



NAVIGATOR NEWS



Dear Navigators and colleagues,
The lazy days of summer are almost upon us. What a great time to catch up on some Community Health Plan of Washington (CHPW) news you can use!

In this edition of Navigator News, we discuss the impending launch of Apple Health Expansion, updates to our ChildrenFirst™ rewards program, and more.

Let's dive right in.

Apple Health Expansion is coming

Save the date! Beginning at 8 a.m. on June 20, the Washington Health Care Authority (HCA) will accept applications for Apple Health Expansion. We encourage you to help your eligible clients complete or update their online applications via wahealthplanfinder.org as soon as possible, so that on June 20 they would just need to submit to apply.

Applicants can also call the Washington Healthplanfinder Customer Support Center at 1-855-923-4633. (Note: Clients age 65 and older must apply through Washington Connection.)

Apple Health Expansion is a new state-funded program that extends Apple Health-like coverage to some uninsured undocumented immigrants. Coverage will begin July 1.

To be eligible, the applicant must:



- be a Washington resident age 19 or older;
- have countable income under 138% of the federal poverty level;
- not qualify for other Apple Health

Due to a limited budget, HCA has capped this year's enrollment in Apple Health Expansion at 13,000. That means not everyone who meets eligibility requirements will get coverage.

Here are more details from HCA, including who is eligible and who will be first in line:

- [What is Apple Health Expansion?](#)
- [Apple Health Expansion enrollment cap](#)

Applicants will have the option to select a Managed Care Organization (MCO) online or they will be autoenrolled into a plan. CHPW is one of four MCOs contracted with the state to offer Apple Health Expansion plans. We will be providing our same network, same benefits, same quality care for our Apple Health Expansion members.

ChildrenFirst™ – New reward delivery option

One of CHPW's most popular value-added benefits is a program called ChildrenFirst™ that rewards Apple Health members with gift cards ranging from \$20 to \$60 for prenatal, postpartum, and well-child visits. Starting July 1, CHPW members can now choose to get their gift cards (Amazon, Safeway/Albertsons, or Target) digitally by email, in addition to the regular snail-mail option.



Same great benefit, new delivery option. Keep an eye on this page for upcoming details: chpw.org/chpw-benefits-plus/children-first

[Learn more about ChildrenFirst™](#)

Apple Health (Medicaid) Annual Redetermination

A friendly reminder that all Apple Health clients must once again verify their eligibility every year to keep their coverage.

You can help make sure clients on Apple Health stay covered. The next time you see a client with CHPW Apple Health, make sure their contact information on file with CHPW is up to date so they don't miss any important communications from us about their health coverage.

If they need to renew, let them know CHPW staff can also assist with the process. If they are no longer eligible, we can also help find other low-cost health insurance, such as an Individual & Family plan on the Exchange with premiums as low as \$10 a month...maybe even \$0 depending on their income.

See our webpage for more details: chpw.org/renew

[Learn more about Redetermination](#)

Default Enrollment for D-SNP

CHPW has begun default-enrolling newly eligible members in select counties into our Dual Eligible Special Needs Plan (called Dual Complete) when the member is transitioning to Medicare from Apple Health.

This default enrollment process for CHPW was approved by the state and the federal Centers for Medicaid & Medicare Services (CMS).

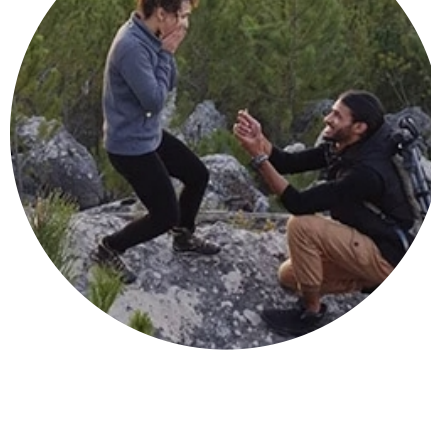
The goal of D-SNP default enrollment is to align the member's behavioral health and physical health with the same parent organization. That leads to better coordination of services and continuity of care between the member's Apple Health and Medicare benefits.

Instead of going through the usual Initial Enrollment Period, Apple Health members who become eligible for our Dual Complete (HMO D-SNP) plan (by either turning age 65 or disability) are enrolled in it unless they opt out. If they opt out, they will need to either find another Medicare Advantage plan for their Medicare coverage or change to Original Medicare and enroll in a separate Medicare drug plan.

Do your clients know about Special Enrollment Periods?

The annual Open Enrollment period to apply for a Qualified Health Plan (a state-approved private health insurance plan) through Washington Healthplanfinder is over. However, some of your clients may be eligible to sign up for a new plan during a "Special Enrollment Period" if they experience certain life changes.

These "qualifying life events" include:



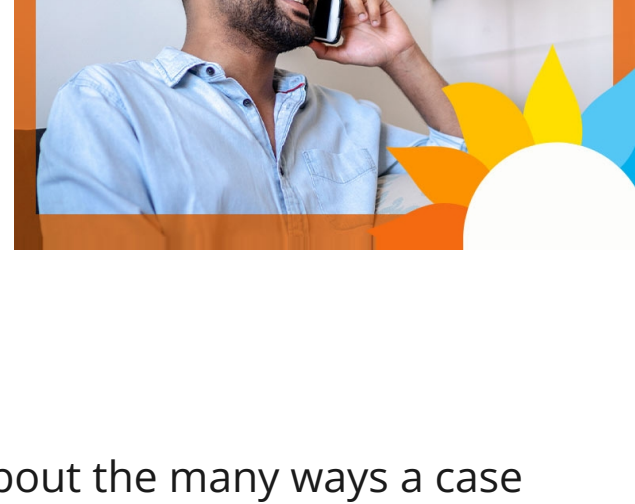
- Marriage or entering a domestic partnership*
- Birth of a child
- Loss of a dependent or dependent status due to death, divorce, or legal separation*
- Loss of other health coverage
- Moving to Washington or a new county in Washington

*For currently enrolled clients only

You have 60 days from the event to apply for a Special Enrollment Period. See more at: wahealthplanfinder.org and individualandfamily.chpw.org

Be Well: Case managers are an important part of health insurance plans

Remind your clients that an insurance plan's case managers can be an excellent no-cost resource for them. Case managers can help members understand their benefits, communicate with their doctors, manage chronic conditions, and find community assistance for everyday needs like transportation and utility bill assistance.



In our recent Be Well blog post, we talk about the many ways a case manager can help a member: connections.chpw.org/be-well-health-tips/2024/case-managers

[Read it now](#)

It's just one of the many health topics we write about on our [CHPW Connections blog](#).

We're here to help

We're grateful for the work you do every day to help your clients and our members. Let us know how we can continue to support you. If you have questions or concerns, contact your local CHPW rep.

Until next time, enjoy your summer!

Melissa Stevens

Melissa Stevens
VP Community Engagement & Growth

Navigator News features important news, updates, and resources to help you and your clients get affordable, quality health care. Like what you see? Share this newsletter with your colleagues! You can subscribe (or unsubscribe) to this newsletter by emailing your request to navigatornews@chpw.org.

Also, don't forget to bookmark our [Navigator Center](#). It's a hub of useful tools and information designed just for you.

AH_MK1294_Spring_Navigator_Email_05_2024

