

# Apple Health (Medicaid) Reinstatement Process

For client eligibility terminated during the Public Health Emergency

## Background

Coverage for Apple Health clients is extended during the COVID-19 Public Health Emergency (PHE). While termination notices may generate during this time for reasons such as excess income, the Health Care Authority (HCA) identifies and reinstates coverage for clients whose eligibility is terminated.

### PHE reinstatement process

Apple Health clients are encouraged to report changes as required, such as changes in income or household size. When a change is reported that inadvertently terminates coverage, a notice may automatically generate by Washington Healthplanfinder or the Department of Social Health and Services (DSHS), depending on program enrollment.

To ensure clients' coverage is reinstated timely and without a break in coverage:

1. HCA and DSHS regularly identify clients whose coverage is terminated for a reason other than death, out-of-state residency, client request, or citizenship/immigration status.
2. For clients who were terminated, HCA or DSHS (depending on the program), will reinstate coverage back to the beginning of the month in which coverage was lost.

### Reinstatement assistance

If you are assisting a client whose:

- Modified Adjusted Gross Income (MAGI) Medicaid coverage was terminated:
  - Contact an [HCA Community-Based Specialist](#) (via phone or email); or
  - Email [AHeligCovid19@hca.wa.gov](mailto:AHeligCovid19@hca.wa.gov).
- Classic Medicaid coverage was terminated:
  - Email [AHeligCovid19@hca.wa.gov](mailto:AHeligCovid19@hca.wa.gov).

Do not contact the number listed for the Washington Healthplanfinder for reinstatement requests. They are unable to resolve issues related to Apple Health eligibility.

Providers experiencing client enrollment issues may be directed to the contacts listed above. All billing issues should be referred to 1-800-562-3022.

### More information

Some clients reporting a pregnancy due date remain on their current programs instead of transitioning to Apple Health for pregnant individuals. The scope of coverage for these programs is the same.

Clients may voluntarily [cancel their coverage](#) if they no longer want Apple Health.

For more information on the PHE and COVID-19, visit [hca.wa.gov/coronavirus](https://hca.wa.gov/coronavirus).