



**Washington
Association for
Community Health**
Community Health Centers
Advancing Quality Care for All



OUTREACH & ENROLLMENT

WORKGROUP CONNECTIONS FACE-TO-FACE WORKSHOPS

Tacoma (Tues., Sept. 10) & Yakima (Thurs., Sept. 12)

MISSION

Our Mission: To strengthen and advocate for Washington's Community Health Centers as they build healthcare access, innovation and value.

SPONSORS

THANKS TO



Celebrate Accomplishments



During OEP 6, Health Centers' Navigators, CACs And Tribal Assisters Helped More Than 37,000 Washingtonians Enroll In Coverage And Connect To Health Care!



Washington Health Benefit Exchange

Washington Association for Community Health

September 2019

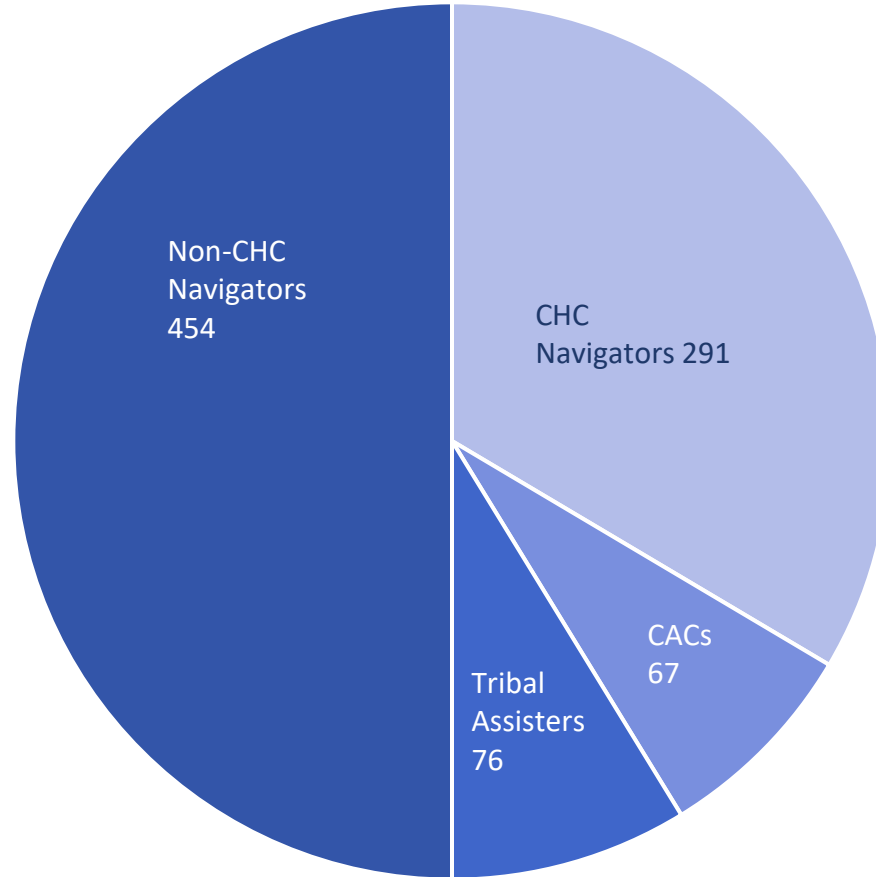
Agenda

- Introducing Mary McHale - new Associate Director of Outreach – oversight of Navigator Program
- OE6 Refresher - Results
- Looking Ahead – OE 7
 - Premium Prices
 - OE 7 Features



