

# Family Planning Only non-citizen application webinar questions

Health Care Authority (HCA) webinar dates in 2021: February 17, 19, 23

## Application and eligibility questions

Are applicants denied for the FPO program if they do not have a Social Security Number (SSN)?

No, the application will not be denied if he/she does not have a SSN. If the applicant claimed they are a US citizen or have a legal status, they would need to provide their SSN to HCA.

Is this application considered a public charge?

No, eligibility for the FPO services for non-citizens program is exempt from the public charge test. If you have questions or concerns about how an application for Apple Health or the FPO services for non-citizens program (state-funded) may impact your immigration status or chances of becoming a permanent resident or citizen, contact an immigration attorney.

What is the best phone number to call if a client has a question about the application or FPO program?

Please have the client call 1-800-562-3022.

Are clients not required to apply for coverage in WA Healthplanfinder before applying for Family Planning services only?

Yes, as of November 2020 a person does not have to apply for full scope Medicaid prior to applying for FPO.

When will FPO coverage become effective after the application is approved?

The applicant would be covered the first day of the month that they signed and dated the application. For example, if an applicant signed and dated the application on February 14 and was approved, their coverage would be effective as of February 1.

Will client information be shared with the Centers for Medicare and Medicaid Services (CMS), and if so for what purpose?

The applicant's information would not be shared with CMS because it is a state-funded program.

Will the income from a partner have to be included in the application?

If the applicant is not married, they do not have to include their partner's income. If the applicant is living with a person that claims them as a dependent on their taxes, HCA might consider their income.

Is there an income table available for navigators to use?

Yes, you can find the most updated Washington Apple Health Income and Resources Standards table at <https://www.hca.wa.gov/assets/free-or-low-cost/income-standards.pdf>

Can a navigator contact HCA to inquire status of an application?

The navigator can contact HCA regarding the status of a client's application if they are an approved Authorized Representative (AREP).

Are navigators responsible for submitting the correct application for a non-citizen client?

Yes, it is important that navigators assist applicants to use the correct application in order for HCA to process the application as quickly as possible. Information on the application coversheet Frequently Asked Questions (FAQ) is available as a guide to determine which program the applicant is eligible for.

Is it required to provide an ID or LPR card for someone under 5 years along with application and proof of income?

We recommend that the client provide any documentation they have with their application if they are unsure of their status. HCA will determine which program they are eligible for with that information.

Is proof of income required when submitting an application?

No, it is not required. However, it would be helpful to submit proof of income to avoid additional questions or follow-up from HCA in order to process the application faster.

Does the client get notification in the mail if they have been denied or approved?

Yes, the applicant will get a physical approval or denial letter mailed to the address they provided in the application. If the applicant is seeking confidential services, the letter will go to the Authorized Representative (AREP). If the applicant has included an AREP but is not seeking confidential services, the letters go to both parties.

Are men also eligible for the Family Planning Only non-citizen program?

Yes, men and all individuals, regardless of gender, are eligible for the Family Planning Only programs.

Do you suggest contacting HCA before submitting the FPO application if there are any questions about income?

Yes, we do recommend calling 1-800-562-3022 if you have any questions about the application.

Is this application available in Spanish or any other languages?

Yes, the application is available in Spanish and 14 different languages including Amharic, Arabic, Burmese, Cambodian (Khmer), Chinese, Farsi (Persian), Korean, Laotian, Punjabi, Russian, Somali, Tigrigna, Ukrainian, and Vietnamese. The Family Planning Only non-citizen (state-funded) application can be found at <https://www.hca.wa.gov/assets/free-or-low-cost/13-0058.pdf>

When do applicants need to re-apply for the Family Planning Only program?

Family Planning Only clients have benefit coverage for one year. There is no limit to how many times a client can apply for FPO.

If the client is under 19 years old and has Apple Health under their parent, can they still apply for confidential Family Planning services?

No, a teen client that has Apple Health will not be eligible for confidential Family Planning services. Apple Health clients do not get an explanation of benefits, so a teen's parents would not be informed

that the teen sought family planning services unless a provider called the client and ended up speaking to the parents and disclosed the nature of services.

