



COFA Islander Programs

Facebook Live

Office of Medicaid Eligibility Policy
Medicaid Programs Division
November 09, 2021

Introduction and roles

▶ COFA Navigators

- ▶ Carlinda Jabjulan, Better Health Together
- ▶ Rensa Mailo, Pacific Islander Health Board of WA

▶ Health Care Authority

- ▶ Paige Lewis
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What we'll cover today

- ▶ Overview
- ▶ Apple Health (Medicaid)
- ▶ Classic Apple Health
- ▶ Apple Health next steps
- ▶ Open enrollment
- ▶ Scenarios
- ▶ Outreach efforts
- ▶ Resources
- ▶ Q&A session

Overview



COFA Islander
Programs

Medicaid restoration

The Consolidated Appropriations Act, 2021, (Sec. 208) restored Medicaid benefits for individuals from the Republic of Palau, The Federated States of Micronesia and the Republic of the Marshall Islands.

- ▶ Prior to the passing of this legislation, COFA islanders were limited in their ability to receive Apple Health.
 - ▶ Children and pregnant individuals were and continue to be eligible for Apple Health.
- ▶ The Health Care Authority (HCA) has updated the eligibility system to allow COFA islanders to receive Medicaid as qualified non-U.S. citizens exempt from the 5-year bar.



COFA Islander programs transition

Individuals enrolled in COFA Islander programs who were:

- ▶ Under age 65 and without Medicare transitioned to Apple Health for Adults on July 1.
 - ▶ Their COFA Islander programs and qualified health plans ended June 30 (they had continuous coverage).
- ▶ Age 65 and older or have Medicare must apply for Apple Health via Washington Connection.
 - ▶ Their COFA Islander programs continued, which ensured there was no gap in coverage while they applied with the Department of Social and Health Services (DSHS).



Apple Health (Medicaid)

Apple Health

- ▶ Apple Health (Medicaid) provides medical, vision, dental benefits and health care services such as preventative care, cancer screenings, treatment for diabetes and high blood pressure, and many other health care services.
- ▶ There are no co-payments, deductibles, and other out-of-pocket expenses.



Apple Health eligibility

An application is required to determine if an individual is eligible for Apple Health.

- ▶ Most individuals eligible for Apple Health (Medicaid) apply for coverage online at wahealthplanfinder.org.
- ▶ COFA islanders must meet all eligibility criteria for Apple Health, including income limits, Social Security Number (SSN) requirements and Washington residency.
- ▶ Income verification may be required before eligibility for Apple Health is determined.
 - ▶ If proof of income is required, individuals will receive a notice with the request.



You may qualify
for ...

2021 Income Eligibility Table, Washington Apple Health (Medicaid)

	Single Person	2-Person Household	3-Person Household	4-Person Household	5-Person Household	6-Person Household	7-Person Household	8-Person Household
Apple Health for Adults (adults age 19 up to age 65)	\$1,482 monthly \$17,775 yearly	\$2,004 monthly \$24,040 yearly	\$2,526 monthly \$30,305 yearly	\$3,048 monthly \$36,570 yearly	\$3,570 monthly \$42,836 yearly	\$4,092 monthly \$49,101 yearly	\$4,614 monthly \$55,366 yearly	\$5,136 monthly \$61,631 yearly
Apple Health for Pregnant Women	N/A	\$2,875 monthly \$34,492 yearly	\$3,624 monthly \$43,481 yearly	\$4,373 monthly \$52,470 yearly	\$5,122 monthly \$61,460 yearly	\$5,871 monthly \$70,449 yearly	\$6,620 monthly \$79,438 yearly	\$7,369 monthly \$88,427 yearly
Apple Health for Kids (free for children up to age 19)	\$2,308 monthly \$27,692 yearly	\$3,122 monthly \$37,453 yearly	\$3,935 monthly \$47,214 yearly	\$4,748 monthly \$56,975 yearly	\$5,562 monthly \$66,736 yearly	\$6,375 monthly \$76,497 yearly	\$7,189 monthly \$86,258 yearly	\$8,002 monthly \$96,019 yearly
Apple Health for Kids with premium (\$20 monthly premium per child; \$40 family maximum)	\$2,845 monthly \$34,132 yearly	\$3,847 monthly \$46,163 yearly	\$4,850 monthly \$58,194 yearly	\$5,853 monthly \$70,225 yearly	\$6,855 monthly \$82,256 yearly	\$7,858 monthly \$94,287 yearly	\$8,860 monthly \$106,318 yearly	\$9,863 monthly \$118,349 yearly
Apple Health for Kids with premium (\$30 monthly premium per child; \$60 family maximum)	\$3,403 monthly \$40,830 yearly	\$4,602 monthly \$55,222 yearly	\$5,802 monthly \$69,614 yearly	\$7,001 monthly \$84,005 yearly	\$8,200 monthly \$98,397 yearly	\$9,400 monthly \$112,789 yearly	\$10,599 monthly \$127,181 yearly	\$11,798 monthly \$141,573 yearly