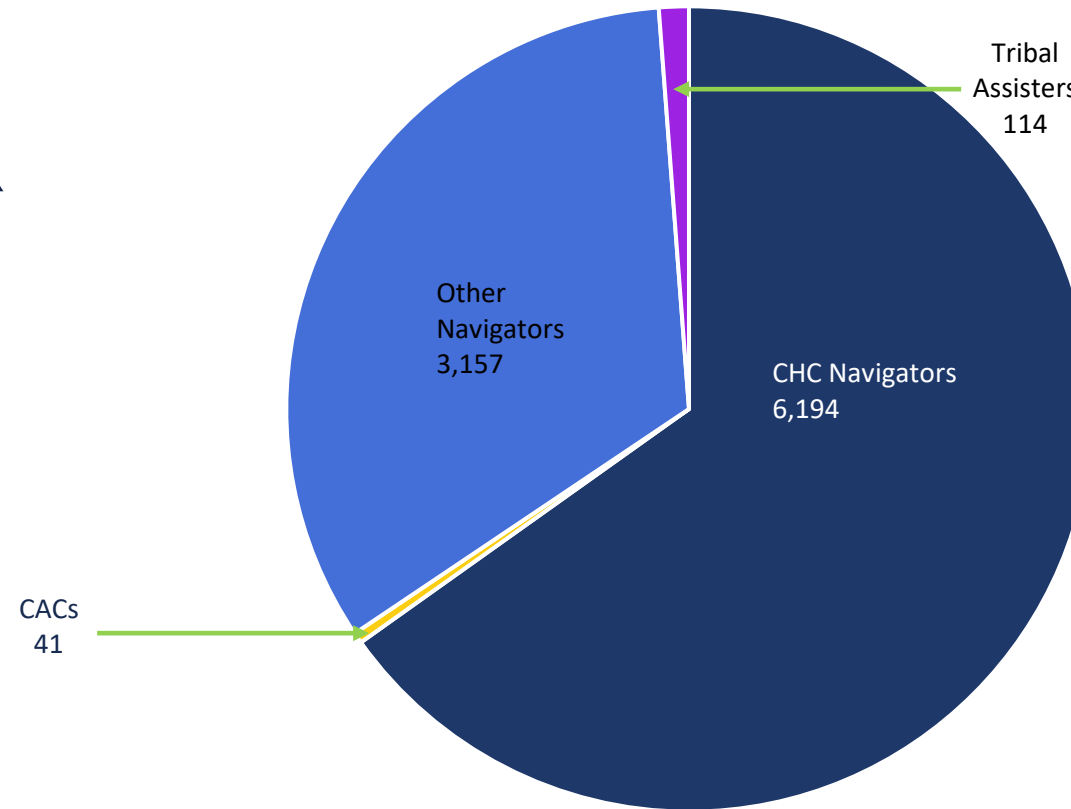
Certified Assisters by Type

888 Certified Assisters



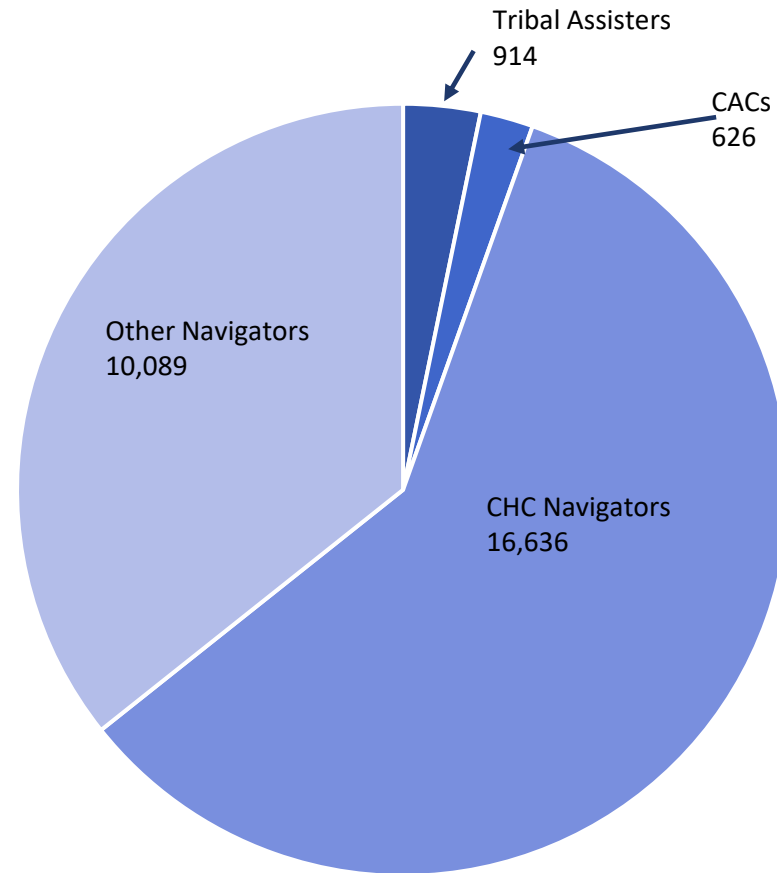
QHP Enrollments by Assister Type

9,506 QHPs during open enrollment 6



WAH Enrollments by Assister Type

28,265 WAH
during open
enrollment 6



Looking Ahead - Open Enrollment 7



53 days to Open Enrollment!!



Customer Decision Support Tool

- Customer Decision Support Tool available October 21 preview of 2020 plans
 - Will not save plan information
 - Screen shot
- Customer ability to request a “Time to Shop” email



Themes of 2020 Individual Market Health Plan Filings

- Many carriers submitted rate decreases
- More plan options for consumers
- Lower priced plans available in most counties for 2020
- More carriers offering off-Exchange than previous years



Proposed Average Rate Changes for Washington's 2020 Individual Health Insurance Market

Health insurer	Requested average* rate change	Sold inside/outside Exchange
Asuris Northwest Health	-4.43%	Outside
BridgeSpan Health Company	-1.93%	Both
Coordinated Care Corporation	10.16%	Inside
Health Alliance Northwest Health Plan	0.93%	Outside
Kaiser Foundation Health Plan of the Northwest	5.83%	Both
Kaiser Foundation Health Plan of Washington	0.40%	Both
LifeWise Health Plan of Washington	-5.89%	Both (in 2020)
Molina Healthcare of Washington	-6.97%	Inside
PacificSource Health Plans	New	Both
Premera Blue Cross	-7.26%	Inside
Providence Health Plan	New	Both
Regence BlueCross BlueShield of Oregon	-5.57%	Outside
Regence BlueShield	-5.62%	Outside
Total requested average* change	0.96%	
*Weighted average based on enrollment		

Source: Office of the Insurance Commissioner, Washington State



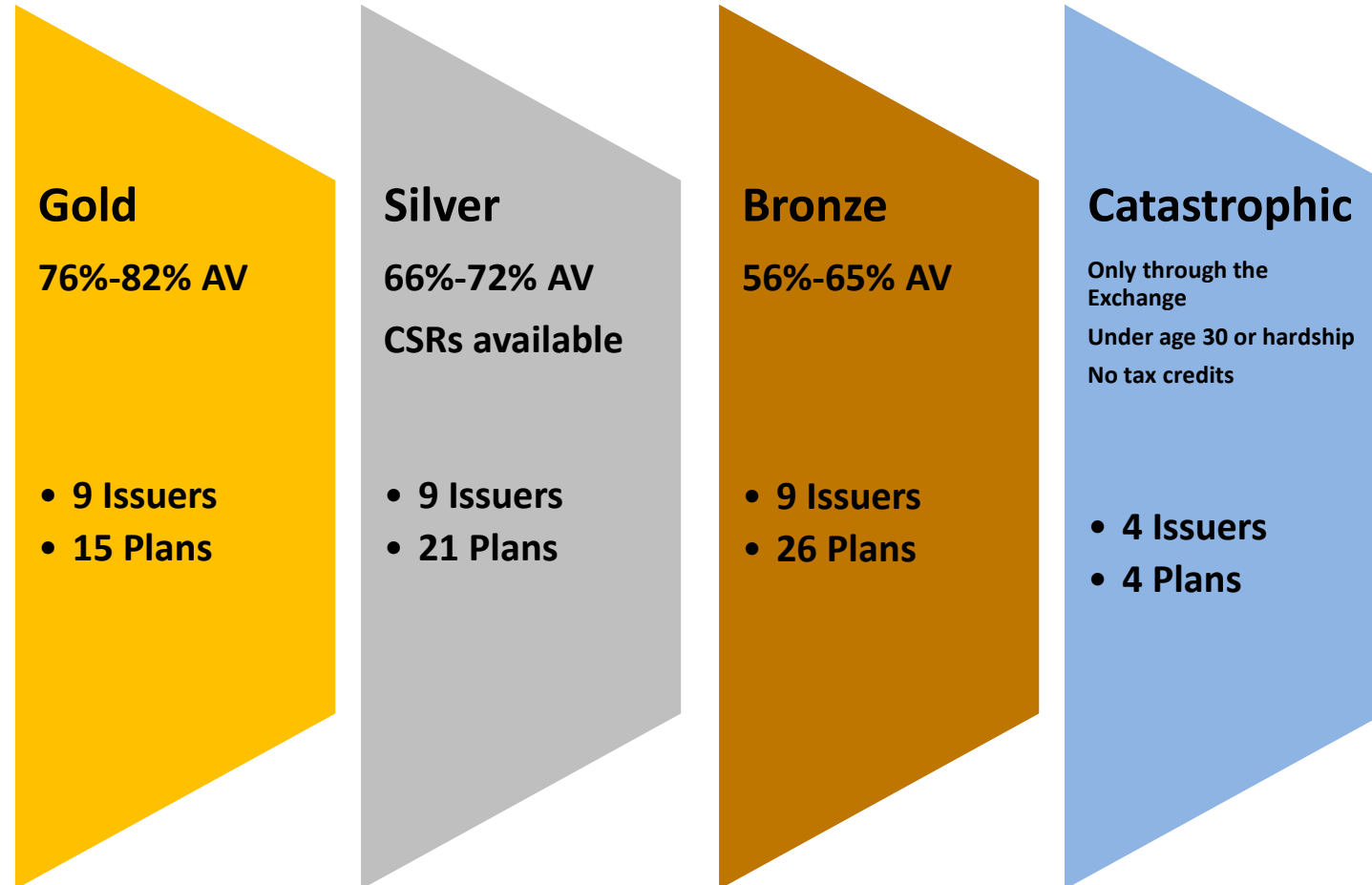
Summary of 2020 Exchange Health Plan Filings

- Exchange Individual Market
 - 9 carriers submitted QHPs
 - Two new carriers in 2020: Providence and PacificSource
 - 66 proposed QHPs
 - 40 QHPs in 2019
 - All carriers are now offering a bronze plan
 - The lowest priced bronze is now less expensive than the lowest priced silver in all counties
 - 8 counties with one issuer
 - Asotin, Clallam, Garfield, Grays Harbor, Okanogan, Pacific, San Juan, Wahkiakum
 - 14 counties with one issuer in 2019
 - Single-issuer counties are all served by LifeWise/Premera



2020 Exchange QHPs - Metal Level Overview

9 QHP Issuers | 66 QHPs



Changes to Bronze Plans

- All issuers are offering a bronze plan in 2020
- Coordinated Care offering a bronze plan in some counties where they participate
 - Offered in King, Pierce, and Thurston
- All counties have at least 2 bronze plans
 - 13 counties with 5 or more bronze plans



