First Friday Forum

June 7, 2024

Shaunie Cousins
Eligibility Policy Innovation and Community Support
IT Innovation and Customer Experience Administration

Washington State Health Care Authority

Agenda

- Health Care Authority updates
- Apple Health Expansion
- New Apple Health resources
- Apple Health for Workers with Disabilities
- Resources

HCA updates

Washington State Health Care Authority

Eligibility Policy team updates

- The Office of Medicaid Eligibility Policy (OMEP) is now known as Eligibility Policy Innovation and Community Support (EPICS)
- EPICS is part of the IT Innovation and Customer Experience Administration (ITICEA) at HCA
- For Apple Health policy questions, reach us at:
  - HCAAHeligibilitypolicy@hca.wa.gov

Apple Health webinars

- Pre-recorded quarterly webinars include time afterwards to ask questions on the topic.
- Sign up to register or if not able to attend, sessions will be posted on our HCA Stakeholder and Training webpage.
- Subscribe to HCA's GovDelivery to know:
  - Topics that will be covered
  - Date and time of webinar
- Great use to train newly hired assistors or as a refresher.

Apple Health webinars

- Send recommendations for future Apple Health webinar topics to:
  - AHEligibilityPolicy@hca.wa.gov
- 2024 dates scheduled:
  - September 5
  - December 5
- Register online:
  - Visit hca.wa.gov/stakeholder-training
    - Choose "Webinars, videos, and presentations."
    - Register for one or all.

Apple Health Expansion

Preparing to apply

- Mark your calendar!
  - Applications accepted starting at 8:00 a.m. on June 20.

The Apple Health Expansion program has limited capacity and is expected to fill quickly!

- Get help in person
  - **Encourage clients to schedule an appointment with a navigator** to get help.
    - Navigators can help walk through the application process, upload documents, and answer questions along the way.

Documents to have ready

- Have the following documents ready to help complete the application.
  - Proof of identity in the form of a driver's license, passport, or other official documentation.
  - Immigration documentation that shows status (visa, passport, etc.).
    - No immigration documentation is needed for undocumented individuals.
  - The income before taxes. This could be wage stubs, pay receipts, or other ways that show how much money is made.

Communications Toolkit

- Available online*
  - Visit **hca.wa.gov/ah-expansion**
- This toolkit includes:
  - Key messages by audience type
  - Client publications and resources
  - Branding and language guidance
  - Social media toolkit**
- Future updates will include additional:
  - Key messages
  - Social media content
  - Letter previews

*Source: hca.wa.gov/assets/free-or-low-cost/apple-health-expansion-communications-toolkit.pdf
**Source: hca.wa.gov/assets/free-or-low-cost/apple-health-expansion-social-media-toolkit.pdf

Washington State Health Care Authority

Social Media Toolkit

- Available online*
  - Visit **hca.wa.gov/ah-expansion**
- Access social media templates:
  - Multiple photos to choose from
- Future updates will be made ongoing
  - Social media posts in 15 languages

Washington State Health Care Authority

*Source: hca.wa.gov/assets/free-or-low-cost/apple-health-expansion-social-media-toolkit.pdf

Apple Health Expansion webinars

- Stakeholder webinars in a variety of languages posted online.*

Date	Time	Webinar topic	Details
Wednesday, November 29, 2023	4-5 p.m.	Overview of Apple Health Expansion eligibility, covered services, and other available programs.	View the webinar Presentation slides Amharic | Arabic | Cambodian | Chinese | Russian | Spanish | Tagalog | Ukrainian | Vietnamese FAQ Amharic | Arabic | Cambodian | Chinese | Russian | Spanish | Tagalog | Ukrainian | Vietnamese
Friday, February 2, 2024	2-3 p.m.	Information for community-based organizations to learn about qualified health plan transitions, applying through Washington Healthplanfinder, and application and enrollment details.	View the webinar Presentation slides Amharic | Arabic | Cambodian | Chinese | Russian | Spanish | Tagalog | Ukrainian | Vietnamese FAQ Amharic | Arabic | Cambodian | Chinese | Russian | Spanish | Tagalog | Ukrainian | Vietnamese
Monday, April 29, 2024	3-4 p.m.	Overview of Apple Health Expansion eligibility requirements and enrollment details (part 1).	View the webinar Presentation slides Amharic | Arabic | Cambodian | Chinese | Russian | Spanish | Tagalog | Ukrainian | Vietnamese

Washington State Health Care Authority

***Source:** hca.wa.gov/ah-expansion

GovDelivery

Subscribe and stay connected!

Subscription Topics

- [ ] **Apple Health (Medicaid) programs and eligibility**
  - [ ] General information and updates
  - [ ] COFA Islander programs
  - [x] Apple Health Expansion

Recently added "Apple Health Expansion"

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

Apple Health Expansion resources

- Client webpage
  - hca.wa.gov/apple-health-expansion
- Stakeholder webpage
  - hca.wa.gov/ah-expansion
- Apple Health for Noncitizens
  - hca.wa.gov/apple-health-non-citizens
- Enrollment Cap announcement
  - hca.wa.gov/ahe-enrollment

New Apple Health resources

Welcome to Washington Apple Health video series

- The Health Care Authority (HCA) has released the next Apple Health (Medicaid) video in a series created to compliment the Welcome to Washington Apple Health benefits booklets.
- A link to the client's specific booklet is shared at the time of approval for Apple Health coverage through their ProviderOne enrollment notice.
- These videos help clients learn about their health coverage in short segments to reach a broader audience and account for different learning styles.

Welcome to Washington Apple Health video series, cont'd…

- **2023**: Welcome to WAH – Find out if you're eligible and how to apply for Apple Health coverage
- **2024**: Welcome to WAH – Understanding your Apple Health coverage
- **2025**! Welcome to WAH - How to use your Apple Health coverage

Washington State Health Care Authority

Source: hca.wa.gov/ah4u

New outreach materials for Apple Health for Workers with Disabilities

Washington State Health Care Authority

Outreach materials – Videos

Access the video in English and Spanish online at [hca.wa.gov/hwd](hca.wa.gov/hwd).

Washington State Health Care Authority

Outreach materials - Flyer

Affordable Coverage for Workers with Disabilities

Washington Apple Health for Workers with Disabilities

Apple Health for Workers with Disabilities (HWD) is an affordable, low-cost health care coverage option for people with disabilities who want to work and save more of their earnings.

DO I QUALIFY FOR COVERAGE?

You might qualify for affordable health care through HWD if you…

- Meet federal disability requirements.
- Work part-time, full-time, or are self-employed.
- Are a U.S. citizen or have a qualifying immigration status.
- Live in Washington.
- Are at least 16 years old.

WHAT SERVICES DOES HWD COVER?

- General primary care, including dental services, vision care, and prescriptions.
- Behavioral health services, including mental health and substance use disorder treatment.
- While enrolled, you can put your earnings into a separate account that will not be counted when determining eligibility for other Apple Health programs.

HOW MUCH WILL I PAY?

- Your premium will never be more than 7.5% of your income, no matter what you earn.
- There is no income or resource limit to qualify for HWD, so you can earn and save more.
  - American Indian and Alaska Native residents will have a $0 premium.

Learn more at hca.wa.gov/hwd

Washington State Health Care Authority

Washington State Department of Social & Health Services

Washington Apple Health for Workers with Disabilities

HOW LONG WILL I HAVE COVERAGE?

If you lose your job while enrolled in Apple Health HWD…

- You will keep your coverage if you pay your monthly premium and have a job when you renew coverage.
- Coverage renews once a year, so you have flexibility if you lose your job and need to find another.

Learn more at hca.wa.gov/hwd

Washington State Health Care Authority

Washington State Department of Social & Health Services

General flyer

- hca.wa.gov/assets/free-or-low-cost/19-0104-apple-health-for-workers-with-disabilities.pdf

Outreach materials – Rack card

Rack card

- hca.wa.gov/assets/free-or-low-cost/19-0103-apple-health-for-workers-with-disabilities-rack-card.pdf

Washington State Health Care Authority

Outreach materials - Native

Flyer for a Native audience

- hca.wa.gov/assets/free-or-low-cost/apple-health-for-workers-with-disabilities-toolkit.pdf

Washington State Health Care Authority

Outreach toolkit

- View the outreach toolkit to access the flyer, videos, and social media posts.
  - hca.wa.gov/assets/free-or-low-cost/apple-health-for-workers-with-disabilities-toolkit.pdf

Washington Apple Health

Apple Health for Workers with Disabilities Campaign toolkit

Background

Apple Health for Workers with Disabilities (HWD) provides coverage to individuals with blindness or another disability who have earned and purchase health care coverage based on a sliding income scale. HWD has no asset test and no upper income limit. HWD clients may enrolled in managed care or Apple Health without a managed care plan.

For more information on Apple Health for Workers with Disabilities visit hca.wa.gov/hwd.

How to use this toolkit

Our Apple Health for Workers with Disabilities communications toolkit shares videos, handouts, social media, and campaign messaging use to help the Health Care Authority (HCA) promote this program and services to eligible people.

Use these materials to share an overview of the program, benefits and services including behavioral health, and address misconception working with disabilities. Email ahcommunications@hca.wa.gov with questions regarding this toolkit.

Audiences

The communications in this toolkit are intended for current and potential Apple Health for Workers with Disabilities clients and anyone helps them apply, renew, or manage their coverage. Outreach materials include a general campaign for all audiences and a campaign f people.

General campaign (all audiences)

Video

This video is available in a 30 second standard format and a 15 second vertical format for posting on social media platforms. It has also been translated into Spanish. View the English and Spanish standard format of the videos on YouTube. Email ahcommunications@hca.wa.gov to request copies of the 15 second videos for posting to social media.

Resources

- Apple Health manual – HWD
  hca.wa.gov/medicaid/manual/Pages/50-300.aspx
- Apple Health manual - LTSS – Working clients on long-term care programs
  hca.wa.gov/health-care-services-supports/program-administration/working-clients-long-term-care-programs
- HCA eligibility manual
  hca.wa.gov/health-care-services-supports/program-administration/apple-health-eligibility-manual
- HCA HWD fact sheet
  hca.wa.gov/assets/free-or-low-cost/22-333.pdf

Retro coverage

Washington State Health Care Authority

MAGI retro

Oldest received date	Cases to be worked
05/13/24	221

Resources

Washington State Health Care Authority

Community event requests

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

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.

Cross agency desk aid

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

Washington State Health Care Authority

***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

GovDelivery

Subscribe and stay connected!

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

Resources

- HCA Apple Health Eligibility Policy team
  - hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf
- HCA Community-Based Specialists
  - hca.wa.gov/hcacommunitystaff
- HCA Stakeholder & Training page
  - hca.wa.gov/free-or-low-cost-health-care/i-help-others-apply-and-access-apple-health/webinars-video-and-presentations
- 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

Washington State Health Care Authority