Source: hca.wa.gov/assets/free-or-low-cost/19-003.pdf



Washington State
Health Care Authority



Classic Apple Health

Classic Apple Health

Classic Apple Health refers to programs administered by the Department of Social and Health Services (DSHS).

- ▶ Individuals who are age 65 years or older, have blindness or a disability, or need Long-Term Services and Supports (LTSS), apply for Apple Health with DSHS.
- ▶ Eligibility criteria varies for each program and is based on household size, income, and resources.



VI. Resources (Attach Proof) (Skip this section if only applying for Healthcare for Workers with Disabilities)

1. A resource is anything you own or are buying that can be sold, traded, or converted into cash or money held by others. A resource does not include personal property such as furniture, or clothing. Examples of resources are:

- Cash
- Checking accounts
- Savings accounts
- CDs
- Money market account
- Savings bonds
- Bonds
- Mutual funds
- Stocks
- Annuities
- Trusts
- IRA
- 401K
- Retirement fund
- Houses, including the one you live in
- Burial funds
- Condominium
- Land
- Sales contracts
- Buildings
- Life estate
- Life insurance
- Prepaid funeral plans
- College funds
- Time-share
- Business equipment
- Farm equipment
- Livestock

2. List the resources you, your spouse, or anyone you are applying for owns or is buying:

Resource Type	Who Owns	Location	Value	Who Owns	Location	Value
			\$			\$
			\$			\$
			\$			\$
			\$			\$
			\$			\$
			\$			\$

3. I, my spouse, or someone I'm applying for has cars, trucks, vans, boats, RVs, trailers, or other motor vehicles:

Year (e.g., 2010)	Make (e.g., Ford)	Model (e.g., Escort)	Check if Leased	Check if Used for Medical Purposes	Amount Owed
			☐	☐	\$
			☐	☐	\$

► Resources are counted for Classic Apple Health.

Long-Term Care resource questions

VII. Additional Long-Term Care Resource Questions (Complete only if you are applying for LTC)				
1. I, my spouse, or someone I am applying for owns or is buying a home which is a primary residence:				
Property Address		Current Value (Per Assessor)	Loan Amounts Owed on the Property	
		\$	\$	
		\$	\$	
2. I, my spouse, or someone I am applying for has sold, traded, given away, or transferred a resource in the last five years (including, property, trusts, vehicles, cash or life estates)? ☐ Yes ☐ No If yes, complete the following: (attach additional sheets, if necessary)				
Type of Resource	Date of Transfer	Value of Resource Transferred	Who Was it Transferred to	
		\$		
		\$		
VIII. Long-Term Care Insurance (Not needed for Medicare Savings Program)				
I/we have long-term care insurance? ☐ Yes ☐ No		Is this a qualified LTC Partnership (LTCP) policy? ☐ Yes ☐ No		
If yes, please list the name(s) of the insurance company and who the policy covers.				
Insurance Company	Policy Number	Policy Holder's Name	Covered Person	Dollar value (if LTCP)
				\$
				\$