Number of Bronze Plans

County	Number of bronze plans
Clark	12
Pierce	11
King	11
Spokane	8
Thurston	7
Klickitat	6
Kitsap	5
Mason	5
Snohomish	5
Cowlitz	5
Walla Walla	5
Benton	5
Franklin	5
Island	4
Columbia	4
Lewis	4
Yakima	4
Whitman	4
Whatcom	4

County	Number of bronze plans
Kittitas	4
Skagit	4
Skamania	3
Stevens	3
Ferry	3
Lincoln	3
Pend Oreille	3
Grays Harbor	2
Grant	2
Jefferson	2
San Juan	2
Douglas	2
Adams	2
Wahkiakum	2
Pacific	2
Clallam	2
Chelan	2
Okanogan	2
Asotin	2
Garfield	2



Proposed Plan Offerings

Carrier	Gold	Silver	Bronze	Catastrophic
BridgeSpan Health Company	4	4	12	
Coordinated Care Corporation	2	7	1	
Kaiser Foundation Health Plan of Washington	1	2	2	1
Kaiser Foundation Health Plan of the Northwest	2	1	3	1
LifeWise Health Plan of Washington	1	2	2	1
Molina Healthcare of Washington	1	1	1	
PacificSource Health Plans	1	1	2	1
Premera Blue Cross	2	1	2	
Providence Health Plan	1	1	1	



Exchange Service Area and Plan Changes

- Service area changes:
 - KPWA withdrawing from San Juan
 - Molina expanding to Snohomish & Kitsap
 - Coordinated Care expanding to Kitsap
 - LifeWise expanding coverage into 33 counties
 - Premera is no longer offering in 7 counties
 - BridgeSpan expanding to Clark, Pierce, and King
- Plan Offering Changes
 - All counties will have a bronze offering
 - LifeWise and PacificSource offering catastrophic



Proposed Deductibles for 2020

	2019	2020
GOLD		
Deductible Range	\$0 - \$2,925	\$0 - \$2,925
Median Deductible	\$1,175	\$1,200
SILVER		
Deductible Range	\$2,000 - \$7,150	\$2,000 - \$7,500
Median Deductible	\$4,500	\$4,000
BRONZE		
Deductible Range	\$4,750 - \$6,500	\$5,000 - \$8,150
Median Deductible	\$5,600	\$6,625



Next Steps

- OIC is currently reviewing the proposed rates
- Exchange is continuing to analyze consumer impacts of the proposed rates and plans
- Exchange Board will certify plans in September
- Plans will be available for viewing prior to open enrollment



Cross Mapping

Enrollees affected by product discontinuation, will be mapped to another product offered by the same carrier	16,472
Enrollees affected by carrier exits, will be mapped to another carrier	11,633



Service Area Changes

Premera Blue Cross withdrawing from:

Benton

Cowlitz

Grant

Stevens

Whatcom

Snohomish

Pierce

- Customers affected by Premera withdrawals: 10,322
- Approximately 70% live in Pierce and Snohomish counties: 7,223
- More than half are unsubsidized: 5,675



Cross Mapping

County	Insurance Carrier
Benton	LifeWise or Providence Health Plan*
Cowlitz	LifeWise or KPNW*
Grant	LifeWise
Stevens	LifeWise
Whatcom	LifeWise
Snohomish	LifeWise
Pierce	Bridgespan or LifeWise*

* Indicates additional analysis is needed at the plan level to determine which carrier will be mapped to



Changes to Kaiser WA and LifeWise

- Kaiser Washington was the only issuer in San Juan county for 2019 and is withdrawing for 2020
- LifeWise is entering the county for 2020
- All 1,301 will be mapped to LifeWise
- LifeWise is discontinuing their Silver HSA product – Individuals in this product will be mapped to their new Essential Silver Low Deductible plan



Premera

County	Enrollees	Cross Mapped to
King	15,000	Premera Preferred product line
Pierce and Snohomish	7,000	Pierce: BridgeSpan or LifeWise Snohomish: LifeWise



Changes Coming in September

Navigator reports

- Age 19+
- Special Enrollment Period
- Conditional Eligibility Verification
- Potentially – Age 26





Thank you!

Christine.Brown@wahbexchange.org





washington
healthplanfinder

powered by the **Washington Health Benefit Exchange**



Washington State
Health Care Authority

Association's Outreach & Enrollment Workshop

Melissa Rivera & Mark Westenhaver
Office of Medicaid Eligibility Policy
September, 2019



Topics

- HCA Updates
- Health Care for Compact of Free Association (COFA) Dental Care
- Apple Health Prior Authorization
- Health Care for Workers with Disabilities (HWD) Program
- Enrollment and Renewals
- Washington Apple Health Notices Workgroup
- Go Paperless
- Upcoming System Release
- Share your Story
- Resources

HCA Updates

Updates

- New Division Director (MPOI)
- GovDelivery

Was
App

Dental Care



COFA Islander
Health Care

COFA Islander Dental Care

Engrossed Senate Bill 5274 was passed by the legislature this session to give COFA islanders who are also Washington residents dental benefits under a qualified dental plan.

The dental benefits will begin January 2021 (open enrollment 2020).

COFA Islander Dental Care

The bill requires for the HCA to work with the Commission on Asian Pacific American Affairs (CAPAA) to:

- Establish an annual community education and outreach program;
- Contract with a Washington organization that has multilingual language capacity.

The advisory committee must be extended until at least December 31st 2021.

COFA Islander Dental Care

To qualify for COFA Islander Dental Care, an individual must be enrolled in COFA Islander Health Care or Medicare and:

- Be a COFA islander and a Washington resident;
- Have countable income under 133% of the federal poverty level (FPL);
- Be ineligible for a federal or state medical assistance program administered by the authority under chapter 74.09 RCW.

Enrollment Updates

Sponsored as of August 26th

Applications	Individuals
869	1101

Program Updates

- Carriers
- Navia Card
- Medical Care Services (MCS)
- Legislative report

Resources

COFA Islander Website:

www.hca.wa.gov/cofa

Questions? Email:

COFAQuestions@hca.wa.gov

Phone number:

1-800-547-3109

COFA Islander Program Manager:

Ariel Pyrtek at Ariel.Pyrtek@hca.wa.gov



Prior Authorization

Prior Authorization

HCA has developed a guidance document for consistent processes to obtain prior authorizations for Apple Health recipients who are incarcerated and need access to behavioral health services.

The process of coordination prior to release for includes:

- Identifying the Managed Care Organization (MCO)
- Requesting a Prior Authorization (PA)

For more information visit the Medicaid Suspension website:

<https://www.hca.wa.gov/assets/free-or-low-cost/Prior-authorizations-and-correctional-facilities-release-to-SUD-residential-facilities.pdf>

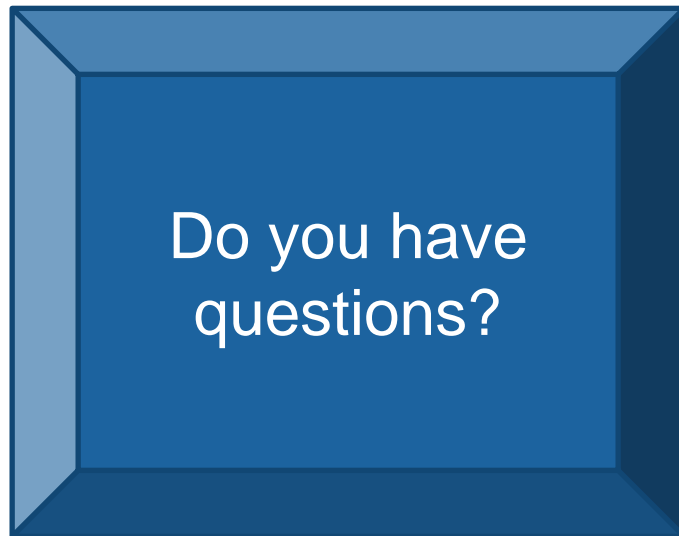
Prior Authorization

For those who do not have Apple Health (Medicaid) coverage, the provider should work with the BH-ASO to obtain prior authorization and coordination of payment.