#### How can we process a confidential application and what is the age to apply?

If the client needs confidential services, they can assign the navigator as their AREP on the application to ensure that Family Planning Only program information will be sent to the AREP. Confidential services are available for teens 18 years old or younger or victims of domestic violence who are covered under their abuser's health insurance.

#### Where can a client get a FPO application besides online?

Family Planning Only applications are available at provider offices. An applicant can also complete an application over the telephone or request for an application to be mailed to them by calling 1-800-562-3022.

#### Does an FPO application have to be approved prior to having a FPO procedure?

Yes, a Family Planning Only application should be approved prior to offering benefits to a patient. This is beneficial for the client and the provider to ensure the claim is processed correctly and paid in a timely manner. There is no retroactive coverage for Family Planning services.

#### How long does it take FPO application to be processed?

HCA has 45 days to process the Family Planning Only application. The current turnaround time is 10 days.

#### Why does the application for FPO (for citizens) have the clause in Section 9 saying, "My information may be reviewed by other state or federal agencies. This information will not be shared with U.S. Customs and Immigration Services (USCIS)." However, in the non-citizen app, that second statement is not there?

The statement was removed to simplify the language in the application and to not deter non-citizens from applying for the program. We have noted in the application coversheet FAQ that the applicant's information will not be shared with any immigration agency for immigration enforcement purposes.

#### Is it okay to also tell clients that we ask in order to determine which pool of funding they'll need to apply for? Yes, it is ok to ask the applicant for their immigration status for the purpose of determining whether the client should apply for the non-citizen (state-funded) or Federal funded program. It can be helpful to be explain this information to the applicant.

#### Are the income guidelines the same for a Family Planning program for non-citizens?

Yes, the income guidelines are the same for the Family Planning Only program for non-citizens, 260% at or below the Federal Poverty Level (FPL).

#### Is it secure to email the application?

Yes, please encrypt the email message when sending the application to [apple@hca.wa.gov](mailto:apple@hca.wa.gov), it will be received securely on HCA's side.

I have frequent contact with a local HCA representative, can I send the application to her?

We ask that you directly send the application to the Family Planning Only application processing staff through the following ways: telephone at 1-800-562-3022; email at [apple@hca.wa.gov](mailto:apple@hca.wa.gov); fax at 1-866-841-2267 or mail at P.O. Box 45531 Olympia, WA 98504-5531.

Are there two separate FPO applications?

Yes, there are two applications—one for the non-citizen (state-funded) program and one for the Federal program.

## Benefits, coverage and claims questions

Does the Family Planning Coverage cover all expenses of the sterilization process? For example, the procedure, labs, etc.?

Yes, it will be covered if it is appropriately coded and associated with the visit. If HCA receives claims on labs that are not associated with the visit, they may not be covered.

Is STI testing is covered as part of the annual exam for men and women?

STI screening, testing and treatment are only covered when they are medically necessary for the client's safe and effective use of their chosen contraception. There has to be a primary diagnosis of Family Planning when billing for STI testing, if it is part of using a birth control method.

Are over the counter methods (condoms) covered by the Family Planning non-citizen program?

Yes, over the counter contraceptives like spermicides and condoms are covered without a prescription at a Family Planning clinic or pharmacy for both FPO citizen and non-citizen programs.

Can FPO clients apply for retroactive coverage?

No, the Family Planning Only program does not provide retroactive coverage.

Who do we contact to force a Family Planning Only claim?

Please email [familyplanning@hca.wa.gov](mailto:familyplanning@hca.wa.gov) and a Family Planning Only staff member will respond ASAP.

## Enrollment questions

Are non-citizen clients auto enrolled in this program once their Apple Health Pregnancy coverage ends?

Yes, non-citizen clients are auto enrolled in the non-citizen (state funded) FPO program once their Apple Health Pregnancy coverage ends.

## General program questions

How do you protect client privacy for clients needing an interpreter?

There are different tools for different scenarios to protect client privacy when using an interpreter.

When on the telephone, some navigators use a phone splitter so the interpreter would not have to be placed on the speaker phone. If the staff is working remotely, Skype and Zoom are privacy options. When in person, you could take the client and interpreter into a private room/area to complete the application.

[When did the Family Planning Only for non-citizens program start?](#)

The FPO non-citizen program started in January 2020.