiated APS finding has a right to due process to challenge the finding. If the APS finding is upheld after due process is exhausted and the finding becomes final, the person's name is placed on the Aging and Disability Services Registry.</p>	<p>HCS determines and maintains the following programs:</p> <ul style="list-style-type: none"> LTSS for institutional and community settings, such as: <ul style="list-style-type: none"> Nursing facilities In-home Assisted living Adult family home HCS Waiver services: <ul style="list-style-type: none"> Community First Choice (CFC) CDPES Medicaid Personal Care (MPC) New Freedom (King and Pierce counties only) PACE Residential Support Waiver (RSW) Roads to Community Living (RCL) Caregiver services: <ul style="list-style-type: none"> Family Caregiver Support Program managed by Area Agencies on Aging (AAA) Tailored Supports for Older Adults (TSOA) Medicaid Alternative Care (MAC) Associated cash and food benefits for HCS clients (except for TANF/Food) 	<p>RCS is responsible for the licensing/certification and oversight of the following:</p> <ul style="list-style-type: none"> Nursing facilities Adult family homes Assisted living facilities Intermediate care for individuals with intellectual disabilities Enhanced services facilities Certified community residential services & supports <p>To search for a licensed home in your area, visit dshs.wa.gov/itsa/residential-care-services/residential-care-services, select the setting and then the locator link.</p> <p>To find an RCS office near you, visit dshs.wa.gov/itsa/residential-care-services/residential-care-services-offices</p>	<ul style="list-style-type: none"> Apply for or renew health care coverage <ul style="list-style-type: none"> Help navigating the application Report a change to your application Report a customer issue or a system error Health Insurance Premium Tax Credit (HIPTC) questions Qualified Health and Dental Plans (QHP/QDP) eligibility, enrollment, and questions <ul style="list-style-type: none"> 1095-A questions Locate an HBE Navigator or Broker Help is available in more than 240 languages <ul style="list-style-type: none"> Language and disability accommodations are provided at no cost Appeal QHP eligibility results: wahbexchange.org/new-customers/language/ or call 855-859-2512 for information. 	<p>For planned maintenance and outages, visit Healthplanfinder Status Center; Outages & Maintenance Washington Health Benefit Exchange - Washington Health Benefit Exchange</p> <p>Email navigator@wahbexchange.org</p> <ul style="list-style-type: none"> For questions about becoming a Navigator To request outreach materials and presentations 	<ul style="list-style-type: none"> Apple Health benefit coverage questions Provider billing and claims questions ProviderOne Client Services Card* Apple Health Managed Care enrollment and questions* <p>*Self-service option: ProviderOne DSHS (wa.gov)</p>	<ul style="list-style-type: none"> Apple Health Modified Adjusted Gross Income (MAGI) Medicaid eligibility questions (families, children, pregnant women and single adults) Post-Eligibility Case Review questions or report changes Apple Health for Kids premium payment questions (CHIP) Request an appeal for Apple Health Programs
<p>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). Interview hours: 8 a.m. – 3 p.m.</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>	<p>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). After hours online reports/voicemail messages are responded to on the next business day. For more information, go to: dshs.wa.gov/itsa/home-and-community-services/adult-abuse-and-prevention</p>	<p>Hours of operation: 8 a.m.-5 p.m., Monday – Friday (except state holidays)</p>	<p>Hours of operation: Feb. 1-Oct. 31: Mon – Fri 7:30 a.m. – 5:30 p.m. Nov. 1 - Jan 31: Mon – Fri 7:30 a.m. - 7 p.m. Extended hours may be offered leading up to key enrollment dates, some holidays, and weekends. During other hours, visit: Contact Us Washington Health Benefit Exchange - Washington Health Benefit Exchange</p>	<p>Hours of operation are generally 8 a.m. – 5 p.m., Monday – Friday (except holidays).</p> <p>Suggested script: "For application issues, please have the HFF application ID available."</p>	<p>Hours of operation: 7 a.m. – 5 p.m., Monday - Friday (except state holidays).</p> <p>Suggested script: "Please have your Client ID or ProviderOne ID available."</p>	<p>Hours of operation: 8 a.m. – 5 p.m., Monday - Friday (except state holidays). Suggested script: "Please have your Client, ProviderOne, or application ID number available."</p>	

