Washington Apple Health

Washington Coalition of Medicaid Outreach
Medicaid Eligibility Policy
Medicaid Eligibility & Community Support
June 26, 2020

Topics

- HCA Updates

- Telehealth

- Alien Emergency Medical (AEM)

- HRSA COVID-19 Uninsured Program

- Value-added Benefits

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HCA Updates

Updates

- COVID-19

- The end of the Public Health Emergency (PHE)

- Furloughs

COVID-19

- Policy changes

- Apple Health coverage continues until the Public Health emergency ends. Reinstatements and renewals are been extended to continue coverage as directed under the CARES Act.

- Apple Health coverage is been extended unless individuals request termination, are out of state, or deceased.

The End of the Public Health Emergency

The Secretary of the Department of Health and Human Services (HHS) declared a Public Health Emergency (PHE) due to COVID-19 on January 27, 2020 nationwide.

The declaration was renewed on April 26, 2020 and as of now it is expected to end on July 24, 2020.

Visit the Public Health Emergency declaration to stay informed.

Telehealth

Telehealth

Telehealth is a way to deliver health care services where the health care provider and patient are using phone, email or video.

Apple Health recipients can use telehealth to see a provider as an alternative to an in person visit.

Here are some tips on how to prepare for a telehealth appointment:

- Choose a quiet, private place without distractions
- Make sure the phone or computer is charged
- Have a pen and paper handy for taking notes

For more information visit Telehealth guidance for Apple Health clients.

HCA Telehealth Tools

In response to the COVID-19 pandemic, HCA made policy decisions and investments to get phones, laptops, software and guidance to providers and clients to support telehealth.

HCA has distributed Zoom Telehealth licenses to hundreds of physical and behavioral health providers serving our most vulnerable populations so they can stay in touch and offer health care services even during this time of Stay Home, Stay Healthy.

Visit HCA telehealth tools during the COVID-19 pandemic for more information.

Alien Emergency Medical (AEM)

Alien Emergency Medical

In response to the public health emergency HCA filed an emergency rule to include the assessment and treatment of COVID-19 as a qualifying emergency for AEM. Other updates include:

- The assessment and treatment of COVID-19 provided in any outpatient setting, such as office or clinic, telemedicine, online digital or telephonic services is considered a qualifying emergency.

- Additional services, including medications and respiratory services may be approved if the individual tests positive for COVID-19.

- The AEM fax cover sheet includes COVID-19 in the Applying for coverage section.

Alien Emergency Medical

The application for Alien Emergency Medical remains the same. Individuals have several options to apply for AEM coverage:

- Online: Visit Washington Healthplanfinder
- Mobile app: Download the WAPlanfinder app
- Paper: Application for Health Care Coverage (18-001P)
- Phone: 1-855-923-4633

For individuals who are an adult age 65 or older, blind, disabled, or need long-term services, apply for Apple Health Classic Medicaid coverage online through Washington Connection or by calling 1-877-501-2233.

HRSA COVID-19 Uninsured Program

HRSA Program

The Health Resources & Services Administration (HRSA), an agency of HHS, is administering the Uninsured Program.

Health care providers that have tested or treated uninsured individuals for COVID-19 may be eligible for claims reimbursement through a new program established by U.S. Department of Health and Human Services (HHS).

HRSA is accepting claims from providers that tested and treated uninsured individuals for COVID-19 on or after February 4, 2020.

HRSA Program

Uninsured individuals may apply for health care coverage through [Washington Healthplanfinder](#) or [Washington Connection](#).

In order for providers to be reimbursed, citizenship and immigration does not have to be verified.

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.

Refer individuals to their provider for inquiries regarding the HRSA COVID-19 Uninsured Program.

HRSA Resources

- [Claims program overview](#)

- [Frequently asked questions](#)

- [HRSA COVID-19 uninsured portal user guide](#)

- [Health Care Authority COVID-19 information](#)

Additional resources can be found on the [HCA Stakeholder training and education page](#).

Value-added Benefits

Value-added Benefits

Value added benefits (VAB) are not covered by Apple Health (Medicaid), however they are provided to Apple Health clients by their Managed Care Organization (MCO).

Benefits may include gym memberships, access to Amazon Prime, Costco memberships and health education programs.

MCOs offer these services because they anticipate it will improve health and cost outcomes.

VAB may not be used in marketing to induce enrollment, however they can communicate these benefits to their members.

