First Friday Forum

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Shaunie Cousins
Medicaid Eligibility Policy Manager
Office of Medicaid Eligibility Policy

Washington State Health Care Authority

Agenda

- Health Care Authority (HCA) updates
- Privacy
- Apple Health booklets
- Retro coverage
- Resources

HCA updates

Washington State Health Care Authority

Apple Health Ambassador program

Thank you all for your efforts to keep communities connected with Apple Health coverage during the unwind of the public health emergency (PHE).

Coming Soon

2024 Apple Health Quarterly webinar series.

- Mark your calendars:
  - March 7, 2024
  - June 6, 2024
  - September 5, 2024
  - December 5, 2024
- Registration will be available soon.

Privacy

Privacy

The Health Care Authority is required under law and HIPAA to maintain the privacy of its clients' information.

There are a limited number of reasons where HCA may use and disclose information, including determining eligibility for Apple Health coverage.

A full list of these disclosures is listed in our privacy policy at **hca.wa.gov/about-hca/notice-privacy-practices**.

Privacy

- The privacy policies listed below are provided to clients at the time of enrollment and every three years after that.
- We do not share information with any immigration agency.
- For more information:
  - HCA Notice of Privacy Practices (HCA 40-460): hca.wa.gov/about-hca/notice-privacy-practices

Updated Apple Health booklets

Benefits and services booklets

HCA 19-046

(with managed care)

HCA 19-047

(foster care/ adoption support)

HCA 19-049

(Behavioral Health services only)

HCA 19-065

(without managed care)

***Source:** hca.wa.gov/ah-client-booklets

Washington State Health Care Authority

Community engagement & outreach

Community event requests

- Want HCA to join your event in-person or virtually?
- Contact Apple Health Communications: ahcommunications@hca.wa.gov

Retro coverage

Washington State Health Care Authority

MAGI retro

Oldest received date	Cases to be worked
12/18/2023	785

Apple Health resources

Consumer Notices Workgroup

- The Consumer Notices Workgroup is currently looking for Apple Health consumers to attend and complete email reviews of the letters developed by the workgroup and provide feedback.
  - Participants receive a quarterly $50 gift card
- To participate in the Apple Health Consumer Notices Workgroup as a consumer, contact jasmine.sannicolas@hca.wa.gov.

Eligibility Policy email inbox

- The Office of Medicaid Eligibility Policy (OMEP) has created a new Apple Health Eligibility Policy email inbox to provide a direct line of communication to the eligibility policy team.
- For use by client-facing stakeholders, such as navigators or volunteer assisters, and external community-based representatives helping Apple Health clients experiencing more complex eligibility issues or who need clarification on a specific policy.
- This inbox also serves as the primary point-of-contact for requests for Apple Health outreach, training, and presentations.

New email address: HCAAHEligibilityPolicy@hca.wa.gov

Apple Health for Kids continuous eligibility

- Continuous Eligibility for Kids ages 0-6
  - hca.wa.gov/apple-health-children
- Office of Medicaid Eligibility Policy | Medicaid Programs Division
  - Shaunie.Long@hca.wa.gov
  - Emily.Good@hca.wa.gov

Washington Apple Health

Apple Health for Kids continuous eligibility

What is continuous eligibility?

Continuous eligibility means that you keep your coverage for a certain amount of time, regardless of changes in household income.

For children, the length of continuous eligibility depends on age and program. Children under the age of six who are on free Apple Health for Kids, receive continuous eligibility through the end of their sixth birthday month. Children on free Apple Health for Kids who are age six and older or those enrolled Apple Health for Kids with premiums, regardless of age, receive twelve months of continuous eligibility.

How long does continuous eligibility last?

Apple Health for Kids (free coverage)	Continuous eligibility
Under age six	Until the end of the month of their sixth birthday
Six and older	Twelve months at a time, through the end of the month of their nineteenth birthday

Who is eligible for continuous eligibility for kids under age 6?

Any child who is enrolled in a free Apple Health program is eligible for continuous coverage up to age six. Visit hca.wa.gov/apple-health-children to learn more.

Do I need to take action?

Children who are active on Apple Health and meet the eligibility criteria will have their eligibility automatically extended regardless of changes in household income. View the table under "How long does continuous eligibility last" to learn more.

What steps are needed to get my 0-6 child active again if they lose coverage?

As of June 2023, HCA began work to maintain continuous eligibility for children under the age of six. A manual process is in place to identify eligible children who have lost coverage and reinstate them.

If your child needs to visit their provider and their coverage has not been reinstated, please contact the Health Care Authority for assistance.

Where can I go to learn more?

- **Online:** hca.wa.gov/apple-health-children
- **Email:** AskMAGI@hca.wa.gov

Cross agency desk aid

- The cross-agency desk aid* has been updated.
- Includes contact information for DSHS, HBE, HCA, OIC, and additional supports.

***Source:** hca.wa.gov/assets/free-or-low-cost/customer_support_center_referrals.pdf

Follow us on social media!

You can now follow HCA on Instagram
@wa_health_care

Resources

- HCA Area Representatives
  - hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf
- HCA Community-Based Specialists
  - hca.wa.gov/hcacommunitystaff
- HCA Post-PHE External Guide:
  - hca.wa.gov/assets/free-or-low-cost/external-guide-to-ah-post-phe.pdf
- HCA reference guides:
  - hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/reference-guides

Questions

- **MEDS email:**
  - AskMAGI@hca.wa.gov
- **Managed Care questions:**
  - HCAMCPrograms@hca.wa.gov
- **Email verification:**
  - Apple@hca.wa.gov
- **Data requests:**
  - HCAData@hca.wa.gov
- **Apple Health Eligibility Policy:**
  - HCAAHEligibilityPolicy@hca.wa.gov

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