MNIL STANDARD (1/1/21)	794	794	794	794	858	975	1125	1242	1358	1483	1483
MN RESOURCES	2000	3000	3050	3100	3150	3200	3250	3300	3350	3400	50

SSI/CNIL STANDARDS (1/1/21)	Single Eligible	Eligible Couple
CNIL INCOME	794	1,191
FBR (SSI Standard)	794	1,191
1/2 FBR	397	--
SHARED LIVING FBR	530	794
SSI RESOURCES	2,000	3,000

MEDICARE SAVINGS PROGRAMS (4/1/2021)	People	
	1	2
QMB Income – 100% FPL (S03)	1,074	1,452
SLMB Income – 120% FPL (S05)	1,288	1,742
QI-1 (ESLMB) Income - 135% FPL (S06)	1,449	1,960
QDWI - 200% FPL (S04) Must be employed for eligibility	2,147	2,904
QMB, SLMB, QI-1 Resources	7,970	11,960
QDWI Resources	4,000	6,000

MEDICARE STANDARDS 1/1/2021	
Part A Premium: 40+ work quarters = Free Part A; <40 but >29 work quarters = \$259; <30 work quarters = \$471	Part B Premium \$148.50
Part A Deductible: Inpatient Hospital = \$1,484 per benefit period	Part B Deductible \$203
Part A coinsurance for Inpatient hospital \$371 per day for 61st - 90th day; \$742 per day for over 90 days	
Part A coinsurance for NF \$185.50 per day for 21st - 100th day	

Substantial Gainful Activity (SGA) 1/1/21	Non-Blind	Blind
	\$1,310	\$2,190

INSTITUTIONAL STANDARDS	Amount
Medicaid Special Income Level (SIL) (1/1/21)	\$2,382
DDA PNA at home (1/1/21)	\$2,382
Cash PNA ALF	\$38.84
Cash PNA Medical Institution	\$41.62
PNA State Veterans Home Maximum	\$160
All other PNA Med Inst. (1/1/21)	\$71.12
HCS & DDA Waivers, CFC & MPC PNA in ALF (1/1/21)	\$71.12
HCS & DDA Waivers, CFC & MPC R&B in ALF (1/1/21)	\$722.88
HCS Waivers at home PNA with CS (1/1/21)	\$794
HCS Waivers at home PNA without CS (4/1/21)	\$1,074
Housing Maintenance Allowance Maximum (4/1/21)	\$1,074
CS Maintenance Needs Allowance Maximum (1/1/21)	\$3,260
CS & Dependent Allowance (7/1/21)	\$2,178
Standard Utility Allowance (10/1/21)	\$459
CS Excess Shelter (7/1/21)	\$654
Home Equity Limit (1/1/21)	\$603,000
TSOA Resources (9/7/17)	\$53,100
TSOA Resources with CS (7/1/21)	\$112,990
State Spousal Resources (7/1/21)	\$59,890
Federal Spousal Resource Maximum (1/1/21)	\$130,380
Daily Private NF Rate (10/1/21)	\$355
Monthly Private NF Rate (10/1/21)	\$10,785
Monthly State NF Rate (10/1/21)	\$8,086

Source:

hca.wa.gov/assets/free-or-low-cost/income-standards.pdf

Classic Apple Health programs and services

- ▶ There are many Classic Apple Health programs and services available to eligible individuals, including:
 - ▶ *Apple Health for Workers with Disabilities (HWD)* allows enrollees to earn and save more money and to purchase health care coverage with monthly premium based on a sliding scale.
 - ▶ *Medicare Savings Programs (MSP)* helps eligible individuals by paying Medicare premiums, deductibles and other Medicare-related costs.
 - ▶ *Tailored Support for Older Adults (TSOA)* provides services to support unpaid caregivers and provides a small personal care benefit to people who don't have an unpaid family caregiver to help them.
 - ▶ *Medicaid Alternative Care (MAC)* provides services to unpaid caregivers designed to assist them in providing quality care to family members while also improving their own well-being.