Value-added Benefits

Any third party organization choosing to develop a VAB tool for their region must:

- Coordinate with all plans serving Apple Health in their region
- Contain information representative of all plans offered in their region
- Include a document date for version control on the document
- Ensure it clearly identifies the region it services
- Not use the HCA or Apple Health logo anywhere on the document

Any tool developed will be for informational purposes only. A disclaimer must be on the document clearly stating the following:

The products and services described are neither offered nor guaranteed under our contract with Washington Apple Health (Medicaid). In addition, they process. Any disputes regarding these products and services may be subject to thare not subject to the Apple Health appeals e [Name of plan] grievance process.

Enrollments & Renewals

Apple Health Enrollment May 2019 through May 2020
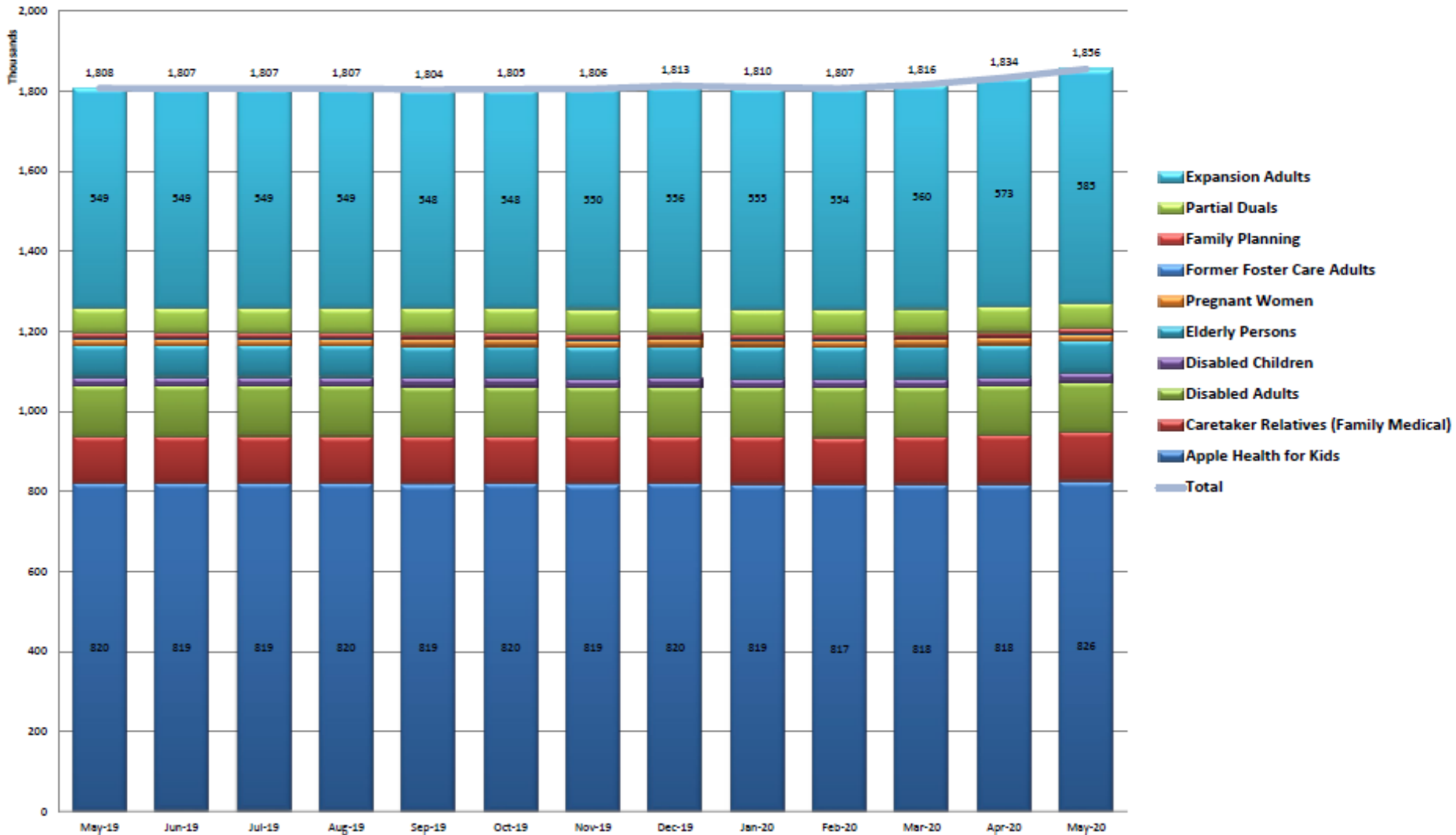
Apple Health Client Eligibility Dashboard

