



# Washington Apple Health

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Medicaid Eligibility Policy  
Washington Coalition of  
Medicaid Outreach (WCOMO)  
June 11, 2021

# Topics

- Health Care Authority (HCA) updates

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- Justice involved re-entry

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- Postpartum coverage extension

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- Compact of Free Association (COFA)  
Islander programs

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- Health Resources & Services  
Administration (HRSA) uninsured program

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- Enrollments and renewals

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- Share your story and other efforts

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- Resources

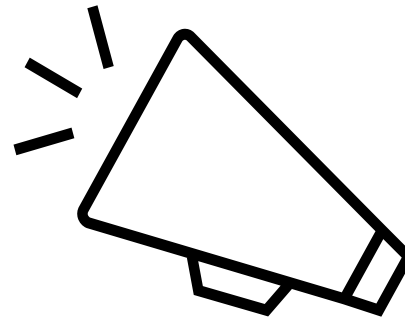
# HCA updates

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# HCA updates

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- ▶ Public Health Emergency (PHE)
- ▶ COVID-19 vaccinations in Washington



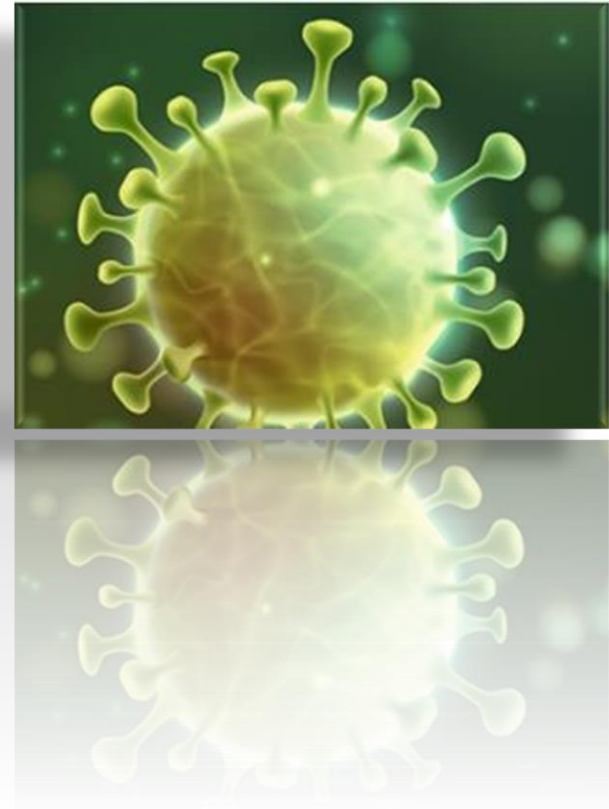
# Public Health Emergency

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- ▶ The Public Health Emergency (PHE) was renewed and extended through July 19, 2021.
- ▶ According to the [HHS letter to Governors\\*](#), the PHE could be extended through the rest of 2021.

\*Source:

[https://f.datasrvr.com/fr1/621/80970/PHE\\_Extension.HHS letter to Governors.pdf](https://f.datasrvr.com/fr1/621/80970/PHE_Extension.HHS_letter_to_Governors.pdf)



# Unwinding of the PHE

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- ▶ Based on CMS guidelines, the Office of Medicaid Eligibility Policy (OMEP) is developing an unwinding timeline, which follows these basic principles:
  - ▶ Simple for consumers.
  - ▶ Mindful of the work HCA eligibility staff will have to perform.
  - ▶ Considers the different needs of MAGI and Non-MAGI programs.

# COVID-19 vaccinations

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- ▶ The COVID-19 vaccine is now available to anyone age 12 and older.
- ▶ To find a vaccine provider, how to make an appointment and other information about COVID-19 vaccinations in Washington view: [hca.wa.gov/covid-vaccine](https://hca.wa.gov/covid-vaccine).
- ▶ More information on the DOH COVID-19 website: [doh.wa.gov/Emergencies/COVID19/vaccine](https://doh.wa.gov/Emergencies/COVID19/vaccine).

# Justice involved re-entry

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# Justice involved re-entry

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- ▶ New legislation directs HCA to change the suspension process for an incarcerated person's Apple Health (Medicaid) eligibility.
  - ▶ Also requires coordination and pre-released planning between the Department of Corrections, local jails, and Apple Health managed care organizations.
- ▶ HCA is working on a re-entry medical services workgroup with justice involved stakeholders and managed care organizations to consider ways to improve re-entry medical services for individuals.

# Postpartum coverage extension

# Postpartum coverage extension

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- ▶ State Senate Bill 5068\* passed and was signed by Governor Inslee. This bill directs HCA to extend postpartum coverage to all women from 60 days to 12 months.
- ▶ The American Rescue Plan Act (ARPA) passed on March 11, 2021, allows states to pursue a state plan option or waiver to extend postpartum medical for 12 months beginning June 2022.
- ▶ There are some key differences between the two legislations.
- ▶ During the PHE, coverage continues for those who had their pregnancy end unless they move out of state, request closure, or are deceased.

\*Source: <https://app.leg.wa.gov/billsummary?BillNumber=5068&Year=2021&Initiative=False>



# COFA Islander Programs



Washington  
Apple Health

# Restoration for COFA islanders

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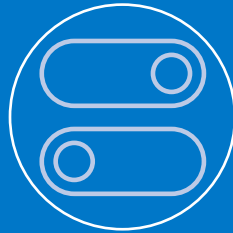
- ▶ The passing of the Consolidated Appropriations Act, 2021 restored Apple Health (Medicaid) eligibility to COFA islanders.
- ▶ COFA islanders are now considered lawfully present, qualified non-citizens, exempt from the 5-year bar.
- ▶ The restoration does not create a COFA Islander Apple Health program. Eligible COFA islanders will enroll into existing programs for example, Apple Health for Adults.
- ▶ COFA Islander Health Care and Dental Care will still be available for those who are over resources for non-MAGI (Classic) Apple Health.

# Implementation timeline

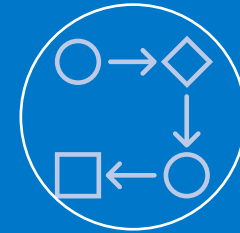
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December 2020  
Medicaid restored



June 20, 2021  
System updated



July 1, 2021  
Redetermine COFA  
Islander programs



# Total enrolled

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Total enrolled as of 06/04/2021

COFA Islander Health Care	COFA Islander Dental Care
2126	1190

# Outreach efforts

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- ▶ Facebook Live event!
  - ▶ Tuesday, June 15 at 4:00 p.m.
- ▶ Sign up for GovDelivery today!  
[public.govdelivery.com/accounts/WAHCA/subscriber/new](https://public.govdelivery.com/accounts/WAHCA/subscriber/new)

## Subscription Topics

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



# COFA resources

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- ▶ COFA Islander Health Care Program Managers:
  - ▶ [Ariel.Pyrtek@hca.wa.gov](mailto:Ariel.Pyrtek@hca.wa.gov)
  - ▶ [Roslyn.LeonGuerrero@hca.wa.gov](mailto:Roslyn.LeonGuerrero@hca.wa.gov)

- ✓ **Website:** [hca.wa.gov/cofa](http://hca.wa.gov/cofa)
- ✓ **Email:** [COFAQuestions@hca.wa.gov](mailto:COFAQuestions@hca.wa.gov)
- ✓ **Phone:** 1-800-547-3109

- ▶ Visit [hca.wa.gov/cofa](http://hca.wa.gov/cofa) for new outreach materials!
  - ▶ Apple Health for COFA Islanders
  - ▶ Apple Health restoration for COFA Islanders FAQ

# HRSA uninsured program

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# HRSA program

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- ▶ The Health Resources & Services Administration (HRSA), an agency of U.S. Department of Health and Human Services (HHS) administers a provider reimbursement program for uninsured individuals.
- ▶ Health care providers that have tested, treated or vaccinated uninsured individuals for COVID-19 may be eligible for claims reimbursement at Medicare rates.
- ▶ Citizenship and immigration does not have to be verified for providers to be reimbursed.

# HRSA program

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- ▶ Refer individuals to their provider for inquiries regarding the HRSA COVID-19 Uninsured Program.
- ▶ Uninsured individuals may apply for health care coverage through [wahealthplanfinder.org](https://www.wahealthplanfinder.org) or [washingtonconnection.org](https://www.washingtonconnection.org).
- ▶ If individuals are not eligible for Apple Health, other free or low-cost options may be available, including Alien Emergency Medical or a Qualified Health Plan.
- ▶ View HRSA patient flyer for more information: [hhs.gov/sites/default/files/uninsured-patient-covid-services-poster.pdf](https://www.hhs.gov/sites/default/files/uninsured-patient-covid-services-poster.pdf).

# HRSA resources

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- ▶ **Claims program overview:**  
[hrsa.gov/CovidUninsuredClaim](https://hrsa.gov/CovidUninsuredClaim)
- ▶ **COVID-19 uninsured FAQ:**  
[hrsa.gov/coviduninsuredclaim/frequently-asked-questions](https://hrsa.gov/coviduninsuredclaim/frequently-asked-questions)
- ▶ **HRSA COVID-19 uninsured portal user guide:**  
[chameleoncloud.io/review/2957-5e98adf692326/prod](https://chameleoncloud.io/review/2957-5e98adf692326/prod)
- ▶ **HCA COVID-19 information:**  
[hca.wa.gov/coronavirus](https://hca.wa.gov/coronavirus)
- ▶ **Additional HCA stakeholder training resources:**  
[hca.wa.gov/stakeholder-training](https://hca.wa.gov/stakeholder-training)

# Enrollment and renewals

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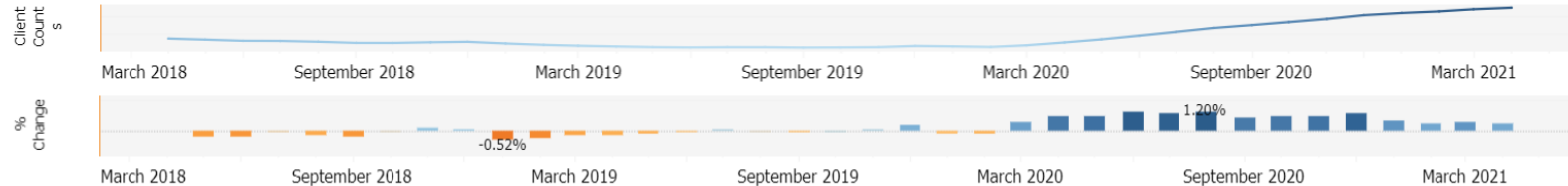
# Client eligibility dashboard



## Apple Health client eligibility dashboard

Total eligible clients 2,050,619    Child managed care 828,863    Child fee-for-service 47,824    Adult managed care 916,184    Adult fee-for-service 257,748

### Eligibility rolling 3 year trend - month filter does not apply



Select a month

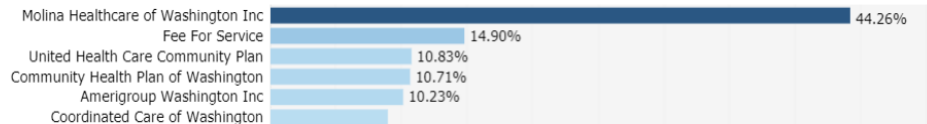
Select a program

Medicaid dual/non-dual

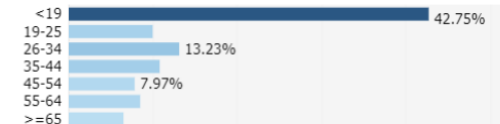
Fee-for-service/Managed care plan

Select a county

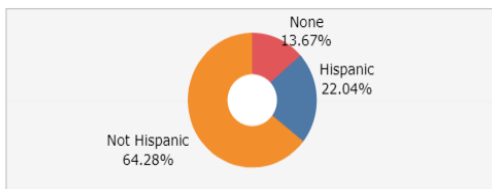
### Plan detail



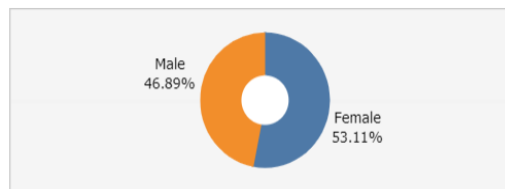
### Age group



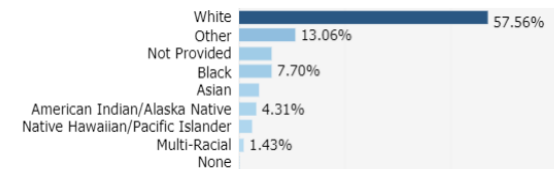
### Ethnicity



### Gender



### Race



Source: [hca.wa.gov/about-hca/client-eligibility-data-dashboard](https://hca.wa.gov/about-hca/client-eligibility-data-dashboard)

# Share your story & other efforts

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# Consumer Notices Workgroup

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The Washington Apple Health Consumer Notices Workgroup\* includes consumers, advocates, and agency representatives. This collaboration focuses on improving Apple Health notices in Washington Healthplanfinder.



If you know of any consumers wanting to participate in our workgroup, contact: [Paige.Lewis@hca.wa.gov](mailto:Paige.Lewis@hca.wa.gov)

\*Source: [hca.wa.gov/about-hca/apple-health-medicaid/consumer-notices-workgroup](https://hca.wa.gov/about-hca/apple-health-medicaid/consumer-notices-workgroup)

# Share your story!

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Health coverage provides whole-person care for family.



Apple Health was there when she was ready to seek help.

Visit [hca.wa.gov/voices-apple-health](https://hca.wa.gov/voices-apple-health) for more information.

# Washington Listens

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[WAListsens.org](https://www.walistsens.org) helps people manage stress and anxiety they may be experiencing because of COVID-19.



# Follow us on social media!

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HCA updates its Twitter, Facebook, and LinkedIn channels regularly, and adds new informative videos to YouTube several times a month.

Be sure to follow us on all our channels to keep up with the latest!



For more information on our social media accounts visit [hca.wa.gov/about-hca/connect-us](http://hca.wa.gov/about-hca/connect-us).

# Resources

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# Cross Agency Desk Aid

Referral Communications Committee - Last Updated 5/6/2021

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority	
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)
Community Services Division Customer Service Contact Center	Adult Protective Services (APS)	Home & Community Services (HCS)	Residential Care Services (RCS)				
<p>1-877-501-2233</p> <p>Apply here: <a href="http://www.washingtonconnection.org">www.washingtonconnection.org</a> 1-888-338-7410 (FAX)</p> <ul style="list-style-type: none"> <li>Apply for, report changes or renew <b>Food and Cash programs</b> (SNAP, EBT, ABD/ HEN Referral, TANF/WorkFirst, Refugee Assistance)</li> <li>Apply for <b>Classic Medicaid programs, SSI, 65+, and disabled</b></li> <li>Request an appeal of Classic Medicaid, Food and Cash programs</li> <li><b>WASHCAP</b> (Food for households whose only income is SSI or combination of SSI/SSA) 1-877-380-5784</li> <li>For additional application assistance refer to the Public Access Directory for <b>community partners</b>: <a href="http://www.washingtonconnection.org/home/publicaccessdirectory.org">www.washingtonconnection.org/home/publicaccessdirectory.org</a></li> <li><b>Constituent Relations</b> 1-800-865-7801</li> <li><b>Employment Pipeline</b> <a href="http://www.dshs.wa.gov/sites/default/files/E_SIA/csd/documents/EP%20Brochure12019.pdf">www.dshs.wa.gov/sites/default/files/E_SIA/csd/documents/EP%20Brochure12019.pdf</a></li> </ul> <p>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). Interview hours: 8 a.m. – 3 p.m.</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>	<p>Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: 1-877-734-6277, or 1-866-ENDHARM, or <a href="http://www.dshs.wa.gov/itsa/reportadulthoodabuse">www.dshs.wa.gov/itsa/reportadulthoodabuse</a></p> <p>APS is responsible for:</p> <ul style="list-style-type: none"> <li><b>Investigating allegations</b> of mistreatment of vulnerable adults living in their own homes, and in facilities and residential programs licensed or certified by DSHS</li> <li><b>Providing protective services</b> with consent of the vulnerable adult that may include: <ul style="list-style-type: none"> <li>Assistance with protection orders</li> <li>Petitioning for guardianship</li> <li>Referrals for legal assistance</li> <li>Referrals for case management, in-home or residential care, or to other agencies</li> </ul> </li> <li><b>Coordination with law enforcement</b> if criminal activity is suspected</li> </ul> <p>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.</p> <p>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.</p> <p>For more information, go to: <a href="https://www.dshs.wa.gov/itsa/home-and-community-services/adult-abuse-and-prevention">https://www.dshs.wa.gov/itsa/home-and-community-services/adult-abuse-and-prevention</a></p>	<p><b>Find your local HCS office:</b> <a href="http://itra.alsa.dshs.wa.gov/hcs/maps.htm">itra.alsa.dshs.wa.gov/hcs/maps.htm</a></p> <p>Apply for HCS programs: <a href="http://www.washingtonconnection.org">www.washingtonconnection.org</a> 1-855-635-8305 (FAX)</p> <p>HCS determines and maintains the following programs:</p> <ul style="list-style-type: none"> <li><b>LTSS</b> for institutional and community settings, such as: <ul style="list-style-type: none"> <li>Nursing facilities</li> <li>In-home</li> <li>Assisted living</li> <li>Adult family home</li> </ul> </li> <li><b>HCS Waiver services:</b> <ul style="list-style-type: none"> <li>Community First Choice (CFC)</li> <li>COPES</li> <li>Medicaid Personal Care (MPC)</li> <li>New Freedom (King and Pierce counties only)</li> <li>PACE</li> <li>Residential Support Waiver (RSW)</li> <li>Roads to Community Living (RCL)</li> </ul> </li> <li>Caregiver services: <ul style="list-style-type: none"> <li>Family Caregiver Support Program managed by Area Agencies on Aging (AAA)</li> <li>Tailored Supports for Older Adults (TSOA)</li> <li>Medicaid Alternative Care (MAC)</li> </ul> </li> <li>Associated cash and food benefits for HCS clients (except for TANF/Food)</li> </ul> <p>Hours of operation: 8 a.m.-5 p.m., Monday – Friday (except state holidays)</p>	<p>Report abuse or neglect in a licensed/certified setting: 1-800-562-6078 <a href="http://www.dshs.wa.gov/itsa/reportadulthoodabuse">www.dshs.wa.gov/itsa/reportadulthoodabuse</a></p> <p>RCS is responsible for the licensing/certification and oversight of the following:</p> <ul style="list-style-type: none"> <li>Nursing facilities</li> <li>Adult family homes</li> <li>Assisted living facilities</li> <li>Intermediate care for individuals with intellectual disabilities</li> <li>Enhanced services facilities</li> <li>Certified community residential services &amp; supports</li> </ul> <p>To search for a licensed home in your area, visit <a href="http://www.dshs.wa.gov/itsa/residential-care-services/residential-care-services">www.dshs.wa.gov/itsa/residential-care-services/residential-care-services</a>, select the setting and then the locator link.</p> <p>To find an RCS office near you, visit <a href="http://www.dshs.wa.gov/itsa/residential-care-services/residential-care-services/offices">www.dshs.wa.gov/itsa/residential-care-services/residential-care-services/offices</a></p>	<p>1-855-923-4633 1-855-627-9604 (TTY) <a href="http://customersupport@wahbexchange.org">customersupport@wahbexchange.org</a> <a href="http://www.wahealthplanfinder.org">http://www.wahealthplanfinder.org</a> 1-360-841-7620 (FAX)</p> <ul style="list-style-type: none"> <li><b>Apply for or renew health care coverage</b> <ul style="list-style-type: none"> <li>Help navigating the application</li> <li>Report a change to your application</li> <li>Report a customer issue or a system error</li> </ul> </li> <li><b>Health Insurance Premium Tax Credit</b> (HIPTC) questions</li> <li><b>Qualified Health and Dental Plans</b> (QHP/QDP) eligibility, enrollment, and questions <ul style="list-style-type: none"> <li>1095-A questions</li> </ul> </li> <li>Locate an <b>HBE Navigator or Broker</b></li> <li><b>Help</b> is available in more than <b>240 languages</b> <ul style="list-style-type: none"> <li>Language and disability accommodations are provided at no cost</li> </ul> </li> <li><b>Appeal</b> QHP eligibility results: <a href="http://www.wahbexchange.org/appeals">www.wahbexchange.org/appeals</a> or call 855-859-2512 for information.</li> </ul> <p>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. – 8 p.m. Extended hours may be offered leading up to key enrollment dates, some holidays, and weekends. During other hours, visit: <a href="http://ContactUs@WashingtonHealthBenefitExchange.org">Contact Us   Washington Health Benefit Exchange - Washington Health Benefit Exchange</a></p>	<p>Lead Organization Contact Information available at: <a href="http://www.wahbexchange.org/partners/navigators/">www.wahbexchange.org/partners/navigators/</a></p> <p>For planned maintenance and outages, visit <a href="http://Healthplanfinder Status Center: Outages &amp; Maintenance   Washington Health Benefit Exchange - Washington Health Benefit Exchange">Healthplanfinder Status Center: Outages &amp; Maintenance   Washington Health Benefit Exchange - Washington Health Benefit Exchange</a></p> <p>Email <a href="mailto:navigator@wahbexchange.org">navigator@wahbexchange.org</a></p> <ul style="list-style-type: none"> <li>For questions about becoming a <b>Navigator</b></li> <li>To request <b>outreach materials</b> and presentations</li> </ul> <p>Hours of operation are generally 8 a.m. – 5 p.m., Monday – Friday (except holidays).</p> <p>Suggested script: "For application issues, please have the HPF application ID available."</p>	<p>1-800-562-3022 <a href="http://fortress.wa.gov/hca/p1contactus/">fortress.wa.gov/hca/p1contactus/</a></p> <p>1-800-562-3022 <a href="http://fortress.wa.gov/hca/p1contactus/">fortress.wa.gov/hca/p1contactus/</a></p> <ul style="list-style-type: none"> <li>Apple Health <b>benefit coverage</b> questions</li> <li>Provider <b>billing</b> and claims questions</li> <li><b>ProviderOne</b> Client Services Card*</li> <li>Apple Health <b>Managed Care</b> enrollment and questions*</li> </ul> <p>*Self-service option: <a href="http://www.waproviderone.org/join">www.waproviderone.org/join</a></p> <ul style="list-style-type: none"> <li>Apple Health Modified Adjusted Gross Income (MAGI) Medicaid eligibility questions (<b>families, children, pregnant women and single adults</b>)</li> <li><b>Post-Eligibility Case Review</b> questions or <b>report changes</b></li> <li>Apple Health for Kids <b>premium payment</b> questions (CHIP)</li> <li>Request an <b>appeal</b> for Apple Health Programs</li> </ul> <p>Hours of operation: 7 a.m. – 5 p.m., Monday - Friday (except state holidays).</p> <p>Suggested script: "Please have your Client ID or ProviderOne ID available."</p>	<p>1-800-562-3022 <a href="http://fortress.wa.gov/hca/p1contactus/">fortress.wa.gov/hca/p1contactus/</a></p> <ul style="list-style-type: none"> <li>Apple Health Modified Adjusted Gross Income (MAGI) Medicaid eligibility questions (<b>families, children, pregnant women and single adults</b>)</li> <li><b>Post-Eligibility Case Review</b> questions or <b>report changes</b></li> <li>Apple Health for Kids <b>premium payment</b> questions (CHIP)</li> <li>Request an <b>appeal</b> for Apple Health Programs</li> </ul> <p>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."</p>



# HCA resources

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- ▶ **HCA Information on COVID-19:**  
[hca.wa.gov/coronavirus](https://hca.wa.gov/coronavirus)
- ▶ **AEM Assessment and Treatment for COVID-19:**  
[hca.wa.gov/assets/free-or-low-cost/hrsa-covid-19-uninsured-program-one-pager-external.pdf](https://hca.wa.gov/assets/free-or-low-cost/hrsa-covid-19-uninsured-program-one-pager-external.pdf)
- ▶ **HCA Training & Education Resources:**  
[hca.wa.gov/stakeholder-training](https://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/hcacommunitystaff](https://hca.wa.gov/hcacommunitystaff)

# HCA resources

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- ▶ **COVID-19 billing, coding, or telehealth policy:**  
[HCAAH\\_COVID19@hca.wa.gov](mailto:HCAAH_COVID19@hca.wa.gov)
- ▶ **COVID-19 behavioral health:**  
[HCADBHRBHCVID19@hca.wa.gov](mailto:HCADBHRBHCVID19@hca.wa.gov)
- ▶ **HCA Apple Health eligibility COVID-19:**  
[AHeligCovid19@hca.wa.gov](mailto:AHeligCovid19@hca.wa.gov)
- ▶ **Apple Health eligibility:**  
[AskMAGI@hca.wa.gov](mailto:AskMAGI@hca.wa.gov)
- ▶ **Apple Health managed care:**  
[HCAMCPrograms@hca.wa.gov](mailto:HCAMCPrograms@hca.wa.gov)
- ▶ **Document verification:**  
[Apple@hca.wa.gov](mailto:Apple@hca.wa.gov)



# Questions

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