Spenddown

- ▶ Spenddown is a Medicaid program for individuals who are over income for other Classic Apple Health programs. When an individual has spenddown, they can choose a three- or six-month base period. The base period is the number of months an individual's income is counted.
- ▶ Individuals are responsible for the expenses used to meet their approved spenddown period and HCA will not pay them.
- ▶ Once an individual has shown they have incurred expenses that meet the spenddown liability, coverage will begin.
- ▶ A new application is required at the end of each three- or six-month base period.

Classic Apple Health

▶ COFA islanders can apply for Classic Apple Health programs via:

- ▶ Online: washingtonconnection.org
- ▶ Paper: hca.wa.gov/apple-health-client-forms
Search "18-005"
- ▶ Mail: PO Box 11699, Tacoma WA 98411-6699
- ▶ Fax: 1-888-338-7410
- ▶ In person: dshs.wa.gov/office-locations
- ▶ Phone: DSHS at 1-877-501-2233



Apple Health next steps

Apple Health next steps

- ▶ Individuals enrolled in Apple Health will:
 - ▶ Receive a ProviderOne Services card.
 - ▶ If a COFA islander had Apple Health in the past, it is still valid. They will not receive a new card.
 - ▶ Enroll in a plan with a Managed Care Organization (MCO).
 - ▶ For more information visit [HCA Apple Health managed care](https://hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-managed-care#contact-your-apple-health-plan).*



* hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-managed-care#contact-your-apple-health-plan

Managed care enrollment

Member: JANE DOE			
Identification #: 110000000000	Date of Birth: 10/25/1990	Client ID: 100000000000	
Program: PCP Name: PCP Phone: PCP Location: Member: Molina (844) 844-8444 www.molina.com			
 An Anthem Company www.mylamerigroup.com/WA		Effective Date: Date of Birth: Subscriber #:	
Washington Apple Health + Behavioral Health			

		COMMUNITY HEALTH PLAN of Washington	
Name	JOHN M SAMPLE		
Member #	12345678 01		
Plan	Washington Apple Health		
Group	Apple Health - Family		
Clinic (PCP)	Clinic XYZ		
Clinic Phone	555-555-5555		
Copaymen			
RxBin			
RxGroup			

		coordinated care.		
NAME:	MEDICAID ID#:	MEMBER ID#:	DOB:	
if you have an emergency, call 911 or go to the nearest emergency room (ER). Emergency services by a provider not in the plan's network will be covered without prior authorization. CoordinatedCareHealth.com				

			
Health Plan (800) 911-87726-04			
Member ID: 000000000		Group Number: WAHLOP	
Member: MEMBER NAME		Payer ID: 87726	
PCP Name: PROVIDER NAME PCP Phone: (000)000-0000		 Rx Bin: 810494 Rx GRP: ACUWA Rx PCN: 9999	
PROVIDER ADDRESS CITY, STATE, ZIP			
0501		Administered by UnitedHealthcare of Washington, Inc.	

- ▶ Individuals should take their health plan ID card when they go to a doctor, pharmacy or other health care provider.

Apple Health renewals

Renewal of Apple Health eligibility is required at least every twelve months. There are some exceptions such as:

- ▶ Apple Health medically needy spenddown, a new application is required at the end of each three- or six-month base period.
- ▶ Individuals turning 65 within the next 12 months.
- ▶ When a renewal is due a notice will be sent to the individual with the next steps.

Apple Health renewal timeframe

- ▶ An individual can renew coverage:
 - ▶ 60 days prior to the end of their certification period
 - ▶ Up to 90 days after the coverage has ended
- ▶ If a renewal is not received a termination notice is sent 20 days before the end of the certification period.
- ▶ If an eligible individual submits a completed renewal within 90 days after coverage closed, Apple Health will be restored without a gap in coverage.

Open Enrollment



COFA Islander
Programs

COFA Islander programs eligibility

- ▶ COFA Islander Health Care and COFA Islander Dental Care is still available for COFA islanders who are:
 - ▶ Over resources for Classic Apple Health.
 - ▶ Approved for a spenddown but have not met their spenddown amount.
 - ▶ Entering the U.S. with another status such as permanent resident, spouse of a U.S. citizen.
- ▶ Individuals must meet all eligibility criteria for COFA Islander programs, including filing taxes and meeting income limits.
- ▶ Individuals who do not respond to a request related to Apple Health eligibility will not be eligible for COFA Islander programs.

2022 plan year

- ▶ All silver level qualified health plans and family dental plans offered in 2022 are available for COFA Islander Health Care and COFA Islander Dental Care.
- ▶ There is no separate renewal process for COFA Islander programs.
 - ▶ COFA islanders currently enrolled in the program will remain enrolled in COFA Islander Health Care as long as they meet eligibility criteria.
- ▶ COFA islanders currently enrolled in COFA Islander programs will have to manually renew their QHP and QDP during open enrollment to determine 2022 eligibility.

COFA Islander programs renewal letter



10/28/2021

Application ID:



Renew Your COFA Islander Health Care Starting November 1

Dear ,

You must do your renewal after November 1 to see if you can keep getting COFA Islander Health Care and COFA Islander Dental Care.

Online: wahealthplanfinder.org

Mobile application: WAPlanfinder

Phone: 1-855-923-4633

If you don't, your COFA Islander Health Care or COFA Islander Dental Care ends December 31, 2021.



COFA Islander
Programs

Scenarios

Apply for Apple health any time!

Scenario one

Maree, age 30, is new to Washington State and needs health insurance. Her aunt told her about COFA Islander Health Care but that she cannot apply until November 1.

Does Maree need to wait for open enrollment to apply?

No. Maree does not need to wait. Apple Health does not have an Open Enrollment period, individuals can apply all year round.

Maree applies through Washington Healthplanfinder because she is under the age of 65 and is approved for Apple Health for Adults.

I was denied COFA, can I get Apple Health?

Scenario two

Jack, age 23, applied for COFA Islander Health Care in November 2020, but was denied because he was over income. Since COFA islanders are now eligible for Apple Health, Jack is wondering if he can re-apply for coverage.

Can Jack re-apply for coverage?

Yes. COFA islanders, who were previously denied or terminated, are encouraged to update their Washington Healthplanfinder applications. COFA islanders must meet all eligibility requirements to qualify for Apple Health programs.

Jack updates his application, and he is now approved for Apple Health for Adults since his income has changed.

MCO change

Scenario three

Lisa is enrolled in Apple Health for Adults, and her two children are enrolled in Apple Health for Kids. Lisa is looking for a different provider and finds out there are other managed care plans in her county. Lisa would like to change her managed care plan for her family.

Can Lisa change her managed care plan?

Yes. Lisa can switch to a different plan available in her area. She can change it online through Washington Healthplanfinder, by visiting her ProviderOne portal, or by calling HCA Medical Assistance Customer Service Center (MACSC) at 1-800-562-3022.

Apply for Classic Apple Health

Scenario four

Joe is over age 65 and needs to see a doctor. His pension income is \$1200/month. He does not have health insurance and is not eligible for Medicare.

How does he get coverage?

Since Joe is over age 65, he will need to apply with the Department of Social and Health Services (DSHS). His income is over the limit of \$841* but he is under resources. He will be put on a spenddown and chooses a three-month base period.

- $\$1200 - \20 (standard disregard) = $\$1180$
- $\$1180 - \841 (income limit) = $\$339$
- $\$339 \times 3$ (three-month base period) = $\$1017$

*Based on January 2022 income limits.

Long-Term Services and Supports (LTSS)

Scenario five

Leon's dad, Rich, is over age 65 and needs Home and Community-Based Services (HCBS) that will allow him to stay at home rather than a nursing facility. He applies at DSHS and completes a CARE assessment with an HCS social worker. He is found to be under the income limit, \$2523*, and under the \$2000 resource limit.

How does he get coverage?

He is approved for Long-Term Services and Supports (LTSS) and may have to participate in the cost of his care. Typically, he gets to keep 100% of the Federal Poverty Level which is currently \$1074 but other circumstances may allow him to keep more.

*Based on January 2022 income limits.

I need to refill my meds

Scenario six

Esther has monthly prescriptions and knew how to refill them when she had COFA Islander Health Care. Now that she has Apple Health for Adults, she is not sure where to get her prescriptions or how to pay for them.

Who can help Esther with her questions?

Esther's managed care plan can help. She calls her plan, and they give her information on which pharmacies she can go to. Also, most health plans have an online tool to help find a provider who accepts Apple Health clients. Apple Health clients do not have to pay for covered drugs prescribed by their provider.

Apple Health benefits

Scenario seven

Smith has Apple Health and has a doctor appointment in a couple of days. They do not have a way to get to their appointment and were wondering if Apple Health can help. They call Apple Health customer service for information on transportation services.

Is transportation an Apple Health benefit? Can Smith get this benefit?

Yes, transportation services (nonemergency) are an Apple Health benefit. Transportation may be approved for individuals that do not have transportation for health care appointments. Smith contacts the transportation broker in their county for help with this service.

Visit [HCA Transportation Services \(nonemergency\) webpage](#)* for more details.

* hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/transportation-services-non-emergency



COFA Islander
Programs

Outreach efforts

Outreach efforts

The Health Care Authority is reaching out to the community by:

- ▶ GovDelivery for intentional and consistent messaging
- ▶ Social media campaigns: Facebook live events, webinars, Facebook posts, and Instagram
- ▶ Developing and translating informational materials in the six main COFA languages
- ▶ Intentional outreach to COFA islanders informing them of the transition and how to prepare for Apple Health and managed care enrollment
 - Phone calls
 - Letters through Washington Healthplanfinder

Outreach

HCA has contracted with Pacific Islander Health Board of Washington (PIHB), a community-based organization for COFA Islander programs and Apple Health outreach, education and enrollment.

▶ Some of the responsibilities include:

- ▶ Educational events
- ▶ Development of outreach materials
- ▶ Hosting quarterly workshops

▶ Contact information:

- ▶ Phone: 888-308-7113 Interpreters available
- ▶ Website: pihealthboard.org

Social media post

Washington State Health Care Authority ✓
August 18 at 6:05 PM · 🌐

Chon non founuwach kewe ren COFA ir mei nuku pwe ir mei tongeni nounou ei insurance Washington Apple Health! Ion a tori ika nu seni ewe year oneme nimu (65), ika mese chuun, ika mei wor terin, ika mei mochen ewe aninis itan long-term care services ren ekkkan rese chuen tongeni pusin tumunu inisir, amasou seni ewe [washingtonconnection.org](https://www.washingtonconnection.org)

COFA islanders may be eligible for Washington Apple Health! Individuals who are over 65, or are blind, disabled, or in need of long-term care services, apply through [washingtonconnection.org](https://www.washingtonconnection.org)



COFA Islander Programs 

Washington State Health Care Authority ✓
August 21 at 8:20 AM · 🌐

Apple Health (Medicaid) sifil pac ikacklah nuh sin mwet ke Federated States of the Republic of Marshall Islands, ac mwet ke Republic of Palau. Kalme uh pa, irs suc muhta oasr Washington ingena e kuh in wi eis Apple Health, finne elos oasr am sahye luhn COFA Islanders.

Apple Health (Medicaid) was restored for individuals from the Federated States of the Republic of the Marshall Islands, and the Republic of Palau. This means COFA ng in Washington may now be eligible for Apple Health, including individuals olled in COFA Islander programs. Learn more: hca.wa.gov/COFA



COFA Islander Programs 

Washington State Health Care Authority ✓
August 29 at 7:30 PM · 🌐

Kam rungaeg? Ke sul biyay fare Apple Health (Medicaid) ko gubine girdii ko nochi donguch niyad bayu tane COFA. Mman ko [wahealthplanfinder.org](https://www.wahealthplanfinder.org) ngam guy ko rayog ni ngeyoge bineye ayuw om fa dabiyyog. Mman ko hca.wa.gov/cofa ngam nang boch fa nge tamilngan'um u neye ayuw ko taflay.

? Apple Health (Medicaid) has been restored for COFA islanders. Apply now on [finder.org](https://www.wahealthplanfinder.org) to see if you are eligible. Visit hca.wa.gov/cofa to learn more about the



COFA Islander Programs 

Follow us on Instagram!



You can now follow HCA on Instagram
@wa_health_care

GovDelivery

Subscribe and stay connected!

Subscription Topics

- ☐ Apple Health (Medicaid) programs and eligibility
 - ☒ General information and updates 
 - ☒ COFA Islander programs 

▶ Visit: public.govdelivery.com/accounts/WAHCA/subscriber/new

Resources



COFA resources

- ▶ Visit hca.wa.gov/cofa for translated outreach materials!

- ✓ **Website:** hca.wa.gov/cofa
- ✓ **Email:** COFAQuestions@hca.wa.gov
- ✓ **Phone:** 1-800-547-3109

- ▶ COFA Islander Health Care Program Managers:

- ▶ Ariel.Pyrtek@hca.wa.gov
- ▶ Roslyn.LeonGuerrero@hca.wa.gov

Resources

- ▶ **HCA Information on COVID-19:**
hca.wa.gov/coronavirus
- ▶ **HCA Stakeholder Training & Education resources:**
hca.wa.gov/stakeholder-training
- ▶ **Cross-agency Desk Aid:**
[hca.wa.gov/assets/free-or-low-cost/customer support center referrals.pdf](https://hca.wa.gov/assets/free-or-low-cost/customer-support-center-referrals.pdf)
- ▶ **HCA Community-Based Specialists:**
hca.wa.gov/hcacomunitystaff
- ▶ **HCA Apple Health eligibility COVID 19:**
AHEligCovid19@hca.wa.gov
- ▶ **Apple Health eligibility:**
AskMAGI@hca.wa.gov
- ▶ **Apple Health managed care:**
HCAMCPrograms@hca.wa.gov
- ▶ **Document verification:**
Apple@hca.wa.gov
- ▶ **COVID-19 billing, coding, or telehealth policy:**
HCAAH_COVID19@hca.wa.gov
- ▶ **COVID-19 behavioral health:**
HCADBHRBHCVID19@hca.wa.gov

Apple Health and COFA resources

- ▶ [Eligibility for Apple Health \(Medicaid\) coverage](#)
- ▶ [First-timers' Guide to Washington Apple Health](#)
- ▶ [Apple Health restoration for COFA islanders](#)
- ▶ [COFA Islander programs and Apple Health transition](#)
- ▶ [COFA Islander Health Care brochure](#)
- ▶ [HCA COVID-19 information](#)
- ▶ [Washington Services and Apple Health And Long-Term for Adults Supports \(LTSS\)](#)
[DSHS Aging and Long-Term Support Administration \(Medicaid\)](#)

Cross Agency Desk Aid

Referral Communications Committee - Last Updated 10/15/2021

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority	
Community Services Division Customer Service Contact Center	Aging and Long-Term Support Administration Long-Term Services and Supports (LTSS)			Washington Healthplanfinder Customer Support Center	Lead Organizations Navigators	Medical Assistance Customer Service Center (MACSC)	Medical Eligibility Determination Services (MEDS)
	Adult Protective Services (APS)	Home & Community Services (HCS)	Residential Care Services (RCS)				
877-501-2233 Apply here: WashingtonConnection.org 888-338-7410 (FAX)	Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: 877-734-6277, or 866-ENDHARM, or dshs.wa.gov/altsa/reportadultabuse	Find your local HCS office: intra.altsa.dshs.wa.gov/hcs/maaps.htm Apply for HCS programs: WashingtonConnection.org 855-635-8305 (FAX)	Report abuse or neglect in a licensed/certified setting: 800-562-6078 dshs.wa.gov/altsa/reportadultabuse	855-923-4633 855-627-9604 (TTY) customersupport@wahbexchange.org wahealthplanfinder.org 360-841-7620 (FAX)	Lead Organization Contact Information available at: wahbexchange.org/partners/navigators/	800-562-3022 fortress.wa.gov/hca/p1contactus/	800-562-3022 fortress.wa.gov/hca/p1contactus/
• 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 800-865-7801 • Employment Pipeline Employment Pipeline Brochure (DSHS 22-1560)	APS is responsible for: • 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: - o Assistance with protection orders - o Petitioning for guardianship - o Referrals for legal assistance - o Referrals for case management, in-home or residential care, or to other agencies • Coordination with law enforcement if criminal activity is suspected 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.	HCS determines and maintains the following programs: • LTSS for institutional and community settings, such as: - o Nursing facilities - o In-home - o Assisted living - o Adult family home • HCS Waiver services: - o Community First Choice (CFC) - o COPES - o Medicaid Personal Care (MPC) - o New Freedom (King and Pierce counties only) - o PACE - o Residential Support Waiver (RSW) - o Roads to Community Living (RCL) • Caregiver services: - o Family Caregiver Support Program managed by Area Agencies on Aging (AAA) - o Tailored Supports for Older Adults (TSOA) - o Medicaid Alternative Care (MAC) • Associated cash and food benefits for HCS clients (except for TANF/Food)	RCS is responsible for the licensing/certification and oversight of the following: • Nursing facilities • Adult family homes • Assisted living facilities • Intermediate care for individuals with intellectual disabilities • Enhanced services facilities • Certified community residential services & supports To search for a licensed home in your area, visit dshs.wa.gov/altsa/residential-care-services/residential-care-services , select the setting and then the locator link. To find an RCS office near you, visit dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices	• Apply for or renew health care coverage - o Help navigating the application - o Report a change to your application - o 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 - o 1095-A questions • Locate an HBE Navigator or Broker • Help is available in more than 240 languages - o Language and disability accommodations are provided at no cost • Appeal QHP eligibility results: wahbexchange.org/new-customers/appeals/ or call 855-859-2512 for information.	For planned maintenance and outages, visit Healthplanfinder Status Center: Outages & Maintenance Washington Health Benefit Exchange - Washington Health Benefit Exchange Email navigator@wahbexchange.org • For questions about becoming a Navigator • To request outreach materials and presentations	• Apple Health benefit coverage questions • Provider billing and claims questions • ProviderOne Client Services Card* • Apple Health Managed Care enrollment and questions* *Self-service option: ProviderOne DSHS (wa.gov)	• 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
Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). Interview hours: 8 a.m. – 3 p.m. Suggested script: "Please have your Client ID or Social Security Number available."	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/altsa/home-and-community-services/adult-abuse-and-prevention	Hours of operation: 8 a.m.-5 p.m., Monday – Friday (except state holidays)		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	Hours of operation are generally 8 a.m. – 5 p.m., Monday – Friday (except holidays). Suggested script: "For application issues, please have the HPF application ID available."	Hours of operation: 7 a.m. – 5 p.m., Monday - Friday (except state holidays). Suggested script: "Please have your Client ID or ProviderOne ID available."	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."



COVID-19

- ▶ Check with the plan for coverage options for COVID-19 testing, treatment and vaccines.
- ▶ Health Resources & Services Administration (HRSA) has a provider reimbursement program for the testing and treatment of uninsured individuals.
- ▶ Information about novel coronavirus (COVID-19) can be found at hca.wa.gov/coronavirus and view vaccination updates at hca.wa.gov/covid-vaccine.

Q&A session