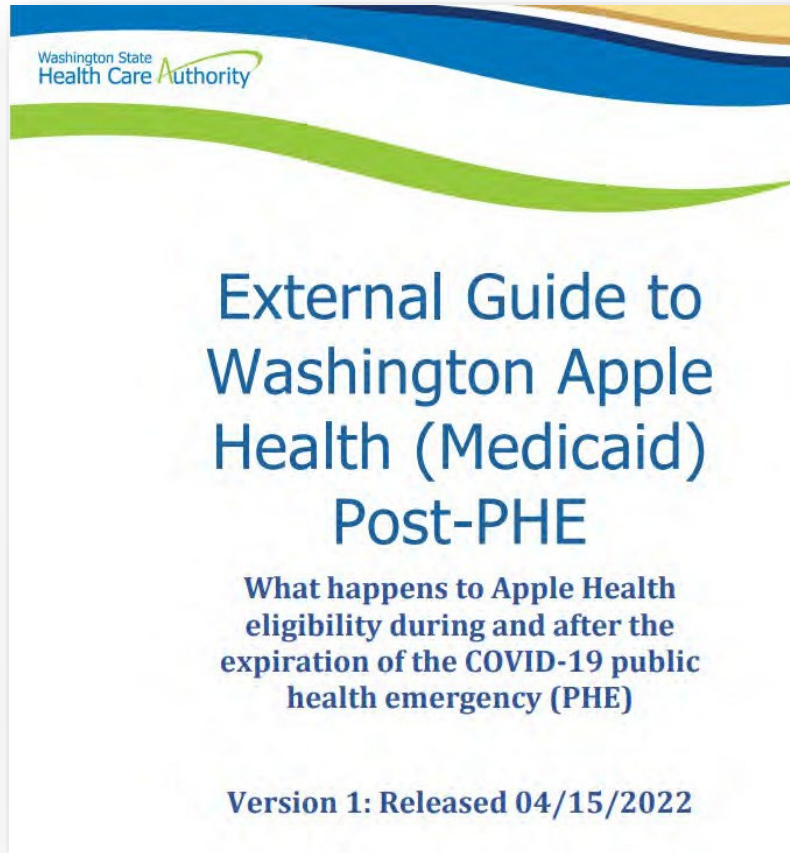


Source: hca.wa.gov/assets/free-or-low-cost/customer-support-center-referrals.pdf

Resources

- ▶ Apple Health and the PHE:
 - ▶ hca.wa.gov/phe
- ▶ HCA Post-PHE External Guide:
 - ▶ hca.wa.gov/assets/free-or-low-cost/external-guide-to-ah-post-phe.pdf
- ▶ End of PHE communications toolkit:
 - ▶ hca.wa.gov/assets/free-or-low-cost/end-of-phe-communications-toolkit.pdf
- ▶ HCA reference guides:
 - ▶ hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/reference-guides
- ▶ HCA information on COVID-19:
 - ▶ hca.wa.gov/coronavirus
- ▶ HCA Community-Based Specialists:
 - ▶ hca.wa.gov/hcacommunitystaff

Unwinding Guide



- ▶ In early 2022, HCA published an [external guide](#) and communications toolkit*.
- ▶ The guide provides detailed information on unwinding activities.
- ▶ Will be updated mid-March 2023.

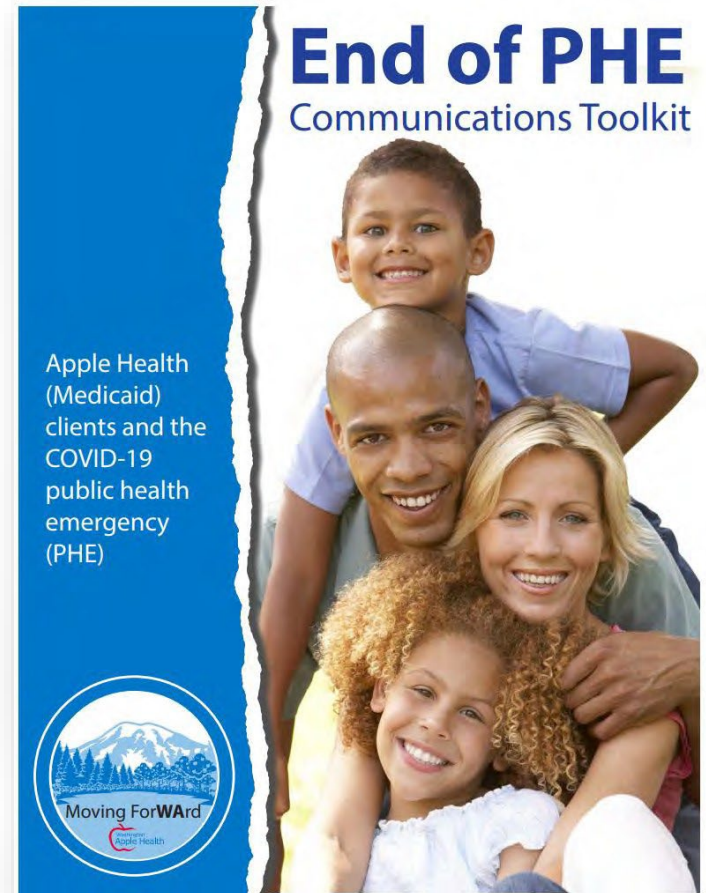
*hca.wa.gov/assets/free-or-low-cost/end-of-phe-social-media-toolkit.pdf

