



Washington Healthplanfinder Release 7.2 Update

Medicaid Eligibility and Policy
Medicaid Eligibility and Community Support
May 2020



Topics

- System Release Outage
- Language Preferences
- Dashboard Updates
- Plan Selection Updates
- Other Updates
- Correspondence Updates
- Resources

System Release Outage

7.2 System Release Outage

May 2020						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
					29	30

May 2020 System Release is scheduled for the week of the 11th. The system will go down at 8pm PST on Wednesday the 13th and go live tentatively at 9am PST on Thursday, May 14th.

Language Preferences

Braille or Large Print

Braille & Large Print English have been removed from the drop-down list of translated languages and a new question has been added to select an individual's preferred notice format.

- This question is displayed on the Enter your Contact Information Screen.
- The preferred notice format can be edited via the My Profile tab.
- Individuals who previously selected Braille or Large Print have been automatically updated.
- The field level help has been updated for the language preference questions.

Language Preferences

LANGUAGE PREFERENCE

We ask questions about your language preferences to make sure that we can communicate about your coverage. We offer language assistance and disability accommodations at no cost, including free interpreter services for spoken and signed languages. To communicate with someone for free in your language, call our Customer Support Center at 1-855-923-4633 (TTY: 1-855-627-9604). Help is offered in over 200 different languages.

Can you read English? * ⓘ

YES

NO

Can you speak English? * ⓘ

YES

NO

If you require your notices in another format, select from the options below. ⓘ

Select an Option ▼

LANGUAGE PREFERENCE

We ask questions about your language preferences to make sure that we can communicate about your coverage. We offer language assistance and disability accommodations at no cost, including free interpreter services for spoken and signed languages. To communicate with someone for free in your language, call our Customer Support Center at 1-855-923-4633 (TTY: 1-855-627-9604). Help is offered in over 200 different languages.

Can you read English? * ⓘ

YES

NO

Can you speak English? * ⓘ

YES

NO

If you require your notices in another format, select from the options below. ⓘ

Select an Option ▼

Select an Option

Braille

Large Print English

My Profile Updates

Account workers, navigators and brokers have the ability to edit an individual's spoken or written language preference on their account My Profile tab.

Streamlined messaging helps identify if they need large print or braille English.

My Profile Tab

Coverage details



ACCOUNT HOME



PAYMENTS



MY HOUSEHOLD



DOCUMENT CENTER



MY PROFILE

Account Information

USERNAME

JUSTTEST1

PASSWORD

[RESET PASSWORD >](#)

[ACCESS IAM](#)

EMAIL ADDRESS

JUSTTEST1@FAKEMAIL.COM

Contact Information

HOME ADDRESS

2781 LEMAR LN, CENTRALIA, WA 98531

MAILING ADDRESS

2781 LEMAR LN, CENTRALIA, WA 98531

NOTIFICATION PREFERENCE

PAPERLESS (BY EMAIL)

PHONE NUMBER

(360) 222-2222

ALTERNATE PHONE NUMBER

Add an alternate phone number

Language Preferences

WRITTEN LANGUAGE

ENGLISH

SPOKEN LANGUAGE

ENGLISH

Renewal Information

AUTHORIZATION TO VERIFY TAX RETURN

RENEW TAX CREDITS (EXPIRES 02/19/2022)

LANGUAGE PREFERENCE

We ask questions about your language preferences to make sure that we can communicate about your coverage. We offer language assistance and disability accommodations at no cost, including free interpreter services for spoken and signed languages. To communicate with someone for free in your language, call our Customer Support Center at 1-855-923-4633 (TTY: 1-855-627-9604). Help is offered in over 200 different languages.

Can you read English? *

YES

NO

Can you speak English? *

YES

NO

If you require your notices in another format, select from the options below.

Braille

AUTHORIZED REPRESENTATIVE

☐ I have an Authorized Representative

Back

Finish Later

Next

[Back to Account Worker Dashboard](#)

Select next after
updating the Language
Preference.

My Profile Tab

ACCOUNT HOME
PAYMENTS
MY HOUSEHOLD
DOCUMENT CENTER
MY PROFILE

NOTICE:
Your changes have been saved successfully.