Contact HCA if a provider continues to experience barriers after attempting to coordinate services for an Apple Health client from a correctional facility to a residential SUD treatment facility.

Contact information: HCAintegratedmcquestions@hca.wa.gov

Contact Us



HCA Medicaid Suspension
Medicaidsuspension@hca.wa.gov

Visit the Medicaid Suspension
[Webpage](#)



Health Care for Workers with Disabilities (HWD) program

Health Care for Workers with Disabilities (HWD) Program

Healthcare for Workers with Disabilities (HWD) allows people with disabilities who are working to purchase medical coverage by paying a monthly premium that is based on their income.

HWD benefits include:

- Medicaid benefit package, including Medicaid personal care services;
- Greater personal and financial independence;
- Members can earn and save more without the risk of losing their healthcare coverage.

Health Care for Workers with Disabilities (HWD) Program

House Bill 1199 was passed by the legislature this session authorizing the HCA to consider a person's income when establishing cost-sharing requirements.

The bill removes eligibility restrictions for the program which are based on a person's age or income. This takes effect January 1, 2020.

The bill also requires HCA to seek federal approval to exclude some resources that are used when determining eligibility for other medical assistance programs.

Health Care for Workers with Disabilities (HWD) Program

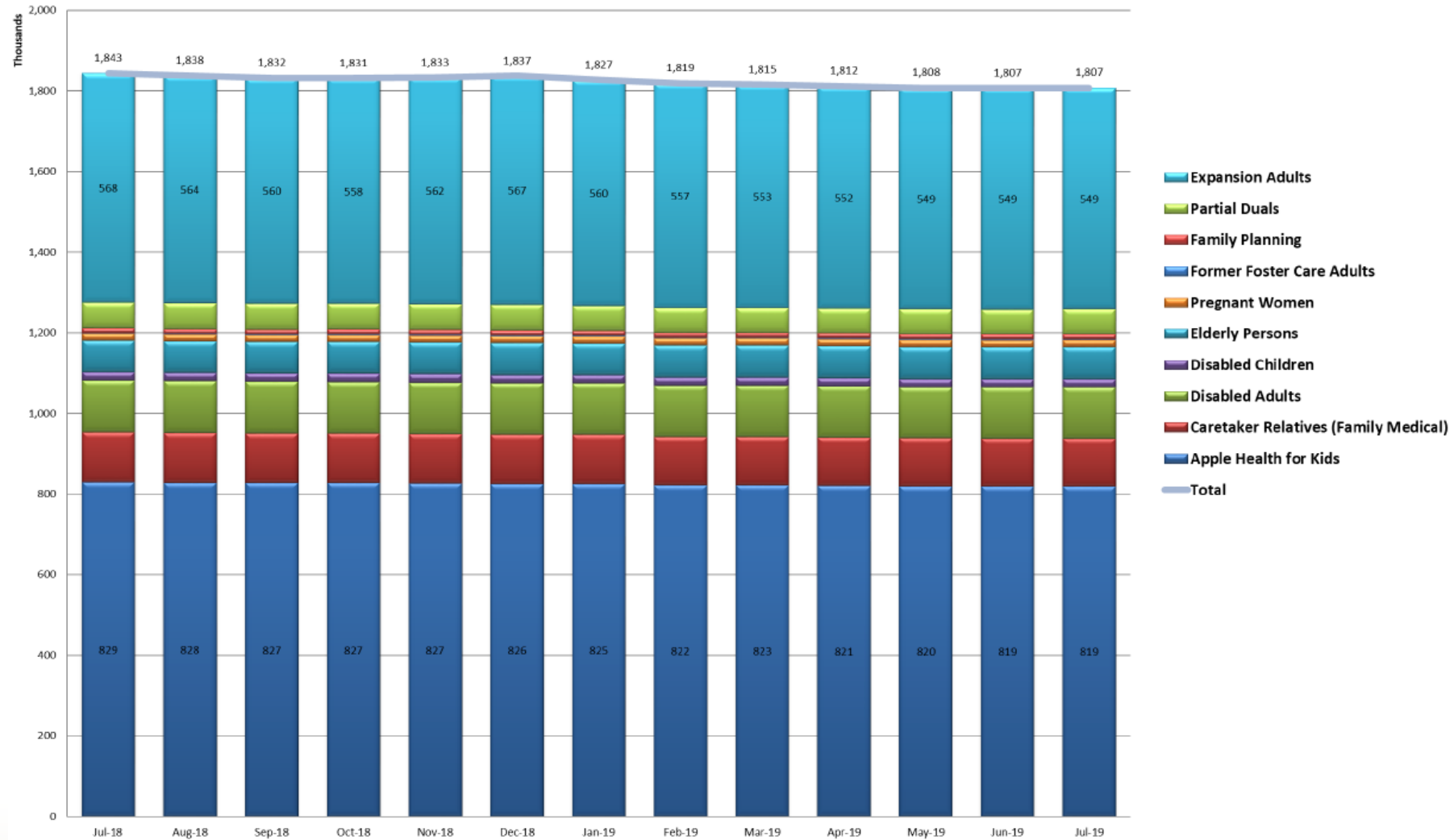
How to apply:

- Online at www.washingtonconnection.org through Washington Connections ; or
- Mail an Application for Long-Term Care/Aged, Blind, Disabled Coverage (HCA 18-005) to:
- DSHS
Home & Community Services
PO BOX 45826
Olympia, WA 98504-5826

For more information call toll-free 1-800-871-9275, or 1-206-272-2169.

Enrollments & Renewals

Apple Health Enrollment July 2018 through July 2019



Source: <https://www.hca.wa.gov/assets/free-or-low-cost/Apple-Health-enrollment-totals.pdf>

MAGI Renewal Rates

Month	Total Individuals
October 2019	114,555
November 2019	134,996
December 2019	170,691

The average for auto-renewals over the last six months is around 75%

Consumer Notices Workgroup

Consumer Notices Workgroup

The goal of the Consumer Notices Workgroup is to improve the Apple Health notices in Washington Healthplanfinder. Those involved are consumers, advocates, and agency representatives who collaborate on ensuring the notices are easily readable.

An online resource tool was developed to allow newly created letters to be accessed by consumers and stakeholders once they are finalized.

To view what has been worked on so far, here is the link:

<https://www.hca.wa.gov/about-hca/apple-health-medicaid/consumer-notices-workgroup>

Consumer Notices Workgroup

The group is currently finishing up on improving the approval letter for Retro requests. Next letters to review:

- Children's Health Insurance Program (CHIP);
- Public Employees Benefits Board Program (PEBB)/School Employees Benefits Board Program (SEBB) termination letter;
- Foster Care Redetermination Letter.

If you are interested in being a part of this workgroup, contact Paige: Paige.Lewis@hca.wa.gov

Go Paperless

Paperless Notification

Individuals applying for coverage in Washington Healthplanfinder may receive their notices by email.

Paperless notifications enable individuals to:

- Keep their letters in one secure location that can be accessed anytime, anywhere.
- Receive updates on their eligibility for Washington Apple Health (Medicaid) the same day a notice is sent.
- Reduce the amount of mail received. Letters can be mailed upon request.

Paperless Notification

1. From the client's dashboard, click the My Profile tab.

The screenshot displays the Washington Health Plan Finder dashboard. At the top left is the logo with the tagline "click. compare. covered.". To the right are "DASHBOARD" and "Sign Out" links. Below the header is a navigation bar with five tabs: "ACCOUNT HOME", "PAYMENTS", "MY HOUSEHOLD", "DOCUMENT CENTER", and "MY PROFILE". The "MY PROFILE" tab is highlighted with an orange border. Below the navigation bar, a message states: "An application has been drafted but it has not yet been submitted. Please complete and submit this application." The main content area is divided into two columns. The left column contains a "Quick Links" section with items like "Complete My Application", "View Current Eligibility Results", "Find a Broker", "Find a Navigator", "Submit a Document", and "Verify Id Proofing". The right column features a "YOUR HOUSEHOLD COVERAGE SUMMARY" section with a "PRINT" link, followed by "CURRENT YEAR - 2019" and "HEALTH COVERAGE" details for "Mickey B Mouse" who is "ENROLLED". A "Shop or Change Plans" button is visible next to the enrollment status. At the bottom left, a "MESSAGE CENTER" section contains a notification: "Complete Your Application".

Paperless Notification

2. Select Edit for Notification Preference

The screenshot shows the 'MY PROFILE' section of a user account. It contains several fields: 'HOME ADDRESS', 'MAILING ADDRESS', 'NOTIFICATION PREFERENCE', and 'PHONE NUMBER'. Each field has an edit icon (pencil) to its right. The 'NOTIFICATION PREFERENCE' field is highlighted with a red border and contains the text 'PAPERLESS (BY EMAIL)'. Below the 'HOME ADDRESS' and 'MAILING ADDRESS' fields, there are links for 'RESET PASSWORD >' and 'ACCESS IAM '. The top navigation bar includes 'MY HOUSEHOLD', 'DOCUMENT CENTER', and 'MY PROFILE'.

The dialog box is titled 'Edit notification preference' and has a close button (X) in the top right corner. It asks the question 'Would you like to receive email communications?'. Below the question are two buttons: a green 'Yes' button and a white 'No' button with a grey border.

3. Edit Notification Preference.
Select Yes

Paperless Notification

Example of an email notification for a client's eligibility results notice.

Dear Jane Doe,

Sign into your Washington Healthplanfinder account to view your Eligibility Results notice.

<http://www.wahealthplanfinder.org>

This is an automatically generated email. Please do not reply.|

For more help

Visit <http://www.wahealthplanfinder.org> or visit <http://www.wahbexchange.org> for tips and resources

Call our Customer Support Center at 1-855-WAFINDER (855-923-4633) (TTY: 855-627-9604)

Contact us by fax at 1-855-867-4467 or by mail at PO Box 946 Olympia WA 98507

System Release

Updates

The following updates in Washington Healthplanfinder happened the weekend of July 13:

- All tax dependents of the primary applicant will be approved or renewed for Washington Apple Health (Medicaid) regardless of age and relationship when eligibility requirements are met.
- Individuals 19 and older who are not the spouse or tax dependent of the primary applicant must apply on their own.
- Adult tax dependents still have the option to apply on their own

For more information, see our training at: <https://www.hca.wa.gov/assets/free-or-low-cost/adult-tax-dependent-webinar.pdf>

Updates

These updates will impact applications and renewals submitted after July 13.

For individuals whose coverage renews in September, the system will start auto-renewals in early August.

Tax dependent turning 19 will be auto-renewed in Apple Health for adult coverage as long as they meet the eligibility requirements.

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!

Clinton

New mother and baby have healthy start thanks to Apple Health.



Yakima

Access to housing, employment and health care gives Yakima resident a second chance.

For more information, please visit: <https://www.hca.wa.gov/about-hca/apple-health-medicaid/share-your-apple-health-story>

Resources

Pregnant Teen Health Care

Teens who are pregnant (under the age of 19) can apply for health care coverage by filling out the paper Application for Pregnant Teen Health Care (14-430) and return to HCA by one of the following methods:

- Mail: PO Box 45531 Olympia, WA 98504-5531
- Fax: 360-725-1898
- Apply by telephone: 1-800-562-3022

Questions regarding the status of their application should be referred to call 1-800-562-3022.

Link to the application: <https://www.hca.wa.gov/assets/free-or-low-cost/14-430.pdf>

Cross Agency Desk Aid

Referral Communications Committee - Last Updated 4/16/2019

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 Care)		Developmental Disabilities Administration (DDA) Long-Term Care Specialty Unit	Washington Healthplanfinder Customer Support Center	Lead Organizations Navigators	Medical Assistance Customer Service Center (MACSC)	Medical Eligibility Determination Services (MEDS)
	Home & Community Services (HCS)	Residential Care Services (RCS)					
<p>1-877-501-2233 1-877-980-9220 (Answer Phone) Apply here: www.washingtonconnection.org 1-888-338-7410 (FAX)</p>	<p>Find your local HCS office: http://info.eltsa.dshs.wa.gov/hcmaps.htm Apply for HCS programs: www.washingtonconnection.org 1-855-635-8305 (FAX)</p>	<p>Report abuse or neglect in a licensed/certified setting: 1-800-562-6078 www.dshs.wa.gov/eltsa/reported/abuse</p>	<p>1-855-873-0642 Apply for Specialty Unit programs: www.washingtonconnection.org 1-855-635-8305 (FAX)</p>	<p>1-855-923-4633 http://www.wahealthplanfinder.org/customer-support/wahealthexchange.org 1-360-841-7620 (FAX)</p>	<p>Lead Organization Contact Information available at: https://www.wahealthexchange.org/partners/navigators/</p>	<p>1-800-562-3022 https://forrest.wa.gov/hca/contacts/</p>	<p>1-800-562-3022 https://forrest.wa.gov/hca/med/contactus/ContactUs.es.px</p>
<ul style="list-style-type: none"> Apply for, report changes or renew Food, Cash, and Child Care programs (SNAP, EBT, ABO/HEN Referral, TANF/WorkFirst, Refugee Assistance) Apply for Classic Medicaid programs, SSI, 65+, and disabled Request an appeal of Classic Medicaid, Food, Cash and Child Care 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: https://www.washingtonconnection.org/home/publicaccessdirectory.go Constituent Relations 1-800-865-7801 Employment Pipeline https://www.dshs.wa.gov/sites/default/files/ESA/csd/documents/EP%20Brochure12019.pdf 	<p>HCS processes the following Medicaid programs:</p> <ul style="list-style-type: none"> Nursing facility services LTC services for community settings: <ul style="list-style-type: none"> In-home care assisted living adult family home HCS Waiver services: <ul style="list-style-type: none"> Community First Choice (CFC) Medicaid Personal Care (MPC) COPEs PACE Roads to Community Living (RCL) TSOA MAC New Freedom (King and Pierce County only) Residential Support Waiver Associated cash and food benefits for HCS clients (except for TANF/Food) Request an appeal for HCS programs <p>Adult Protective Services (APS):</p> <ul style="list-style-type: none"> Report abuse or neglect at: www.dshs.wa.gov/eltsa/reported/abuse 	<p>RCS is responsible for the licensing/certification and oversight of the following:</p> <ul style="list-style-type: none"> Nursing facilities Adult family homes Assisted living facilities Intermediate care for individuals with intellectual disabilities Enhanced services facilities Certified community residential services & supports <p>To search for a licensed home in your area, visit https://www.dshs.wa.gov/eltsa/identify-care-services/residential-care-services, select the setting and then the locator link.</p> <p>To find an RCS office near you, visit https://www.dshs.wa.gov/eltsa/identify-care-services/residential-care-services-offices</p>	<p>The Specialty Unit manages Medicaid programs for clients living in a variety of settings, receiving:</p> <ul style="list-style-type: none"> DDA services <ul style="list-style-type: none"> Waiver service programs Community First Choice (CFC) Medicaid Personal Care (MPC) Roads to Community Living (RCL) Hospice medical Healthcare for Workers with Disabilities (HWD/S08) 1-800-871-9275 Residential mental health services Associated cash (no TANF) and food assistance (except for children) <p>Service Referral & Information Request Form https://www.dshs.wa.gov/dds/service-and-information-request</p>	<ul style="list-style-type: none"> Apply for or renew health care coverage (families, children, pregnant women and single adults) Health Insurance Premium Tax Credit (HIPTC) questions Qualified Health and Dental Plans (QH/QDP) questions Locate an HBE Navigator or Broker <p>Contact Us Washington Health Benefit Exchange - Washington Health Benefit Exchange</p> <ul style="list-style-type: none"> Request an appeal for denial of HIPTC/QHP, Special Enrollment: www.wahealthexchange.org/appeals or call for information: 1-855-859-2512 	<p>Email navigators@wahealthexchange.org</p> <ul style="list-style-type: none"> For questions about becoming a Navigator To request outreach materials and presentations 	<ul style="list-style-type: none"> ProviderOne Client Services Card Provider billing and claims questions Apple Health Managed Care enrollment and questions Apple Health benefit coverage questions. 	<ul style="list-style-type: none"> 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
<p>Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays). Interview hours: 8:00 am – 3:00 pm</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>	<p>Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays). Closed from Noon – 1pm</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>	<p>Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays). Closed from Noon – 1pm</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>	<p>Hours of operation: Mon – Fri 7:30 am – 5:30 pm (except state holidays). During other hours, visit: Contact Us Washington Health Benefit Exchange - Washington Health Benefit Exchange</p> <p>Suggested script: "Please have your HRF Application ID or Social Security Number available."</p>	<p>Hours of operation are generally 8:00 am – 5:00 pm, Monday – Friday (except state holidays).</p> <p>Suggested script: "For application issues, please have the HRF application ID available."</p>	<p>Hours of operation: 7:00 am – 5:00 pm, Monday – Friday (except state holidays).</p> <p>Suggested script: "Please have your Client ID or ProviderOne ID available."</p>	<p>Hours of operation: 8:00 am – 5:00 pm Monday – Friday (except state holidays).</p> <p>Suggested script: "Please have your Client ID or ProviderOne ID available."</p>	



Additional Resource Information

- **HCA Training & Education Resources**

<http://www.hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/stakeholder-training-and-education>

- **Cross-agency Desk Aid**

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

- **HCA Community-Based Specialists**

http://www.hca.wa.gov/assets/free-or-low-cost/community_based_staff_contact.pdf

Community-Based Specialists/Central West Region

Staff Name	Location	E-mail	Phone
Eva Cardenas	Bremerton	Eva.Cardenas@hca.wa.gov	(360) 728-2218
Karen Phillips	Port Angeles	Karen.Phillips@hca.wa.gov	(360) 417-7308
Kasha Muff	Olympia	Kasha.Muff@hca.wa.gov	(360) 493-4075
Dartland Dicken	Port Gamble	Dartland.Dicken@hca.wa.gov	(360) 297-9636
Julie Iszley	Port Townsend	Julie.Iszley@hca.wa.gov	(360) 385-2200 Extension: 2265
Julie Liles	Shelton	Julie.Liles@hca.wa.gov	(360) 427-4429
Justin Cristelli	Shelton	Justin.Cristelli@hca.wa.gov	(360) 462-3239
Rudia Song	Tacoma	Rudia.Song@hca.wa.gov	(253) 593-0232 Extension: 330
Amy Wenzel	Tacoma	Amy.Wenzel@hca.wa.gov	(253) 459-6587
James Miller (Supervisor)	Olympia	James.Miller@hca.wa.gov	(253) 389-0949

HCA Community-Based staff are available to assist regardless of their location.

Community-Based Specialists/South Central Region

Staff Name	Location	E-mail	Phone
Esmeralda Leon	Kennewick	Esmeralda.Leon@hca.wa.gov	(509) 543-1986
Arlene Gallardo	Sunnyside	Arlene.Gallardo@hca.wa.gov	(509) 837-8200 Extension: 3707
Ericka Reynaga	Pasco	Ericka.Reynaga@hca.wa.gov	(509) 543-1941
Alma Gonzalez	Sunnyside	Alma.Gonzalez@hca.wa.gov	(509) 836-4842
Leslie Bennington	Walla Walla	Leslie.Bennington@hca.wa.gov	(509) 819-0460
Candace Seely	Walla Walla	Candace.Seely@hca.wa.gov	(509) 527-3674
Stephanie Razey	Yakima	Stephanie.Razey@hca.wa.gov	(509) 454-4143 Extension: 1189
Lena Molina (Supervisor)	Yakima	Lena.Molina@hca.wa.gov	(509) 480-2119

Eligibility & Policy Area Representative

Staff Name	Contact	Counties
Aranza Granrose	Aranza.Granrose@HCA.Wa.GOV or (360) 725 - 1390	Columbia, Benton, Franklin, Kittitas, Klickitat, Walla Walla, Yakima
Melissa Rivera	Melissa.Rivera@HCA.Wa.GOV or (360) 725 - 1713	Clallam, Jefferson, Kitsap, Mason, Pierce

Additional Resource Information

Policy questions? Feedback?

Like to be added to our distribution list?

Contact your local HCA Area Representatives:

http://www.hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf

Sharing Outreach & Enrollment Best Practices

Discuss:

What are your health center's most successful in-reach and out-reach activities?

What works best with the populations your health center serves?

Washington
Paid Family & Medical Leave



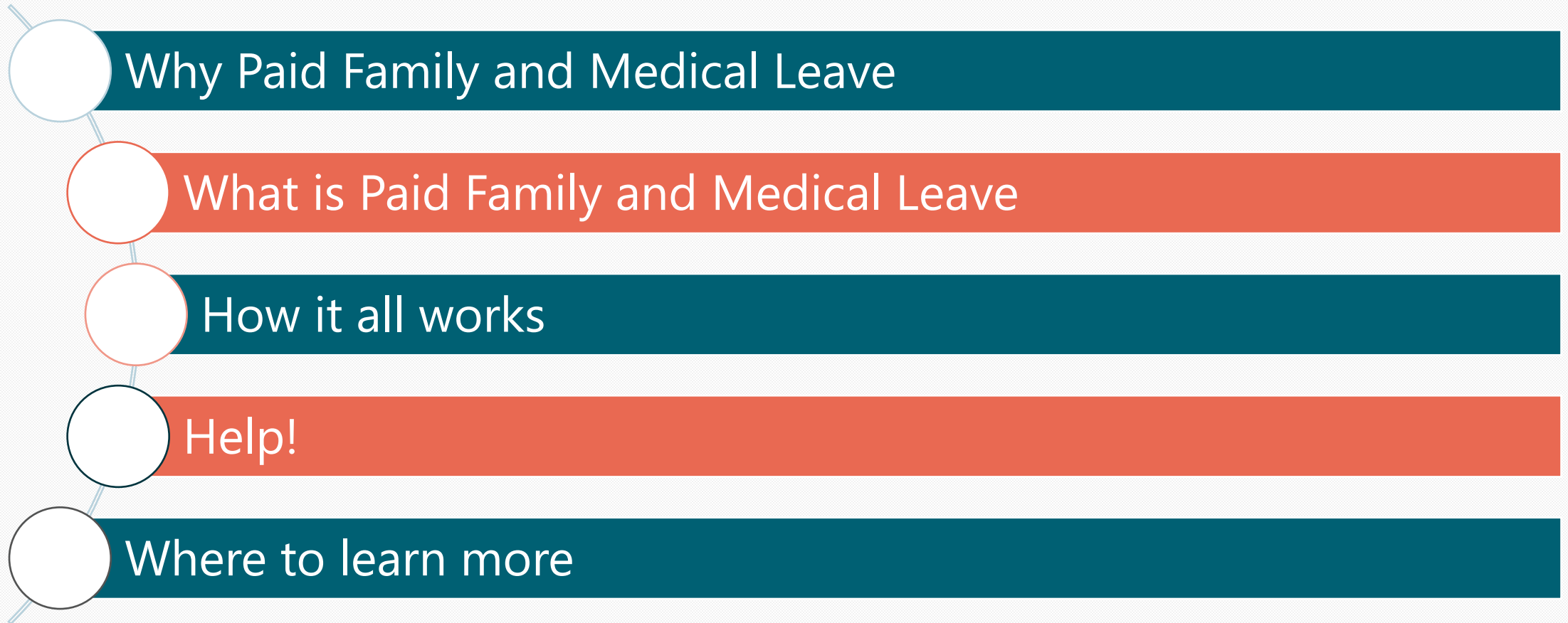
Employment Security Department
WASHINGTON STATE

Matt LaPalm

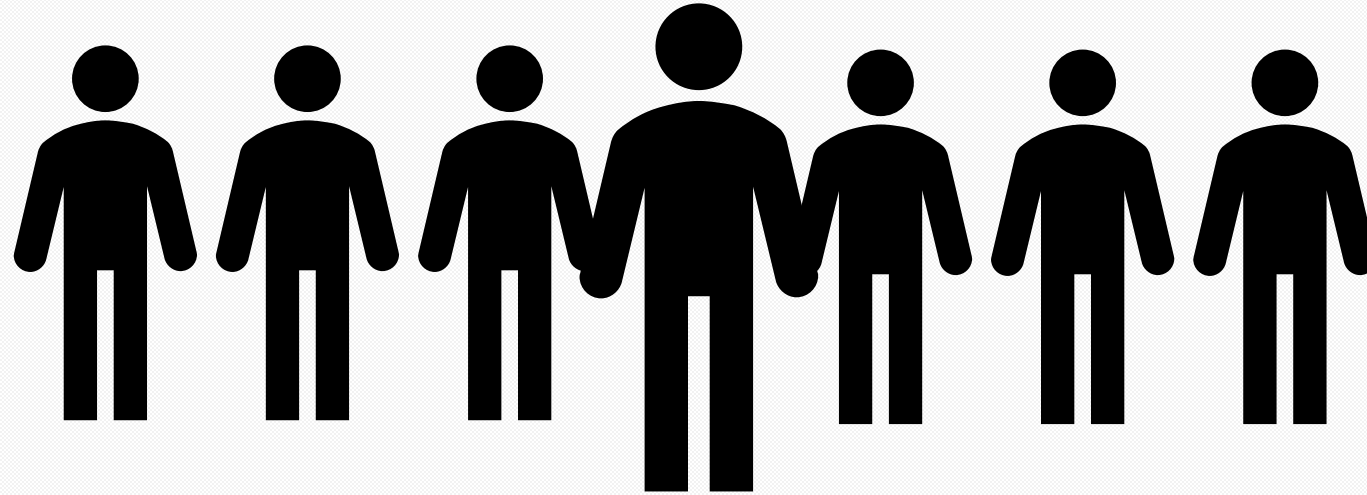
mlapalm@esd.wa.gov



What we will cover today



Why Paid Family and Medical Leave



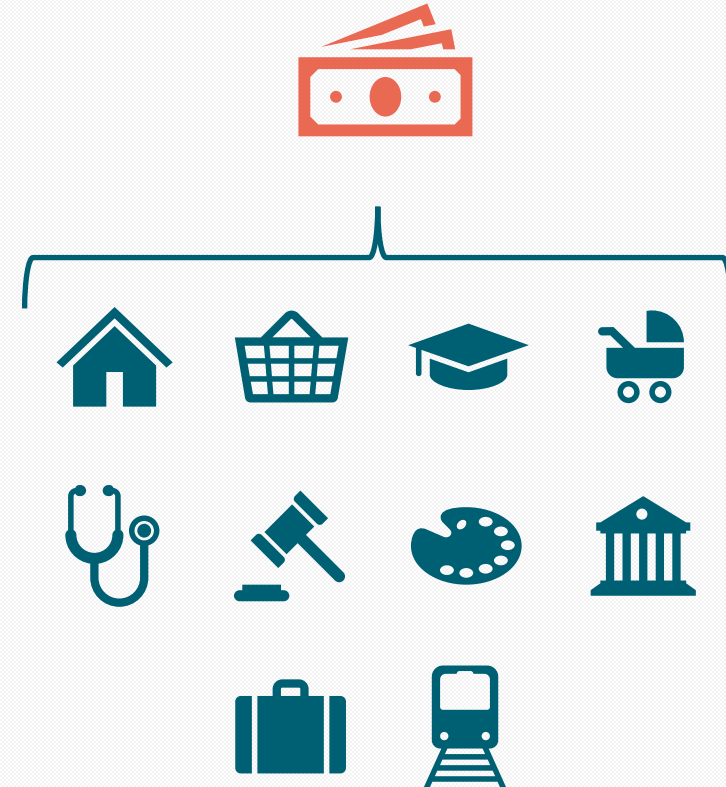
Support



Why Paid Family and Medical Leave

Bills	Account Balance
Paycheck	+ \$800
Housing	- \$600
Food	- \$100
Utilities	- \$50
Balance	\$50

The ability to absorb a disruption in pay is not distributed equitably.



What is Paid Family and Medical Leave?

Paid leave from work to care for yourself or a family member.

You claim leave directly from the state, not your employer.

Benefit is paid directly to you, not through your employer.

Employer can not prevent you from using Paid Family and Medical Leave.



Who does this apply to?



Workers in
Washington

How it works



Eligibility



820 hours

worked during the qualifying period.
Portable across employers.

20 Hours/week -> 41 Weeks
40 Hours/week -> 20.5 Weeks

Qualifying period is the first four of the last five completed calendar quarters, or the last four completed calendar quarters.

Qualifying events

Family
leave

- Care for a family member
- Birth or placement of a child
- Military exigency

Medical
leave










- Your own medical care

Eligible for care in family leave?

Eligible

-  Child (step)
-  Grandchild
-  Spouse/Domestic Partner
-  Sibling (step)
-  Parent (step, in-law)
 - Loco Parentis
 - Legal Guardian
 - De Facto Parent
-  Grandparent (in-law)

Not eligible

-  Godparents
-  Aunts or Uncles
-  Cousins
-  Distant relatives
-  Roommates
-  Neighbors
-  Coworkers
-  Live-in non-family members
-  Pets

Serious Health Condition

Generally includes chronic serious health conditions, mental health conditions, substance abuse treatment, and others.

Generally does not include common cold, flu, ear aches, upset stomach, minor ulcers, headaches other than migraines, cosmetic treatments that do not require inpatient care, and others.

Validated by Dr, employee submits form to ESD.

Not paid sick leave.

“Serious health condition” means an illness, injury, impairment, or physical or mental condition that involves...”

RCW 50A.04.010 (19a-h)

Available leave

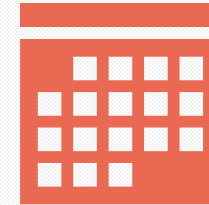
12 weeks of Family OR Medical Leave.

16 weeks of Family AND Medical leave.

Additional 2 weeks for complications related to a pregnancy.

Total weeks available in a claim year.

Minimum 8 continuous hours and 7 day waiting period in statute (except birth or placement of a child).



12 - 18

Typical work weeks of leave.

Weekly Wage Replacement

Benefit payment paid by ESD directly to worker.

Proportion of typical weekly wage.

Minimum payment of \$100, maximum of \$1,000.

Benefit formula set in statute.

Online benefit calculator in development.



Normal Weekly Wage	Benefit Payment
\$500	\$450
\$750	\$672
\$1000	\$797
\$1500	\$1000

Employment Restoration

Return to the same, or similar, position when a worker:

1. Works for an employer with 50 or more employees for at least 20 weeks.
2. Has worked for that employer for at least 1 year.
3. Has worked 1250 hours for that employer in the last year.



What we've learned...

- 15 focus groups – July 2019
 - Latinx Workers
 - African American Workers
 - Chinese workers
 - Filipino workers
 - Korean workers
 - Vietnamese workers
 - Rural white workers
 - Healthcare employees
 - Small business owners
- Barriers
 - Mistrust of government programs
 - Difficult relationship with employer
 - Fear of burdening coworkers
 - Not enough benefit money
 - Haven't heard of Paid Family and Medical Leave

Help us, help all

Talk about paid leave with your clients.

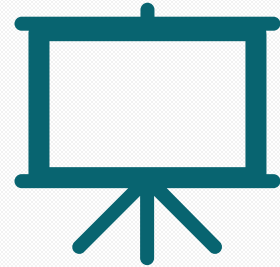
Keep documents handy to share when a client has a medical or family event.

Invite us to your events to talk or table.

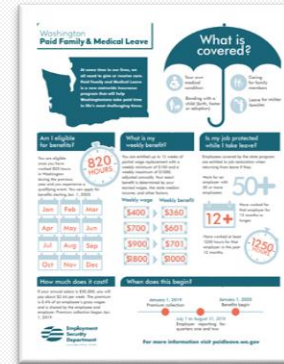
Join us in 2020 for our Ambassador program.



Learn more



Upcoming webinar series
[Paidleave.wa.gov/events](https://paidleave.wa.gov/events)



Infographic
[Paidleave.wa.gov/about](https://paidleave.wa.gov/about)

Contact Paid Family and Medical Leave



833-717-2273



paidleave@esd.wa.gov



paidleave.wa.gov



PUBLIC CHARGE FINAL RULE

SUMMARY

EXAMPLES

NEXT STEPS

PUBLIC CHARGE RULE – KEY DETAILS

- Finalized mid-August, effective October 15, 2019
- May be further delayed by litigation, but that is not guaranteed
- More rules from Department of Justice – including deportability on public charge grounds – coming soon
- Many special exceptions
- Medicaid rules especially complicated
- **Everyone is always welcome at CHCs, no matter what**
- Our Goals:
 - Minimize community fear
 - Maximize community knowledge

PUBLIC CHARGE RULE

- Public Charge Determinations Only Apply to Three Groups:
 - Applicants for admission to the U.S.
 - Applicants for Legal Permanent Resident status (“green card”)
 - Green card holders who have left the U.S. for more than six continuous months
- Public Charge Determinations are Forward-Looking
 - Immigration officials must look at the “totality of the circumstances,” decide whether applicant is likely to be a “public charge” for 12 out of 36 months at any point in the future

PUBLIC CHARGE RULE

- Public Charge Determinations are Complex
 - All applicants, including children, are assessed individually
 - Immigration officials look at total future benefit months:
 - An applicant that is likely to receive one benefit for 12 months in a 36-month period may be labeled a public charge, and have their application denied
 - An applicant that is likely to receive two benefits for 6 months in a 36-month period may be labeled a public charge, and have their application denied
 - Prior use of/application for certain benefits may be counted against you
 - However: benefits used or applied for before October 15, 2019, will not be counted against you

PUBLIC CHARGE TEST – BENEFITS INCLUDED

- Medicaid Long-Term Care*
- SSI, TANF, or any government cash assistance*
- SNAP
- Public Housing
- Section 8 Housing Vouchers
- Project-Based Section 8
- Medicaid, except for:
 - Emergency services
 - Children under age 21
 - Pregnant women

PUBLIC CHARGE RULE – BENEFITS NOT INCLUDED

- Community Health Center Services
- Hospital Uncompensated Care
- Children's Health Insurance Program
- Qualified Health Plans under ACA
- WIC
- Anything not specifically listed in the rule

Anyone who needs or uses these benefits should use them without fear, both now and in the future. They will not be counted against you.

OTHER PUBLIC CHARGE FACTORS

- Age (preference for working age adults)
- Health Status
- Household Size
- Financial and Employment Status
- Household Assets and Income Potential
 - Full- or part-time caregivers given special consideration
- Credit History
- Fee Waiver

OTHER PUBLIC CHARGE FACTORS

Heavily Weighted Positive

- Full-Time Employment
- Vocational Skills/Education
- Income over 250% FPL
- Private, Non-Subsidized Health Insurance

Heavily Weighted Negative

- Unable to demonstrate current/recent or “reasonable prospect” of employment
- Has received (or been approved to receive) listed benefits for 12/36 months
- Medical conditions

EXAMPLE #1

Patricia (36 years old) is a green card holder who will soon be applying for citizenship.

- Low-income – full time, minimum wage worker
- Her son is a U.S. citizen, enrolled in Medicaid and SNAP
- She's helping her husband apply for admission to the U.S.

Patricia is okay!

- She already has a green card
- Her son is enrolled in Medicaid and SNAP, but her determination is individualized – her son's benefit use won't be used against her
- Her husband's case is more complicated.

EXAMPLE #2

Chris (29) is planning to apply for a green card soon.

- Little formal education
- “Official” work history is spotty, but he usually makes over 125% FPL
- He suffers from genetic cardiomyopathy

Chris’s application may be in trouble.

- Good:
 - Working age
 - Income over 125%
- Bad
 - Income over 125% FPL is good, but he’ll have to demonstrate that income somehow
 - Few occupational skills
 - Health condition

Chris should get advice from an immigration attorney.

MOST IMPORTANT POINTS

- Our job now is to minimize community fear, maximize community knowledge
- Applies only to applicants for admission and applicants for green card (many exceptions!)
- Public charge test is forward-looking:
 - It asks, “Are you likely to use these specific benefits for 12 months out of any 36-month period any time in the future?”
- Many states/organizations planning litigation to stop or delay rules
- Story collection is important

RESOURCES

- You Have Rights: Protecting Your Health
 - Currently available in English, Spanish, Chinese, and Arabic
- Getting the Help You Need
 - Includes green light/yellow light guide to whether the rule will affect you

THANK YOU

Any questions?

Please contact Patricia Gepert
pgepert@wacommunityhealth.org

wacommunityhealth.org