Communications Toolkit

[The End of PHE communications toolkit](#)* for Apple Health (Medicaid) shares HCA's communication strategy including:

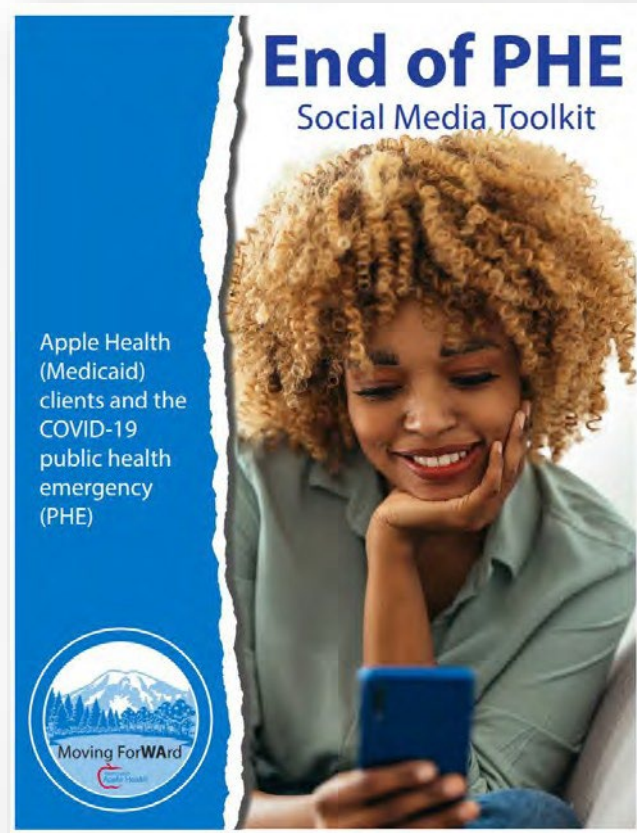
- ▶ Timeline
- ▶ Key messages
- ▶ Letters and mailers
- ▶ Campaign graphics

*hca.wa.gov/assets/free-or-low-cost/end-of-phe-communications-toolkit.pdf



Social Media Toolkit

- ▶ Approved messaging for use on social media and is broken out into two sections:
 - ▶ Report a change
 - ▶ Renew your coverage



hca.wa.gov/assets/free-or-low-cost/end-of-phe-social-media-toolkit.pdf

Client Questions



Anticipated Client Question

- ▶ I have had Apple Health since May 2020 when I lost my job. Am I losing my coverage on April 1?
- ▶ Ambassador response:
 - ▶ Coverage is not ending April 1.
 - ▶ You will have to renew your coverage but when, depends on your review end date. Have you received an Apple Health important news postcard or a letter about Apple Health that we can look at together?
- ▶ Ambassador resource:
 - ▶ Review the letter with the client. Check for a due date, information needed and contact number.
 - ▶ HCA Apple for or renew coverage webpage: hca.wa.gov/free-or-low-cost-health-care/apply-or-renew-coverage

Anticipated Client Question

- ▶ What do I need to do to keep my coverage?
- ▶ Ambassador response:
 - ▶ The first thing to do is to make sure your contact information is up to date, this includes your phone number, email address and mailing address. Watch for renewal notices so that you can take timely action and respond to requests for information.
- ▶ Ambassador resource:
 - ▶ HCA Update my income or address (report a change) hca.wa.gov/report-a-change

Anticipated Client Question

- ▶ What other coverage options are available if I lose my Apple Health? I think I missed my employer's enrollment period.
- ▶ Ambassador response:
 - ▶ You may be eligible for a Qualified Health Plan (QHP), Employer Sponsored Insurance (ESI), or Medicare. Even if you think you missed the window to pick a plan through your job, contact HR. Losing Apple Health is a reason for a special enrollment period.
- ▶ Ambassador resource:
 - ▶ Statewide Health Insurance Benefits Advisors (SHIBA): Can help with Medicare questions.
 - ▶ Phone: 800-562-6900
 - ▶ Website: insurance.wa.gov/shiba

Next Steps



Next Steps

- ▶ Apple Health webinars upcoming
- ▶ Monthly ambassador check-in will be established
 - ▶ Don't wait! If you receive questions or have community feedback to share, let us know!
 - ▶ Email: AHeligcovid19@hca.wa.gov



Questions

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