https://www.hca.wa.gov/about-hca/client-eligibility-data-dashboard
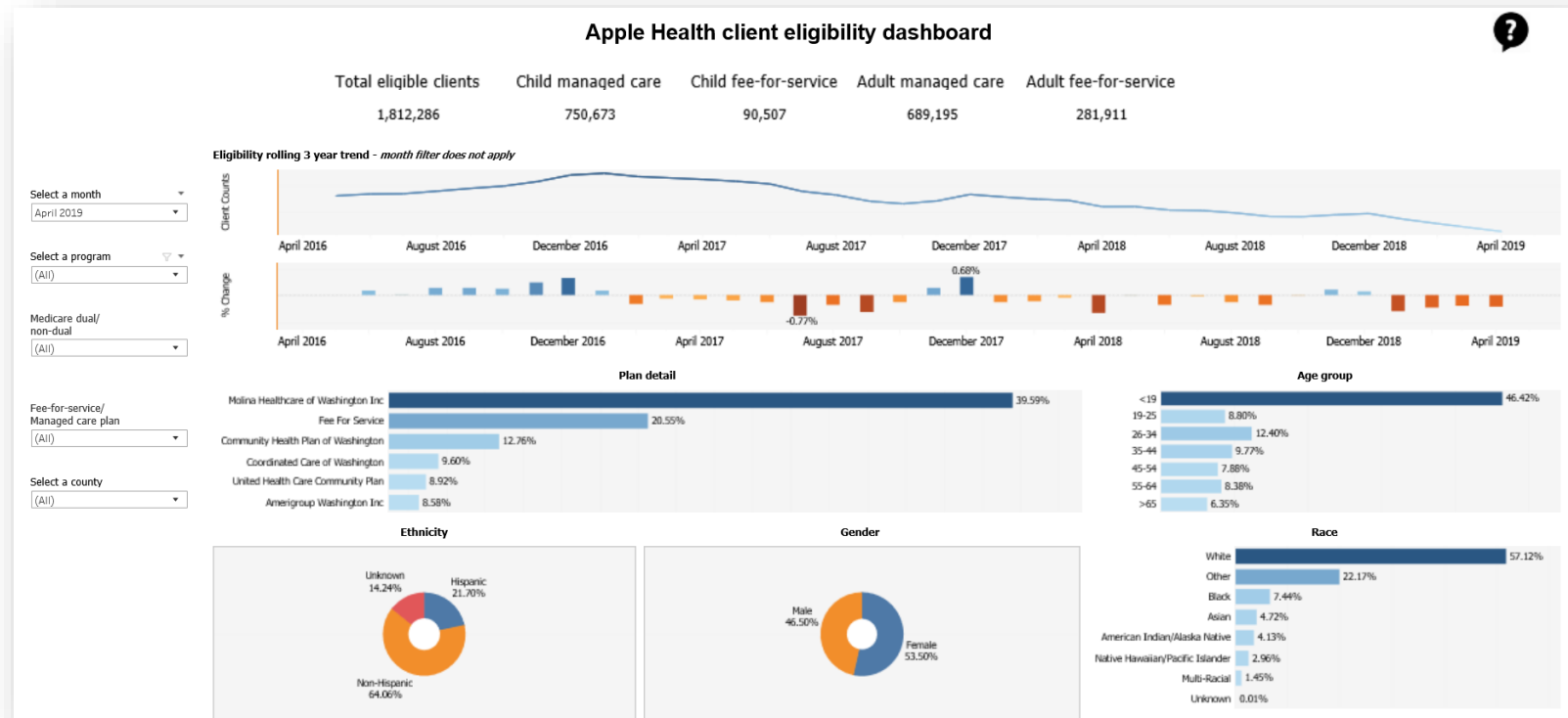
Share Your Story

Share Your Story!

We are looking for people in Washington whose lives have changed for the better because they have Apple Health coverage.

With the individual's permission, their testimonials could be featured on the Washington Healthplanfinder, Health Benefit Exchange, or Health Care Authority websites and printed materials.

If we do use their story, they can get a $50 gift card!

Share Your Story!

Share Your Story!

Apple Health provides otherwise unaffordable, life-saving medication for HIV patient.
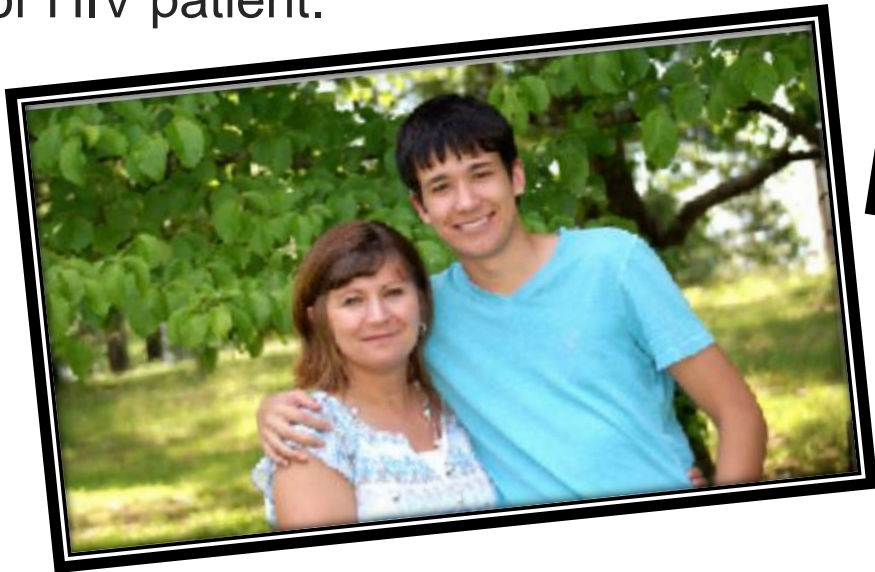
Jazmin tells her story about how CHIP health coverage has kept her daughter happy and healthy.

For more information, please visit our Voices of Apple Health project.

Resources

Cross Agency Desk Aid

Referral Communications Committee - *Last Updated 4/29/2020*

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority	
Community Services Division Customer Service Contact Center	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)
	Adult Protective Services (APS)	Home & Community Services (HCS)	Residential Care Services (RCS)				
1-877-501-2233 1-877-980-9220 (Answer Phone) **Apply here:** www.washingtonconnection.org 1-888-338-7410 (FAX)	Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: **1-877-734-6277, or 1-866-ENDHARM, or** www.dshs.wa.gov/altsa/reportadultabuse	**Find your local HCS office:** intra.altsa.dshs.wa.gov/hcs/maps.htm **Apply for HCS programs:** www.washingtonconnection.org 1-855-635-8305 (FAX)	Report abuse or neglect in a licensed/certified setting: **1-800-562-6078** www.dshs.wa.gov/altsa/reportadultabuse	**1-855-923-4633 1-855-627-9604 (TTY)** customersupport@wahbexchange.org http://www.wahealthplanfinder.org 1-360-841-7620 (FAX)	Lead Organization Contact Information available at: www.wahbexchange.org/partners/navigators/	**1-800-562-3022** fortress.wa.gov/hca/p1contactus/	**1-800-562-3022** fortress.wa.gov/hca/p1contactus/
• Apply for, report changes or renew **Food and Cash programs** (SNAP, EBT, ABD/ HEN Referral, TANF/WorkFirst, Refugee Assistance) • Apply for **Classic Medicaid programs**, SSI, 65+, and disabled • Request an appeal of Classic Medicaid, Food and Cash programs • **WASHCAP** (Food for households whose only income is **SSI** or combination of **SSI/SSA**) 1-877-380-5784 • For additional application assistance refer to the Public Access Directory for community partners: www.washingtonconnection.org/home/publicaccessdirectory.go • **Constituent Relations** 1-800-865-7801 • **Employment Pipeline** www.dshs.wa.gov/sites/default/files/ESA/csd/documents/EP%20Brochurev12019.pdf • **Child Care Subsidy Program** 1-844-626-8687 *see page 3	APS is responsible for: • **Investigating allegations of** mistreatment of vulnerable adults living in their own homes, and in facilities and residential programs licensed or certified by DSHS • **Providing protective services with** consent of the vulnerable adult that may include: o Assistance with protection orders o Petitioning for guardianship o Referrals for legal assistance o Referrals for case management, in-home or residential care, or to other agencies • **Coordination with law enforcement** if criminal activity is suspected 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.	HCS determines and maintains the following programs: • **LTSS** for institutional and community settings, such as: o Nursing facilities o In-home o Assisted living o Adult family home • **HCS Waiver services:** o Community First Choice (CFC) o COPES o Medicaid Person Care (MPC) o New Freedom (King and Pierce counties only) o PACE o Residential Support Waiver (RSW) o Roads to Community Living (RCL) • Caregiver services: o Tailored Supports for Older Adults (TSOA) o Medicaid Alternative Care (MAC) • Associated cash and food benefits for HCS clients (except for TANF/Food)	RCS is responsible for the licensing/certification and oversight of the following: • Nursing facilities • Adult family homes • Assisted living facilities • Intermediate care for individuals with intellectual disabilities • Enhanced services facilities • Certified community residential services & supports To search for a licensed home in your area, visit www.dshs.wa.gov/altsa/residential-care-services/residential-care-services, select the setting and then the locator link. To find an RCS office near you, visit www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices	• Apply for or renew **health care coverage** o Help navigating the application o Report a change to your application o Report a customer issue or a system error • **Health Insurance Premium Tax Credit** (HIPTC) questions • **Qualified Health and Dental Plans (QHP/QDP)** eligibility, enrollment, and questions o 1095-A questions • **Request an appeal** for denial of HIPTC/QHP, **Special Enrollment:** www.wahbexchange.org/appeals or call 1-855-859-2512 for information • Locate an **HBE Navigator or Broker** • Help is available in **175 languages** o Language and disability accommodations are provided at no cost	For planned maintenance and outages, visit Healthplanfinder Status Center: Outages & Maintenance	Washington Health Benefit Exchange - Washington Health Benefit Exchange Email navigator@wahbexchange.org • For questions about becoming a Navigator • To request outreach materials and presentations	• Apple Health benefit coverage questions • Provider billing and claims questions • **ProviderOne** Client Services Card* • Apple Health Managed Care enrollment and questions* *Self-service option: www.waproviderone.org/client	• Apple Health Modified Adjusted Gross Income (MAGI) Medicaid eligibility questions (families, children, pregnant women and single adults) • Post-Eligibility Case Review questions or report changes • Apple Health for Kids premium payment questions (CHIP) • Request an appeal for Apple Health Programs
Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). Interview hours: 8 a.m. – 3 p.m. Suggested script: *"Please have your Client ID or Social Security Number available."*	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. For more information, go to: https://www.dshs.wa.gov/altsa/home-and-community-services/adult-abuse-and-prevention	Hours of operation: 8 a.m.-5 p.m., Monday – Friday (except state holidays)		Hours of operation: Mon – Fri 7:30 a.m. – 5:30 p.m. (except some state holidays). Extended hours may be offered leading up to deadlines. During other hours, visit: Contact Us	Washington Health Benefit Exchange - Washington Health Benefit Exchange Suggested script: *"Please have your HPF application ID or Social Security Number available."*	Hours of operation are generally 8 a.m. – 5 p.m., Monday – Friday (except holidays). Suggested script: *"For application issues, please have the HPF application ID available."*	Hours of operation: 7 a.m. – 5 p.m., Monday - Friday (except state holidays). Suggested script: *"Please have your Client ID or ProviderOne ID available."*	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."*

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

Resources

- **HCA Information on COVID-19**
  hca.wa.gov/information-about-novel-coronavirus-covid-19

- **AEM Assessment and Treatment for COVID-19**
  hca.wa.gov/assets/free-or-low-cost/hrsa-covid-19-uninsured-program-one-pager-external.pdf

- **HCA Training & Education Resources**
  hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/stakeholder-training-and-education

- **Cross-agency Desk Aid**
  hca.wa.gov/assets/free-or-low-cost/customer_support_center_referrals.pdf

- **HCA Community-Based Specialists**
  hca.wa.gov/assets/free-or-low-cost/community_based_staff_contact.pdf

Questions

- **COVID-19 billing, coding, or telehealth policy questions**
  HCAAH_COVID19@hca.wa.gov

- **COVID-19 behavioral health questions**
  HCADBHRBHCOVID19@hca.wa.gov

- **MEDS email**
  AskMAGI@hca.wa.gov

- **Managed Care questions**
  HCAMCPrograms@hca.wa.gov

- **Email verification**
  Apple@hca.wa.gov