Account Information

USERNAME
JUSTTEST1

PASSWORD

[RESET PASSWORD >](#)
[ACCESS IAM >](#)

EMAIL ADDRESS
JUSTTEST1@FAKEMAIL.COM

Contact Information

HOME ADDRESS
2781 LEMAR LN, CENTRALIA, WA 98531

MAILING ADDRESS
2781 LEMAR LN, CENTRALIA, WA 98531

NOTIFICATION PREFERENCE
PAPERLESS (BY EMAIL)

PHONE NUMBER
(360) 222-2222

ALTERNATE PHONE NUMBER
Add an alternate phone number

Language Preferences

WRITTEN LANGUAGE
ENGLISH
FORMAT
BRAILLE

SPOKEN LANGUAGE
ENGLISH

Renewal Information

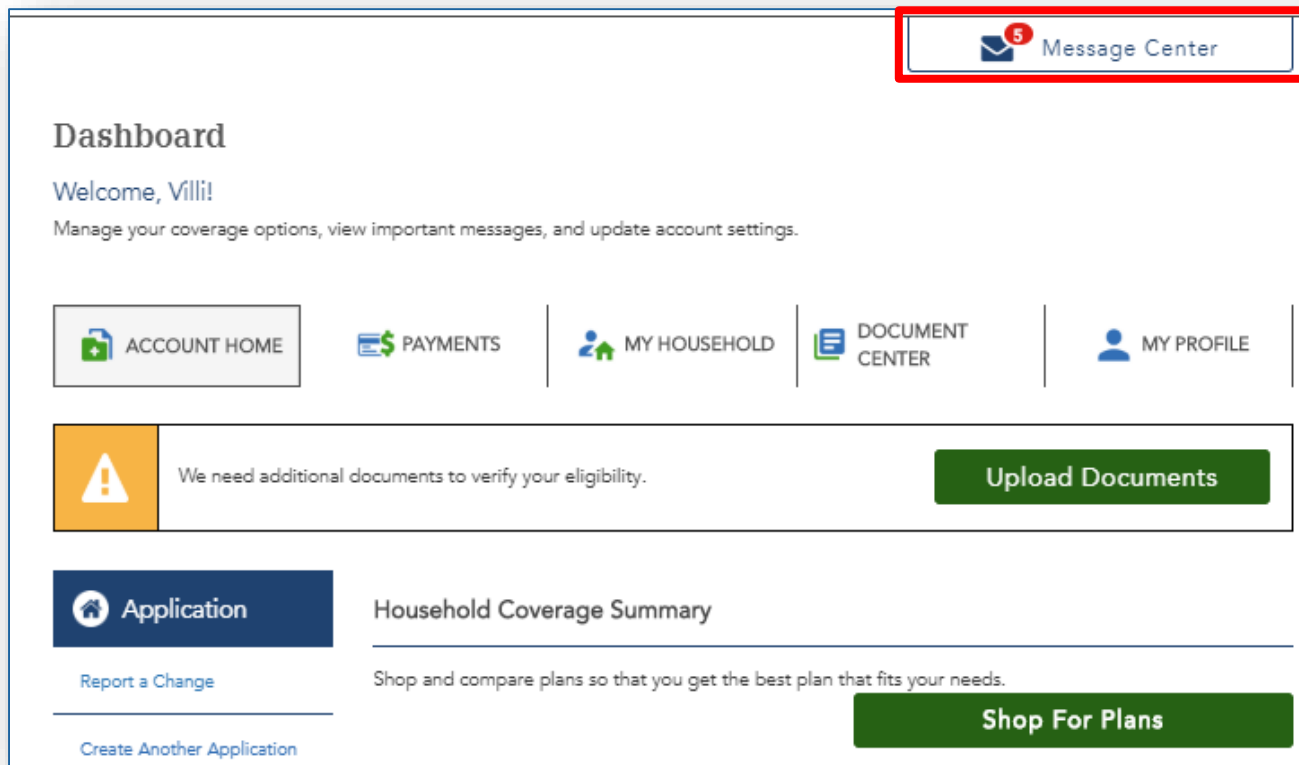
AUTHORIZATION TO VERIFY TAX RETURN
RENEW TAX CREDITS (EXPIRES 02/19/2022)

The banner confirms updates have been saved successfully.

Dashboard Updates

Customer Message Center

The customer Message Center has been updated and moved.



The red bubble displays the number of notices the individual has not read.

Customer Message Center

Back to Dashboard

MESSAGE CENTER

NOTICE TYPE

Select an Option

Search

5 Results

- Plan Selection Confirmed 04/07/2020, 02:39 PM English
- Eligibility Results 04/07/2020, 12:59 PM English
- Email Notices 04/07/2020, 12:58 PM English
- Important Deadline to Submit Information 04/07/2020, 12:58 PM English
- Enrollment Deadline for Coverage 04/07/2020, 12:58 PM English

< Prev Showing: 1 to 5

MESSAGE CENTER

NOTICE TYPE

Select an Option

- Address Update Needed
- Complete Your Application
- Contact Information Updated
- Coverage Options for Adult Dependents
- Coverage Termination
- Eligibility Decision
- Eligibility Results
- Email Notices
- Enrollment Deadline for Coverage
- Important Account Information
- Important Deadline to Submit Information
- Important Information
- Important Tax Return Document
- In-Person Help Update
- Letter to Employer
- Password Expiring
- Plan Selection Confirmed
- Time to Renew Your Coverage
- Username Reminder

English

English

Showing

- The Message Center layout has not changed.
- The Notice Type drop down is now alphabetical.

Account Dashboard

washington healthplanfinder
click, compare, covered.

DASHBOARD [Sign Out](#)

[Message Center](#)

Dashboard

Welcome, Jimbo!
Manage your coverage options, view important messages, and update account settings.

[ACCOUNT HOME](#) [PAYMENTS](#) [MY HOUSEHOLD](#) [DOCUMENT CENTER](#) [MY PROFILE](#)

We need additional documents to verify your eligibility. [Upload Documents](#)

Application

[Report a Change](#)
[Create Another Application](#)

Account

[Create Account](#)
[View Current Eligibility Results](#)
[Submit a Document](#)

Help

[Find a Broker](#)
[Find a Navigator](#)

Account Workers

Household Coverage Summary

Shop and compare plans so that you get the best plan that fits your needs.

[Shop for Current Plans](#)

Current Coverage Summary

WASHINGTON APPLE HEALTH COVERAGE

Washington Apple Health eligibility decision is pending for one or more individuals.
Washington Apple Health (except Allen Emergency Medical) includes dental coverage.

START DATE	END DATE	RENEWAL DATE
01/01/2020	12/31/2020	12/31/2020

Kimbo Limbo ENROLLED

[Washington Apple Health](#)

START DATE	END DATE	RENEWAL DATE
01/01/2020	09/30/2020	09/30/2020

Bimbo Limbo ENROLLED

[Washington Apple Health](#)

The navigation menu has replaced the quick links.

The Message Center has moved to the top right corner.

The navigation menu has been sorted by Application, account and help actions.

Verify ID Proofing

Verify ID proofing has moved to the Navigation Bar under Account Worker.

The process for ID proofing remains the same.

The screenshot displays the user dashboard for 'Villi'. At the top, a navigation bar includes links for ACCOUNT HOME, PAYMENTS, MY HOUSEHOLD, DOCUMENT CENTER, and MY PROFILE. A message banner indicates that additional documents are needed for eligibility verification, with an 'Upload Documents' button. The left sidebar contains sections for Application, Account, and Help. The 'Account Workers' link is highlighted with a red box. The main content area shows a 'Household Coverage Summary' and a 'Current Coverage Summary' for 'Jane Palau', who is enrolled in 'Ambetter Balanced Care 3 (2020)'. The 'Account Workers' section is currently empty.

Plan Selection Updates

Multiple Enrollments

Prior to this release, if a family needed different plans, separate applications were required. This release creates the ability for households to enroll in separate plans on a single application.

After completing an application, individuals can group household members based on Washington Healthplanfinder recommended groups or group members based on their specific needs.

While these changes mostly apply to qualified health plans, understanding the new Washington Healthplanfinder flow is important for everyone working in the application system.

Post Eligibility Application - Updates

The post application process has been updated to include:

- The ability to group and enroll household members in separate plans through one application.
- Smart Planfinder as a part of the individual's shopping experience.
- Smart Choice plans based on Smart Planfinder details or shop all available plans in the individuals county.
- A navigation bar to verify status in the process and go back to previous screens.
- ADA support for individuals who rely on screen readers and keyboard navigation to complete their application.

Apple Health Plan Selection

The screenshot shows the 'Washington healthplanfinder' website. At the top, there's a progress bar with four steps: 'Browse' (checked), 'Apply' (checked), 'Select' (checked), and 'Finalize' (unchecked). To the right of the progress bar are links for 'DASHBOARD' and 'Sign Out'. Below the progress bar is a 'My Plans' button with a red notification icon. The main heading is 'Pick a Washington Apple Health Plan'. On the left, there's a sidebar with 'Select Apple Health' (expanded) and 'Finalize plan selections'. Under 'Select Apple Health', there's a green dot indicating 'Who is selecting a plan?' and a link to 'Manage care plans'. The main content area shows 'These family member(s) qualify for Washington Apple Health'. Below this, a note states: 'This coverage is free or low-cost. Plan availability is based on where you live. When shopping for a plan, use the Provider and Facility Search to quickly check if your doctor and/or facility is covered.' A section titled 'YOU'RE SELECTING A PLAN FOR:' lists four family members: 'FL' (Fimbo, 10), 'BL' (Bimbo, 19), 'KL' (Kimbo, 45), and 'JL' (Jimbo, 65). At the bottom right, there is a green 'Shop Plans' button.

Individuals with Apple Health can start the process of selecting their managed care plan on this screen.

Apple Health Plan Selection

My Plans

Apple Health managed care plans

Here are all Washington Apple Health managed care plans available in your area.

Select Apple Health

Who is selecting a plan?

Manage care plans

Finalize plan selections

You're selecting a plan for:

JL

Jimbo, 65

Provider & Facility Search

BL

Simbo, 19

Provider & Facility Search

Filter by

Sort by: Plan Name

5 Total managed care plans found

Amerigroup Washington, Inc. - Washington Apple Health

PLAN DETAILS

Contact Us (800) 600-4441

Consumer Rating

Star Rating

More Information on this plan >

Pick This Plan

Community Health Plan of Washington - Washington Apple Health

PLAN DETAILS

Contact Us (800) 440-1561

Consumer Rating

Star Rating

More Information on this plan >

Pick This Plan

Coordinated Care of Washington - Washington Apple Health

Molina Healthcare of Washington, Inc. - Washington

The available plans in an individual's county are displayed.

Apple Health Plan Selection

Confirm your plans

Select Apple Health

Finalize plan selections

Plan Confirmation

Coverage Summary

WASHINGTON APPLE HEALTH



Amerigroup Washington, Inc. - Washington Apple Health

Premium **\$0.00 /month**

JL
Jimbo, 65

KL
Kimbo, 45

FL
Fimbo, 10

BL
Bimbo, 19

COVERAGE DATE:
STARTS 01/01/2020 ENDS 09/30/2020

My Plans

1 Plan(s) Added

WASHINGTON APPLE HEALTH

Amerigroup Washington, Inc.
Amerigroup Washington, Inc. - Washington Apple Health

Premium **\$0.00 /month**

Confirm Plans

Plan Confirmation is the final step to enroll in a managed care plan.

Apple Health Plan Selection

The priority of plan selection has not changed. Individuals enrolled in Apple Health will select their Managed Care Plan (MCP) first.

AI/AN individuals can select either Fee for Service (FFS) or a MCP. The MCP flow allows for separate plan selection or AI/AN and non-AI/AN household members.

Individuals can use the Provider and Facility Search to see which plans cover their doctors/facilities.

Existing Applications

Individuals may experience a different post eligibility flow when reporting a change.

1 My Plans

Health plan shopping options

Based on the information you provided, we recommend you shop with your current group.

Select health plan ^

- Group settings
- Group 1
 - Health profile
 - Health plans

Select dental plan

Finalize plan selections

REVIEW HOW YOU WILL SHOP

SHOP WITH CURRENT Current Option

Based on the information you provided, we recommend you shop with your current group.
[Why group shopping?](#)

GROUP 1

BJ
Brad, 40

VS
Victoria, 40

Edit Groups **Continue**

Health plan shopping options

Based on the information you provided, we have recommended a shopping option that will save you money and maximize your health benefits.

Select health plan ^

- Group settings
- Group 1
 - Health profile
 - Health plans

Select dental plan

Finalize plan selections

SELECT HOW YOU WILL SHOP

SHOP WITH CURRENT Current Option

Your household will remain in its current shopping group. This may have the following impacts:

- Higher deductible
- Higher out-of-pocket maximum
- Higher costs when visiting doctors

GROUP 1

VS
Victoria, 40

BJ
Brad, 40

☐ Select current option

SHOP AS RECOMMENDED Better Option

We will place household members in groups to maximize your out-of-pocket savings. You will shop for a health plan for each group.

- Lower deductible
- Lower out-of-pocket maximum
- Lower costs when visiting doctors

[Why this recommendation?](#)

GROUP 1

VS
Victoria, 40

GROUP 2

BJ
Brad, 40

☒ Select recommended option

Separate Groups

Health plan shopping options

Based on the information you provided, we have recommended a shopping option that will save you money and maximize your health benefits.

Select for Apple Health

Select health plan

Group settings

Group 1

Health profile

Health plans

Group 2

Health profile

Health plans

Select for dental group

Finalize plan selections

REVIEW HOW YOU WILL SHOP

SHOP AS RECOMMENDED

We will place household members in groups to maximize your out-of-pocket savings. You will shop for a health plan for each group.

