

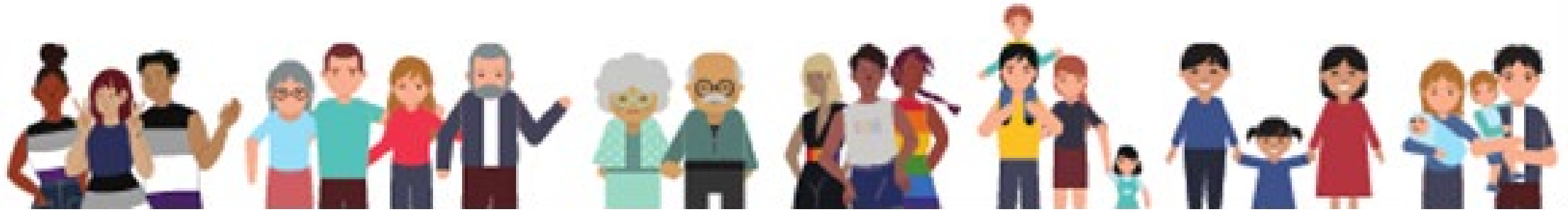


Outreach Strategies To Increase Access To Care During The COVID Pandemic & Open Enrollment Check-In

Thursday, December 2, 2021, 10:00am-11:30am, PST

Virtual Learning Event

BACKGROUND



The COVID pandemic has impacted access to health care, especially for vulnerable Washingtonians. This learning event will be an opportunity for community health centers to share what has been happening in their communities, the outreach strategies being used to bring clients back into the clinics, and possible long-term effects on access to care.

Since enrollment in coverage is important to access health care and an Open Enrollment Period began on Nov. 1st, we will do a check-in with community health centers, Washington Health Benefit Exchange and Washington State Health Care Authority to learn how Open Enrollment is going and identify issues that need follow-up.

Agenda

Part 1: Outreach Strategies To Increase Access To Care For Vulnerable Populations During The COVID Pandemic

- Panel Discussion

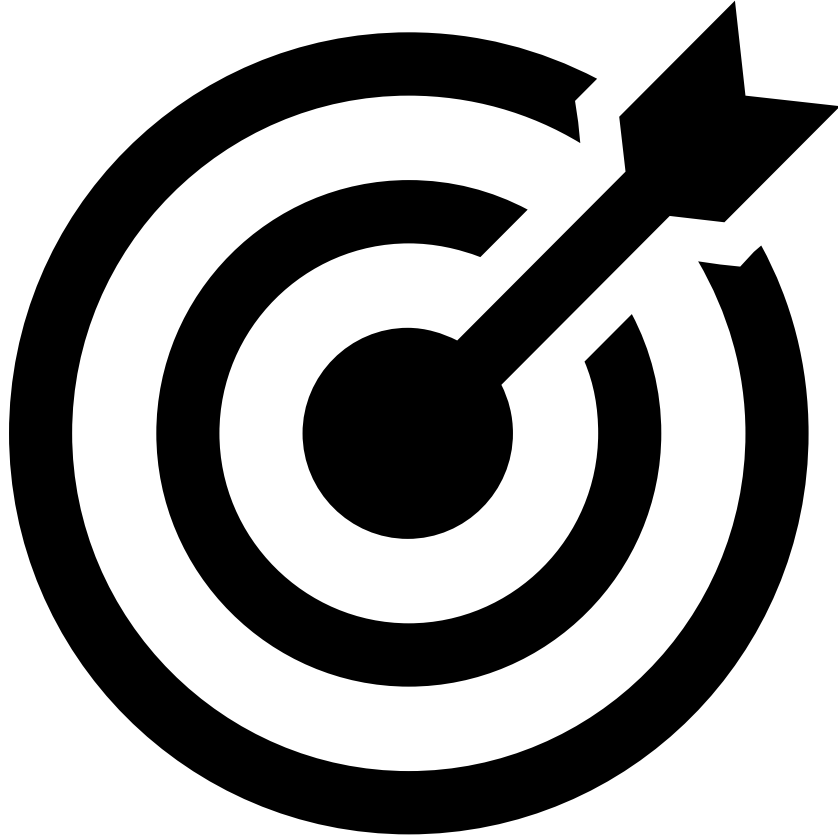
Part 2: Open Enrollment Check-In

- Washington Updates
- Panel Discussion

Panelists & Presenters:



LEARNING OBJECTIVES



As a result of this learning event, attendees will:

- Learn successful outreach strategies to get vulnerable populations back into the clinic
- Have enrollment challenges addressed



Housekeeping

INTRODUCE YOURSELF

Type your name & health center in CHAT BOX



If possible, please keep your camera on



Mute your microphone when not speaking

????

Type questions/comments in CHAT BOX



Link to webinar slides and recording will be emailed

EVENT EVALUATION

Click on link in CHAT BOX to fill out Event Evaluation

THIS EVENT IS BEING RECORDED



Part 1: Outreach Strategies To Increase Access To Care During The COVID Pandemic

PANEL



Sarah Jemley
Director of Care Support



Jesus Bervis
Eligibility Manager



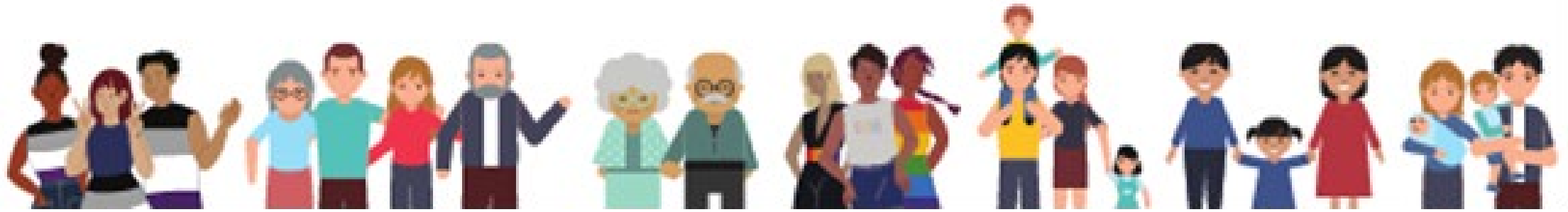
Yvonne Brown
Outreach Coordinator



Harshiem Ross
Senior Vice President and Chief
Operating Officer, Southern Region



PANEL DISCUSSION



Outreach Strategies To Increase Access To Care During The COVID Pandemic

- Currently, how is the COVID pandemic impacting access to care for vulnerable populations at your health center? Which populations are most affected? What type of clinic visits are most affected and why?
- What outreach strategies are working best to get clients back into the clinic? How are outreach staff reaching vulnerable populations?
- Are you anticipating any long-term effects on access to care for vulnerable populations?



Part 2: Open Enrollment Check-In

PRESENTER



Kelly Aaron
Navigator Support
Manager



Christine Brown
Navigator Support
Manager



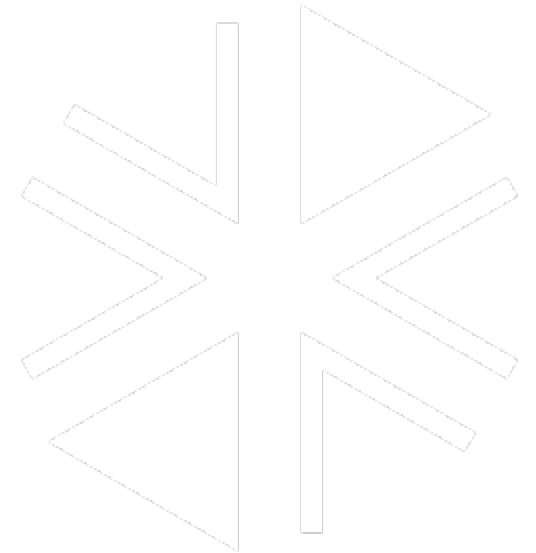
Washington Association for Community Health

Kelly Aaron (she/her)

Chris Brown (she/her)

Navigator Support Manager

12/2/2021



Open Enrollment 9

Outreach and Marketing Strategies



Open Enrollment Stats

- As of Monday, November 15 over **208,000 customers** in Washington have already secured health coverage for 2022 through *Washington Healthplanfinder*.
- Recent changes to federal law, including the American Rescue Plan Act, have increased savings available to *Washington Healthplanfinder* customers. Currently, **three out of every four** customers in Washington receive federal assistance which lowers their premiums by **more than \$300 per month** on average.
- **78%** of current customers have a lower cost option available in 2022. Customers who shop and compare could **save an additional \$660** per year on average.
- During this year's open enrollment period, **120 health plans from 12 carriers** are available across the state.
- Some of the easiest options to compare are Cascade Care plans, which take the guesswork out of plan selection by **offering the same benefits and cost-sharing across carriers within each metal level** so that customers can distinguish plans based on premium, quality, and customer service. Cascade Care plans feature **deductibles that are on average \$1,000 less** than non-standardized plans, and they cover more services prior to meeting a deductible, including primary care visits, mental health services, and generic drugs.

Messaging Timeline



Assistance Available Statewide



750+ Navigators & Certified
Application Counselors



90+ Tribal Assisters

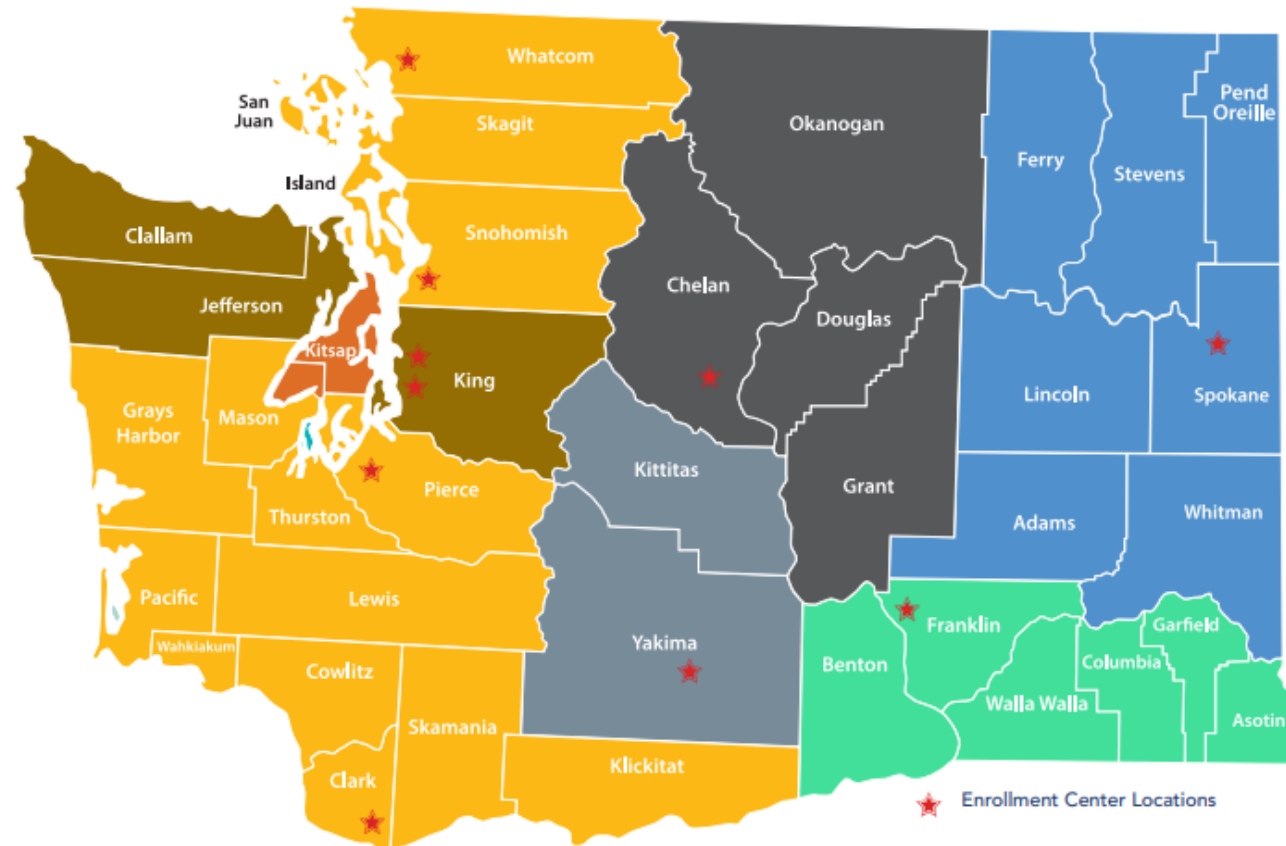


2000+ Certified Producers



10 Enrollment Centers

Lead Navigator Organizations



SeaMar Community Health Clinics
Phone: 1-855-289-4503
Email: seamaripa@seamarchc.org

Tri-Cities Community Health
Phone: 1-509-543-1952
Email: EnrollmentHBE@mytcch.org

Yakima Neighborhood Health Services
Phone: 1-509-853-2377
Email: navigators@ynhs.org

**Public Health —
Seattle & King County**
Phone: 1-800-756-5437
Email: CHAP@kingcounty.gov

**Confluence Health/
Wenatchee Valley Hospital**
Phone: 1-509-433-3383
Email: SM_CH_Lead_Org@ConfluenceHealth.org

**Peninsula Community
Health Services**
Phone: 1-360-377-3776
Email: eligibility@pchsweb.org

Better Health Together
Phone: 1-509-381-5566
Phone: 1-509-444-8200
Email: bhtnavigatorstaff@BetterHealthTogether.org

Virtual Ways to Connect with Assisters



Online Scheduling



Virtual enrollment assistance using video conferencing



Over-the-phone Enrollment

Open Enrollment Reports

Manual Renewal



Act Now to Renew Your Coverage



YOUR COVERAGE ENDS DEC. 31

Your coverage won't be renewed unless you take action.



TIME IS RUNNING OUT


Renew before December 15 for coverage starting January 1, 2022.




HOW TO RENEW FOR 2022

Select the "Update application and renew coverage" quick link on your account dashboard. You can stay on your current plan if you are satisfied with it.

Submit an Application







**SUBMIT
YOUR
APPLICATION**

It looks like you started an application on *Washington Healthplanfinder* but haven't finished it yet.

Enroll by December 15 to begin coverage on January 1, 2022.

Select a Plan





**You're
So
Close!**

It looks like you started an application on *Washington Healthplanfinder* but haven't enrolled in coverage yet.

Enroll by December 15 to begin coverage on January 1, 2022.

Auto Renewal and Cross Mapping notices sent to customers early November.

Not just a dream

The pandemic has caused so many people to reevaluate and make big life changes. Many people want to reset, redefine, and move on, but that's hard to do if you don't have a health insurance plan that can support your needs. **Whatever your aspirations are, we can help you find coverage that can empower you to take that step forward.** There is more support than ever to shop, compare and purchase coverage on the Healthplanfinder so you can be covered every step of your journey to achieve your dreams.



Washington Healthplanfinder logo

We want you to dream. No matter what field you're in.



You're tackling something you never thought you could. We're there with you.

Washington Healthplanfinder logo



Health plans for every way of living.

Washington Healthplanfinder logo

ENROLL NOW THRU DEC. 15



Washington Healthplanfinder logo

You want to do things your way. We can get behind that.

Health plans for your way forward. ENROLL NOW THRU DEC. 15



Health plans for your way forward.

Washington Healthplanfinder logo

Enroll now at WAHealthPlanFinder.org



You want to do things your way. We can get behind that.

Washington Healthplanfinder logo



Health plans for your way forward.

Washington Healthplanfinder logo

Enroll now at WAHealthPlanFinder.org

Partner Toolkit

Our [Partner Toolkit page](#) houses marketing and outreach resources and tools.

- Suggested social media posts
- Talking points
- Graphics and logos
- Print-ready client support materials
- Style guide for written content
- Open enrollment outreach guide



Help Us Spread The Word!

Suggested Social Media Posts:

November Post

Twitter:

- Open enrollment, the time of year v insurance marketplace @waplanfind 15th for coverage beginning Jan. 1st.



washington
healthplanfinder

click. compare. covered.



The Open Enrollment 9 Adventure Tour

What we know:

- There is a desire for health insurance and people are seeking ways to meet that need.
- The most common reason for declining coverage is cost.
- In rural communities, there is more distrust of the government and the promise of both coverage and cost.
- Key insight: "I don't trust the decisions I may make in choosing a health insurance plan."

Solution: Build on a theme focused on the importance and accessibility of coverage, convenience, ease and peace of mind of signing up in a 1:1 setting.

Tour Message: Meet with us and we'll help take care of it for you!

Navigating Your Health Insurance Options

The Adventure Tour will highlight how working with our “guides” will enable you to navigate the world of health coverage choices.

Outside, the vehicle will act as “base camp” and provide a visual cue for real-time interactive engagement for navigators, producers and customers.

The theme will continue inside locations with camp lights, hammocks and other features of adventure trips.



Adventure Tour Locations



- ✓ Moses Lake
- ✓ Walla Walla
- ✓ Bellingham
- ✓ Spokane
- ✓ Seattle
- ✓ Ellensburg/Wenatchee
- ✓ Kennewick/Richland/Pasco
- ✓ Yakima
- ✓ Vancouver/Longview
- ✓ Shelton/Olympia

Additional Outreach Strategies

The Exchange is engaging in community events and locations to meet people where they are to help decrease enrollment barriers for health care access.

- Reaching out to historically excluded populations
- Attending cultural, community events, vaccine clinics
- Following CDC guidelines under the Public Health Emergency
- Increase in social media, radio, hybrid (in-person/virtual) events



Comments?





WWW.WAHEALTHPLANFINDER.ORG | WWW.WAHBEXCHANGE.ORG

PRESENTER



Shaunie McLeod
Medicaid Eligibility
Policy Manager



Melissa Rivera
Medicaid Eligibility
Policy Manager



Apple Health Updates

Office of Medicaid Eligibility Policy
December 2, 2021

Topics

Public Health Emergency (PHE)

Enrollment and Renewals

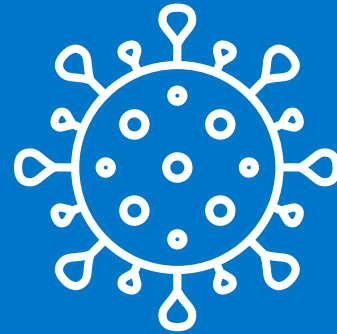
Apple Health for Refugees

Apple Health (Medicaid)
and the PHE

Current Projects

Apple Health Survey & Resources

Public Health Emergency (PHE)

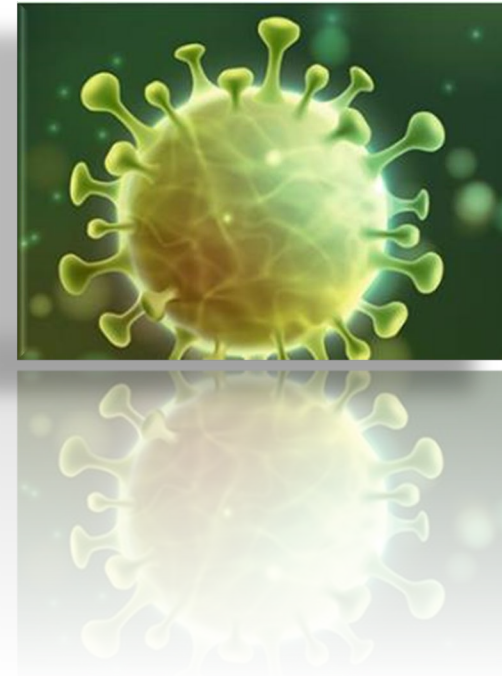


Public Health Emergency

- ▶ The Public Health Emergency (PHE) was renewed and extended through October 18, 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%20letter%20to%20Governors.pdf)



Unwinding of the PHE

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

PHE unwind: Outreach

As we approach the end of the PHE, the Health Care Authority has started to explore opportunities to improve our outreach strategies including:

- Brainstorm and listening sessions with partner and consumer groups
- Use feedback to inform a comprehensive communication and outreach plan
- Applying innovative methods to reaching clients post PHE

Apple Health for Refugees



Apple Health for Refugees

- ▶ On July 30, 2021, the President announced that the first flight of Operation Allies Refuge had arrived in the United States* carrying families and individuals from Afghanistan who are eligible for Special Immigrant programs.
- ▶ Those who assisted the U.S government overseas have a special immigrant status and are admitted under the Special Immigrant Visa (SIV) or the Special Immigrant (SI) Parolee programs.

*Source: [whitehouse.gov/briefing-room/statements-releases/2021/07/30/statement-of-president-joe-biden-on-the-arrival-of-the-first-flight-of-operation-allies-refuge/](https://www.whitehouse.gov/briefing-room/statements-releases/2021/07/30/statement-of-president-joe-biden-on-the-arrival-of-the-first-flight-of-operation-allies-refuge/)

Apple Health for Refugees

- ▶ Afghans and their families arriving in the U.S. are admitted under one of the following programs:
 - ▶ Special Immigrant Visa (SIV) program;
 - ▶ Special Immigrant (SI) Parolee;
 - ▶ Conditional permanent residents (CPRs); or
 - ▶ Humanitarian parolee

*Source: hca.wa.gov/assets/free-or-low-cost/afghan-special-immigrant-visas-and-parolees.pdf

Apple Health for Refugees

Program	Children's Medical	Pregnancy Medical	Adult Medical	Refugee Medical Assistance
Special Immigrant Visa (SIV)	Eligible	Eligible	Eligible	Eligible
Special Immigrant (SI) parolee	Eligible	Eligible	Eligible	Eligible
Conditional permanent residents	Eligible	Eligible	Eligible	Eligible
Humanitarian parolee	Eligible	Eligible	Eligible*	Eligible*

*Humanitarian parolees are now eligible for adult medical and refugee medical assistance if they entered the U.S. between July 31, 2021, and September 30, 2022, and if their qualifying immediate family members enter in after that date as a humanitarian parolee.

How to apply

Submit applications for individuals who are under 65 years to the Health Care Authority:

- ▶ Online: wahealthplanfinder.org
- ▶ Email: HCAWAHRMAapps@hca.wa.gov
- ▶ Fax: 360-725-1158
- ▶ Questions? Call 1-800-562-3022

Submit applications for individuals who are age 65 or older, have blindness or a disability to the Department of Social and Health Services:

- ▶ Online: washingtonconnection.org
- ▶ Fax: 1-888-338-7410
- ▶ In-person: local community services office
- ▶ Questions? Call 1-877-501-2233

Resources

- ▶ Afghan Special Immigrant Visa and Special Immigrant Parolees
hca.wa.gov/assets/free-or-low-cost/afghan-special-immigrant-visas-and-parolees.pdf
- ▶ Apple Health Eligibility Manual – Apple Health for Refugees
hca.wa.gov/health-care-services-supports/program-administration/apple-health-refugees
- ▶ Citizenship and Immigration Status guide
[hca.wa.gov/assets/free-or-low-cost/citizenship alien status guide.pdf](https://hca.wa.gov/assets/free-or-low-cost/citizenship_alien_status_guide.pdf)

Current projects

Re-entry

- ▶ New legislation directs HCA to re-evaluate the suspension process for incarcerated individuals and the improvement of coordination and pre-release planning between the Department of Corrections, local jails, juvenile rehabilitation, and Apple Health managed care organizations.
- ▶ HCA has formed a re-entry workgroup and several subgroups with stakeholders, business partners, providers, and managed care organizations to consider ways to improve re-entry medical services for individuals entering and existing an institution.

Postpartum

- ▶ State Senate Bill 5068* passed and was signed by Governor Inslee. This bill directs HCA to extend postpartum coverage to all eligible persons from 60 days to 12 months.
- ▶ During the PHE, coverage continues for those who had their pregnancy end unless they move out of state, request closure, or are deceased.

*Source: app.leg.wa.gov/billssummary?BillNumber=5068&Year=2021&Initiative=False

Postpartum Outreach

- ▶ The outreach workgroup had a kick-off meeting in September and is reviewing:
 - ▶ The purpose of the bill and its goals
 - ▶ How the information will be shared and to whom
- ▶ If you would like to receive project updates, contact Melissa.Rivera@hca.wa.gov.

COFA Islander Programs

- ▶ As of July 1, COFA islanders under age 65, without Medicare, have transitioned to Apple Health.
- ▶ COFA Islanders aged 65 and older or those who have Medicare must apply for Apple Health via [washingtonconnection.org](https://www.washingtonconnection.org).
 - ▶ They will remain on COFA Islander programs until the eligibility determination is complete.

COFA resources

- ▶ COFA Islander Health Care Program Managers:

- ▶ Ariel.Pyrtek@hca.wa.gov
- ▶ Roslyn.LeonGuerrero@hca.wa.gov

- ✓ **Website:** hca.wa.gov/cofa
- ✓ **Email:** COFAQuestions@hca.wa.gov
- ✓ **Phone:** 1-800-547-3109

- ▶ Visit hca.wa.gov/cofa for translated outreach materials!

- ▶ Apple Health for COFA Islanders
- ▶ Apple Health restoration for COFA Islanders FAQ

Enrollment



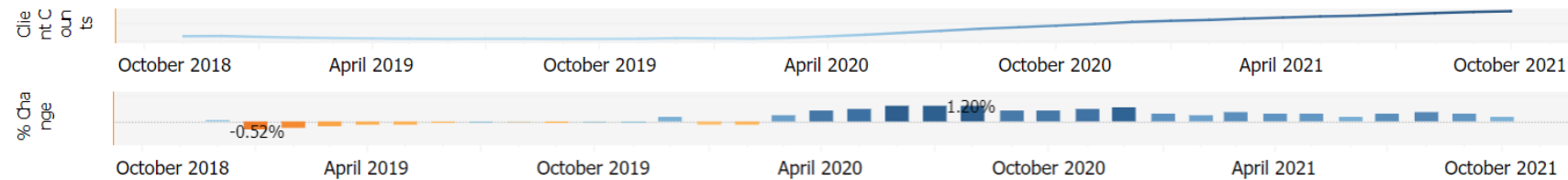
Enrollment

Apple Health client eligibility dashboard

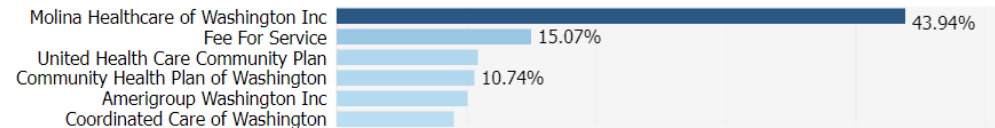


Total eligible clients 2,128,037 Child managed care 840,790 Child fee-for-service 49,332 Adult managed care 966,542 Adult fee-for-service 271,373

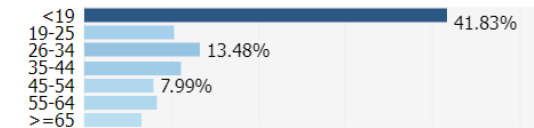
Eligibility rolling 3 year trend - *month filter does not apply*



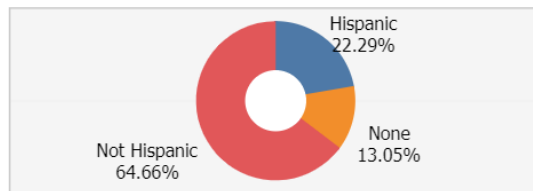
Plan detail



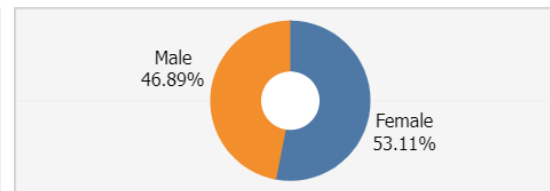
Age group



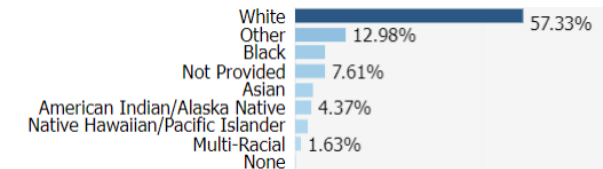
Ethnicity



Gender



Race



Apple Health and the PHE

Apple Health temporary changes

- ▶ During the PHE, the Health Care Authority has made several changes to Apple Health eligibility.
- ▶ Coverage is reinstated for any Apple Health recipients when coverage was closed on or after 3/18/2020 unless the individual:
 - ▶ Requests closure;
 - ▶ Is no longer a Washington state resident;
 - ▶ Fails to meet citizenship or immigration criteria; or
 - ▶ Dies.

Apple Health temporary changes

- ▶ Self-attestation of income is accepted to determine eligibility; post-eligibility reviews are not being conducted.
- ▶ Premium collection for Apple Health for Kids with Premiums (aka CHIP) and Health Care for Workers with Disabilities (HWD) stopped.



Apple Health temporary changes

- ▶ Coverage for Apple Health clients is extended during the COVID-19 Public Health Emergency (PHE).
 - ▶ While termination notices may generate during this time for reasons such as excess income, HCA identifies and reinstates coverage for clients whose eligibility is terminated.
- ▶ HCA customer service staff are reaching out to Apple Health clients to help with renewals.

Apply for MAGI Apple Health

- ▶ Adults, children, parents/caretakers, or pregnant individuals, apply for Apple Health coverage:
 - ▶ **Online:** Go to [Washington Healthplanfinder](#) - select the "Apply Now" button.
 - ▶ **Mobile app:** Download the [WAPlanfinder](#) app - select "sign in" or "create an account." Available for iPhone and Android.
 - ▶ **Paper:** Submit an [Application for Health Care Coverage \(18-001P\)](#).
 - ▶ **Phone:** Call the Washington Healthplanfinder customer support center at 1-855-923-4633.

Apply for Classic Apple Health

- ▶ Individuals age 65 or older, have blindness or a disability, or need Long-Term Services and Supports (LTSS), apply for Classic Apple Health coverage:
 - ▶ **Online:** Go to [Washington Connection](#) and select "Apply Now".
 - ▶ **Paper:** Submit an Application for Aged Blind Disabled or Long-Term Services and Support (HCA 18-005).
 - ▶ **Phone:** Request an application by calling 1-877-501-2233.

2021 Apple Health client survey

2021 Apple Health client survey

- ▶ 92% of Apple Health clients say it's easy to get services. This is a 5% increase since 2019 and the highest ever score.
- ▶ 96% of Apple Health clients say the staff who helped them when they called the 800 number listened to what they had to say. This is a 3% increase from 2019.
- ▶ 99% of clients said Apple Health helps them and their families.
- ▶ 94% of clients said they were satisfied with Apple Health services. This is a 3% increase and the highest ever score.

2021 Apple Health client survey

- ▶ 95% of clients said they received clear explanations from their providers about their health care.
- ▶ For more information visit: medium.com/wa-health-care-authority-connect/2021-apple-health-client-survey-has-highest-scores-ever-for-quality-satisfaction-and-access-to-9177dfd736

Perceptions of overall helpfulness and satisfaction higher than ever before.

Scores higher than any other Social and Health Services program.



Top-scoring area: Clients continue to praise staff listening.

Resources

GovDelivery

Subscribe and stay connected!

Subscription Topics

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

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

Washington Listens

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



Cross Agency Desk Aid

Referral Communications Committee - Last Updated 8/18/2021

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)				
877-501-2233 Apply here: www.washingtonconnection.org 888-338-7410 (FAX)	Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: 877-734-6277, or 866-ENDHARM, or www.dshs.wa.gov/altsa/reportadultabuse	Find your local HCS office: tra.altsa.dshs.wa.gov/hcs/maps.htm Apply for HCS programs: www.washingtonconnection.org 855-635-8305 (FAX)	Report abuse or neglect in a licensed/certified setting: 800-562-6078 www.dshs.wa.gov/altsa/reportadultabuse	855-923-4633 855-627-9604 (TTY) customersupport@wahbexchange.org http://www.wahealthplanfinder.org 360-841-7620 (FAX)	Lead Organization Contact Information available at: www.wahbexchange.org/partners/navigators/	800-562-3022 fortress.wa.gov/hca/p1contactus/	800-562-3022 fortress.wa.gov/hca/p1contactus/
<ul style="list-style-type: none"> 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) 877-380-5784 For additional application assistance refer to the Public Access Directory for community partners: www.washingtonconnection.org/home/publicaccessdirectory.go Constituent Relations 800-865-7801 Employment Pipeline www.dshs.wa.gov/sites/default/files/E_SACsd/documents/EP%20Brochurev12019.pdf 	<p>APS is responsible for:</p> <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Assistance with protection orders Petitioning for guardianship Referrals for legal assistance Referrals for case management, in-home or residential care, or to other agencies Coordination with law enforcement if criminal activity is suspected <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>HCS determines and maintains the following programs:</p> <ul style="list-style-type: none"> LTSS for institutional and community settings, such as: <ul style="list-style-type: none"> Nursing facilities In-home Assisted living Adult family home HCS Waiver services: <ul style="list-style-type: none"> Community First Choice (CFC) COPEs Medicaid Personal Care (MPC) New Freedom (King and Pierce counties only) PACE Residential Support Waiver (RSW) Roads to Community Living (RCL) Caregiver services: <ul style="list-style-type: none"> Family Caregiver Support Program managed by Area Agencies on Aging (AAA) Tailored Supports for Older Adults (TSOA) Medicaid Alternative Care (MAC) Associated cash and food benefits for HCS clients (except for TANF/Food) 	<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 www.dshs.wa.gov/altsa/residential-care-services/residential-care-services, select the setting and then the locator link.</p> <p>To find an RCS office near you, visit www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices</p>	<ul style="list-style-type: none"> Apply for or renew health care coverage <ul style="list-style-type: none"> Help navigating the application Report a change to your application 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 <ul style="list-style-type: none"> 1095-A questions Locate an HBE Navigator or Broker Help is available in more than 240 languages <ul style="list-style-type: none"> Language and disability accommodations are provided at no cost Appeal QHP eligibility results: www.wahbexchange.org/appeals or call 855-859-2512 for information. 	<p>For planned maintenance and outages, visit Healthplanfinder Status Center: Outages & Maintenance Washington Health Benefit Exchange - Washington Health Benefit Exchange</p> <p>Email navigator@wahbexchange.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"> Apple Health benefit coverage questions Provider billing and claims questions ProviderOne Client Services Card* Apple Health Managed Care enrollment and questions* <p>*Self-service option: www.waproveone.org/id/jent/</p>	<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
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: Feb. 1-Oct. 31: Mon – Fri 7:30 a.m. – 5:30 p.m. Nov. 1 - Jan 31: Mon – Fri 7:30 a.m. - 7 p.m. Extended hours may be offered leading up to key enrollment dates, some holidays, and weekends. During other hours, visit: Contact Us Washington Health Benefit Exchange - Washington Health Benefit Exchange	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."



Washington State
Health Care Authority

Source: hca.wa.gov/assets/free-or-low-cost/customer-support-center-referrals.pdf

HCA resources

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

Additional resources

- ▶ CLEAR Hotline: 1-888-201-1014
- ▶ Northwest Immigrant Rights Project (NWIRP)
nwirp.org
 - ▶ NWIRP Seattle Office: 1-206-587-4009
 - ▶ NWIRP Yakima Valley (Granger) Office: 1-509-854-2100
 - ▶ NWIRP Wenatchee Office: 1-509-570-0054
- ▶ Immigration Law Help (search Washington state)
immigrationlawhelp.org
- ▶ National Immigration Law Center
nilc.org

Questions



PANEL



Yesenia Moreno
Outreach & Enrollment
Coordinator



Jesus Bervis
Eligibility Manager



Yvonne Brown
Outreach Coordinator



Ana Maria Owens
Managed Care Director

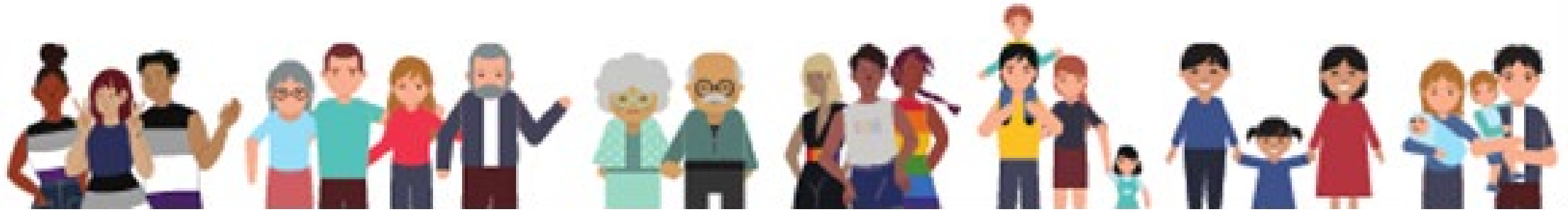




PANEL DISCUSSION

Open Enrollment Check-In

- How is Open Enrollment going at your health center? Are vulnerable populations getting enrolled in coverage?
- What issues are you having enrolling on Healthplanfinder?
- What issues are you having enrolling in Washington Apple Health?



Open Enrollment Check-In

- How is Open Enrollment going at your health center? Are vulnerable populations getting enrolled in coverage?
- What issues are you having enrolling on Healthplanfinder?
- What issues are you having enrolling in Washington Apple Health?

THANKS



EVENT EVALUATION :

Click on link in CHAT Box to fill out Event Evaluation or scan



WEBINAR MATERIALS:

Link to webinar slides & recording will be emailed

QUESTIONS/COMMENTS:

Contact Patricia Gepert (pgepert@wacommunityhealth.org)



Washington
Association for
Community Health