



Getting help with health care coverage

The process of applying for Apple Health (Medicaid) has changed for programs covering children, families, pregnant women and individual adults. Individuals and families now apply through Washington Healthplanfinder at www.wahealthplanfinder.org.

Listed below are some of the enrollment specialists who are trained to help Washington residents find their way to health care coverage:

Health Care Authority

Community-based eligibility specialists

Medical assistance specialists from HCA are located in community-based facilities across the state and available to applicants, enrollees, and providers to answer questions related to eligibility rules for the family, children, pregnant women, and adult Apple Health programs.

Community-based volunteers

HCA has trained community partners to help individuals in their community enroll in Apple Health through Healthplanfinder.

Medical assistance specialists

HCA's Medical Eligibility Determination Services (MEDS) team has medical assistance specialists in Olympia available to answer eligibility questions for Apple Health applicants.

Health Benefit Exchange

Customer support center

Individuals may apply, renew, or report changes for health care coverage (Apple Health and Health Insurance Premium Tax Credit/Qualified Health Plan) by calling the Healthplanfinder customer support center. If someone has questions about Apple Health, the customer support center transfers them to HCA's MEDS team. If applicants need more personalized assistance, the customer support center refers them to a navigator in the caller's local community.

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Navigators

Personalized in-person assistance is available to consumers who need support learning about and applying for Apple Health and other health care coverage. Navigators will help consumers enter information into Healthplanfinder, find out more about Apple Health, and/or select an insurance plan.

Department of Social and Health Services (DSHS)

Financial services specialists

DSHS staff helps individuals and families apply for Cash and Basic Food programs. If these clients are eligible for Apple Health coverage for children, families, pregnant women, or individual adults, DSHS staff can help them apply through Healthplanfinder. When clients need personalized assistance for Apple Health or other health coverage, DSHS will refer them to Healthplanfinder's customer support center or a navigator.

Individuals who are eligible for "classic" Medicaid (coverage for individuals who are aged, blind, or disabled or in need of long-term support services) also receive help from DSHS financial services specialists.

Federally Qualified Health Centers

In-person assisters

In Washington, community health centers (CHC) received supplemental funding from the Health Resources and Services Administration (HRSA) to expand current outreach and enrollment assistance activities. Just like other certified assisters, they help consumers enter information into Healthplanfinder, learn more about Apple Health (Medicaid), and select an insurance plan.

Tribes

Tribal assisters

Some tribal governments in Washington State have staff that provide outreach and enrollment assistance to tribal members and their families to enroll in Apple Health through Healthplanfinder. Tribal assisters will help consumers enter information into Healthplanfinder, learn more about Apple Health, and/or select an Apple Health managed care plan or Apple Health coverage without a managed care plan.

Community-based eligibility specialists

Some tribal governments in Washington State also have HCA community-based eligibility specialists located at their facilities who can assist tribal members and their families with Apple Health (Medicaid) coverage. This includes reviewing applications, answering questions about eligibility and coverage, providing resources, or helping enroll in an Apple Health managed care plan or Apple Health coverage without a managed care plan.