- ✓ Lower deductible
- ✓ Lower out-of-pocket maximum
- ✓ Lower costs when visiting doctors

[Why this recommendation?](#)

GROUP 1

JP

Jane, 37

GROUP 2

VP

Villi, 40

SHOP FOR A WASHINGTON

BP

Bret, 2

Edit Groups

Continue

Why this recommendation?

When a household has more than one member, individuals may benefit from shopping in groups if they have different:

- Eligibility results
- Health care needs
- Preferred doctors and provider networks

You have options. You can select your current group or edit the groups. You can change your groups before confirming your plans on the "Plan Confirmation" page.

Washington Healthplanfinder has the ability to group and enroll household members in separate plans through one application.

A household may create separate enrollment groups based on different:

- Eligibility results
- Provider or facility needs
- Health care needs

Edit Groups

Health plan shopping options

Based on the information you provided, we have recommended a shopping option that will save you money and maximize your health benefits.

Select for Apple Health

Select health plan

Group settings

Group 1
Health profile
Health plans

Group 2
Health profile
Health plans

Select for dental group

Finalize plan selections

REVIEW HOW YOU WILL SHOP

Better Option

SHOP AS RECOMMENDED

We will place household members in groups to maximize your out-of-pocket savings. You will shop for a health plan for each group.

- ✓ Lower deductible
- ✓ Lower out-of-pocket maximum
- ✓ Lower costs when visiting doctors

[Why this recommendation?](#)

GROUP 1

JP
Jane, 37

GROUP 2

VP
Villi, 40

SHOP FOR A WASHINGTON APPLE HEALTH PLAN SEPARATELY

BP
Bret, 2

✓ ENROLLED

Edit Groups

Continue

Live Chat

Washington Healthplanfinder has the option to change the suggested groups.

1. Edit groups
2. Drag and drop household members
3. A banner will appear at the top of the screen showing the outcome.

Smart Planfinder

The screenshot shows the 'Smart Planfinder' web application. At the top right, there is a 'My Plans' button with a red icon. The main content area is titled 'Shopping preferences'. On the left, there is a sidebar with several sections: 'Select for Apple Health', 'Select health plan' (with a dropdown arrow), 'Group settings', 'Group 1' (with a green dot icon), 'Health profile', 'Health plans', 'Group 2', 'Health profile', 'Health plans', 'Select for dental group', and 'Finalize plan selections'. The main content area has a heading 'Let's help you find a health plan' and a subheading 'Health plan options and your health needs can change from year to year. Smart Planfinder will help you find plans that are a Smart Choice based on your needs and preferences. All Smart Choice plans are identified by a Smart Choice flag on each recommended plan.' Below this, there is a 'Using this tool' section with a subheading 'Smart Planfinder makes comparing plans easy. Answer a few questions about your health care use, doctor and prescription preferences, and we'll recommend plan options that best fit your needs.' To the right of this text is a blue box with a checkmark icon and the text 'SMART CHOICE' and 'Smart Choice indicates a recommended plan'. Below the 'Using this tool' section, there is a 'What you will need to get started' section with a subheading 'Gather the following information for group 1:' and a list of items: 'Names and addresses of doctors', 'Names and addresses of clinics and hospitals', and 'Names and dosage information of prescription drugs'. Below this, there is a 'Let's get started!' section with a subheading 'GROUP 1' and a box containing a red circle with the letters 'JP' and the text 'Jane, 37'. At the bottom right of the main content area, there is a green button labeled 'Get Plan Recommendations'.

After shopping groups are identified, individuals will see the Shopping Preference page.

Individuals select Get Plan Recommendation to use the Smart Planfinder tool and proceed to plan selection.

Dental Plan Shopping

2020 dental plans
These are all the available dental plans in your area.

Select Apple Health
Select health plan
Select dental plan

Who is selecting dental?
Dental plans

You're selecting a dental plan for:
VP
Villi, 40

Filter By
Sort by: Premium
Provider & Facility Search

5 Total dental plans found

 PREMIUM \$26.37 /month DentaQuest PPO Family High	DEDUCTIBLE \$50.00 Adult/ \$85.00 Child ANNUAL BENEFIT LIMIT Unlimited for children / \$1,000 for adults ROUTINE CARE No charge RESTORATIVE CARE 30% - 50% Coinsurance after deductible for children / Not a benefit for adults THIS PLAN COVERS PROVIDER & FACILITY Add More Information on this plan > ