



Washington Healthplanfinder Release 4.2 Update

Office of Medicaid Eligibility and Policy
Medicaid Eligibility and Community Support
July 2017

4.2 System Release - July 2017

July 2017						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11			13	14
					20	21
					27	28
30	31					29

*Washington Healthplanfinder will go down for maintenance on **Thursday, July 6th at 10 p.m. PST** and is tentatively scheduled to go live **Friday, July 7th at 10 a.m. PST***

<http://www.wahbexchange.org/news-center/outages-maintenance/>

WAPlanfinder Document Upload

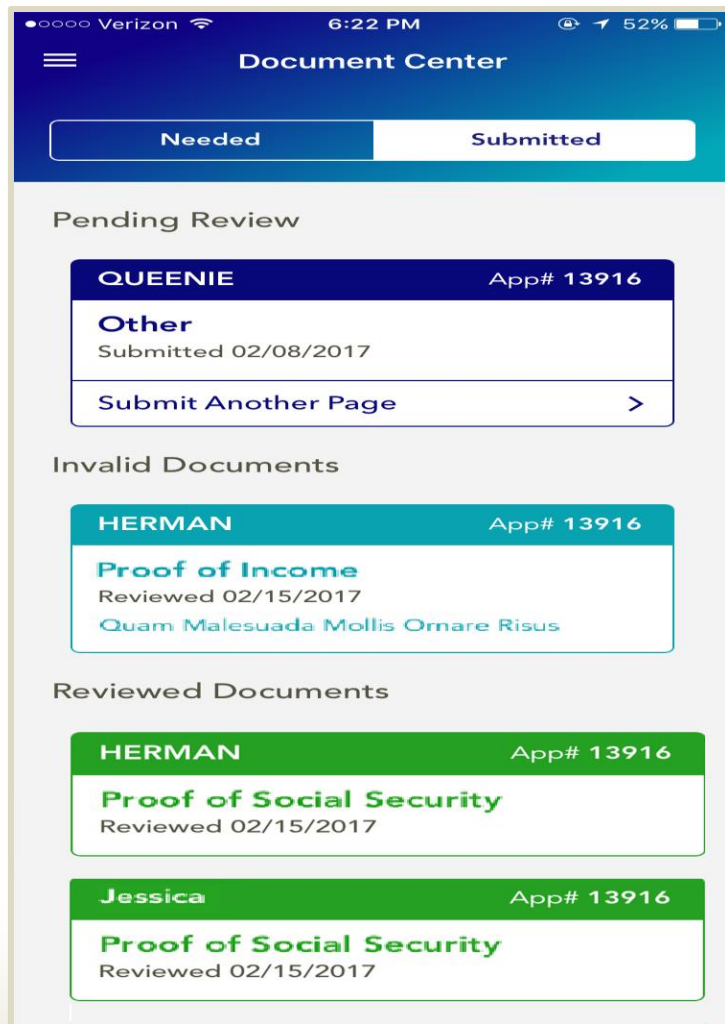
WAPlanfinder Document Upload

Customers can now upload multiple page documents under one PDF in the Washington Healthplanfinder mobile application, WAPlanfinder.

The customer will now be given the option to add another page after each page is uploaded.

The system will auto-merge and upload the pages into one document onto their Washington Healthplanfinder account.

WAPlanfinder Document Center



Document Statuses:

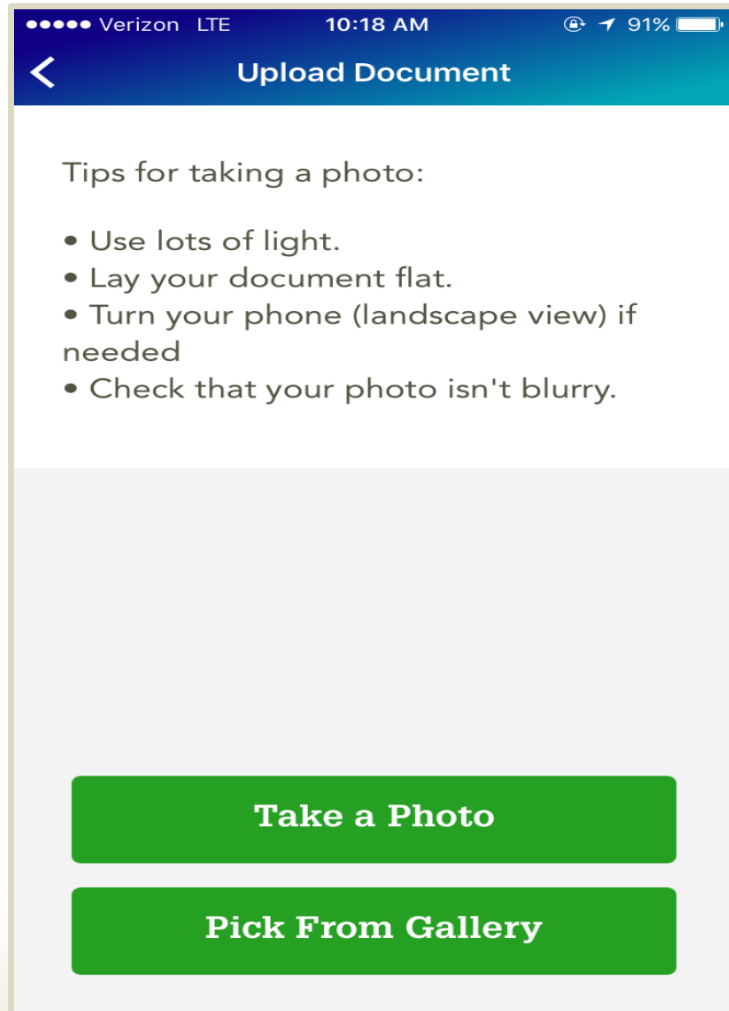
No Documents Submitted - No documents have been submitted

Pending Review – Documents are pending review

Invalid Documents – Documents provided are invalid

Reviewed Documents - Documents have been reviewed

WAPlanfinder Upload Document



Uploading Options:

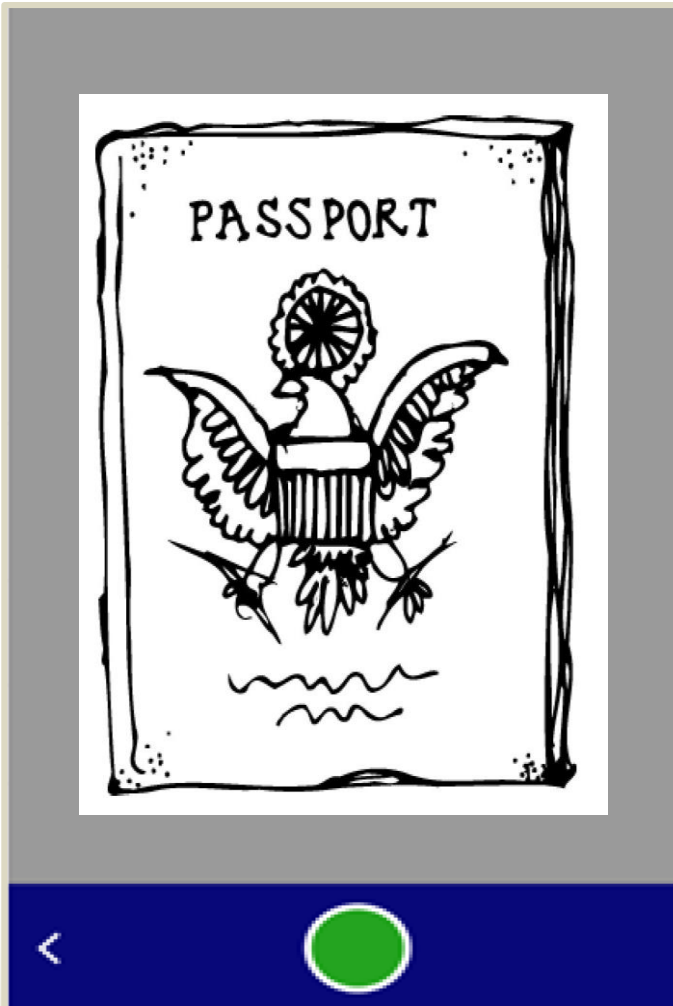
Take a Photo

- Goes to active camera

Pick from Gallery

- Goes to phone camera roll
- Option to select a photo to upload

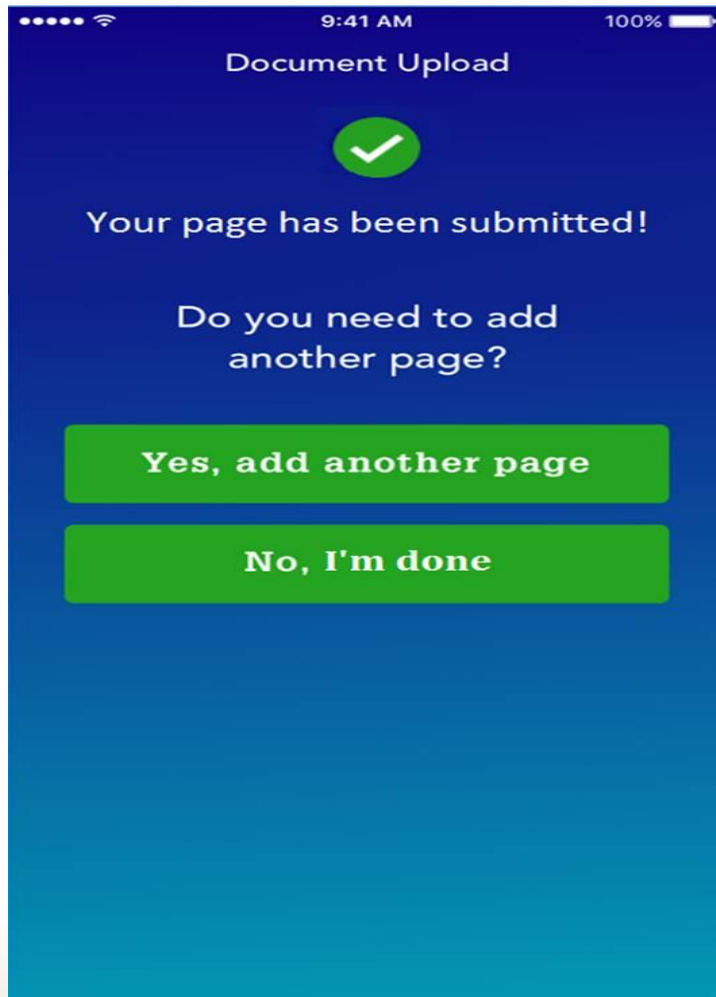
WAPlanfinder Upload Document



When customers take a photo, they have the option to submit it or retake it.

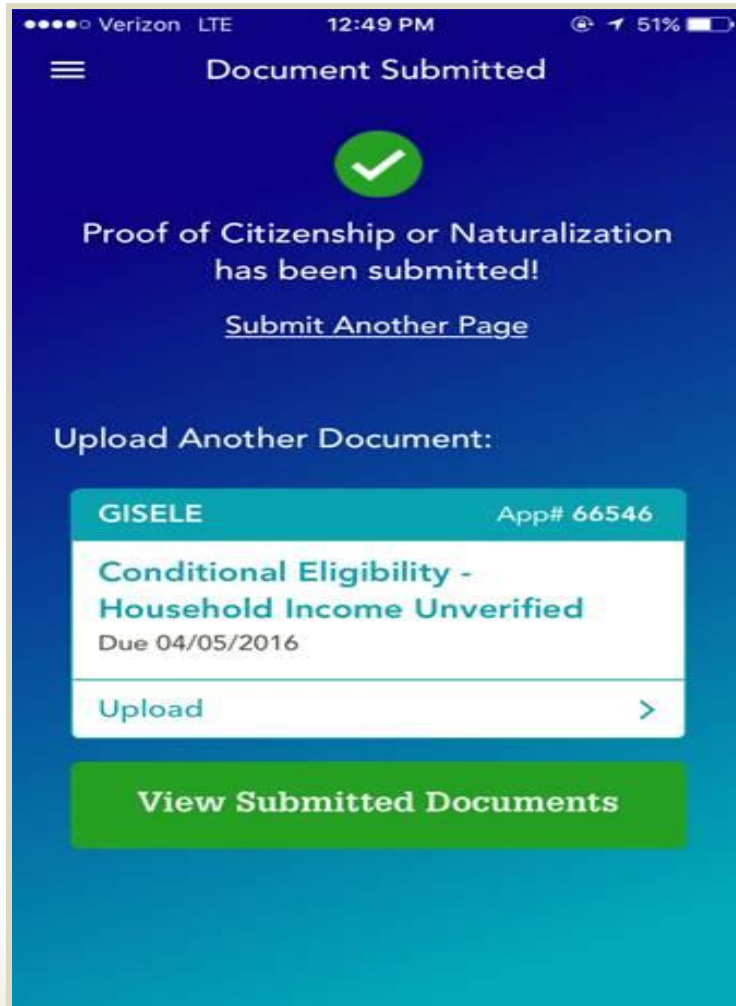
Once clicking submit, they will be prompted to confirm if they want to submit.

WAPlanfinder Upload Document



Customers have the option to add additional pages to one document after clicking submit.

WAPlanfinder Upload Document



Once customers submit their document, they will see a confirmation screen and have the following options:

- **Submit Another Page;**
- **Upload Another Page;** or
- **View Submitted Documents**

WAPlanfinder Support

WAPlanfinder is available to view plan enrollment and upload documentation even when Washington Healthplanfinder web application is down for maintenance.

If customers are having difficulty or encountering errors in the mobile application, they can contact the Washington Healthplanfinder Customer Support Center for assistance.

Washington Apple Health Correspondence Updates

Correspondence Updates

The Eligibility Decision (EE004) and Updated Eligibility Decision (EE015) Notices Provider One and Washington Apple Health tags are updated.

The Washington Apple Health tag is updated to include language to support Medicaid Suspension.

Subject – Updated Eligibility Decision

Dear Jane Doe,

There were changes to the coverage your household can get. Below is a summary of the changes.

The table below shows your household's most current coverage changes.

Name	Previous Coverage	End Date	Updated Coverage	Start Date
Jane Doe	Washington Apple Health	12/31/2016	Qualified Health Plan	01/01/2017

Correspondence Updates

[Washington Apple Health/ ProviderOne Services Card Info Tag]

ProviderOne Services Card

Each individual eligible for Washington Apple Health will receive their own ProviderOne Services Card in the mail.

The ProviderOne Services Card is permanent. Keep the card, even if you lose or change coverage. If you lose your card or if any of your information is incorrect, you can contact us for a replacement card at https://fortress.wa.gov/hca/p1contactus/Client_WebForm or by calling 1-800-562-3022.

You can receive health care services before you get your ProviderOne Services Card.

Washington Apple Health

Most individuals eligible for Washington Apple Health will receive their coverage through a managed care plan. You will receive more information from the Health Care Authority and your plan within the next few weeks.

Some individuals may receive limited coverage including incarcerated individuals who only qualify for inpatient hospital services, and recipients of Alien Emergency Medical who only qualify for services related to their emergent medical condition.

If you have questions or need help or need more information visit www.hca.wa.gov or call the Health Care Authority at 1-800-562-3022.

Medicaid Suspension

Medicaid Suspension

The implementation of Medicaid Suspension is going live as of July 5, 2017.

Be on the lookout for more information and training on this topic from the Health Care Authority!

If you have questions about Medicaid Suspension or want more information, contact:

MedicaidSuspension@hca.wa.gov

Resources

Resource Information

HCA Training & Education Resources

<http://www.hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/stakeholder-training-and-education>

Cross-agency Desk Aid

http://www.hca.wa.gov/assets/free-or-low-cost/customer_support_center_referrals.pdf

HCA Community-Based Specialists

http://www.hca.wa.gov/assets/free-or-low-cost/community_based_staff_contact.pdf

Contact your local HCA Area Representative:

http://www.hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf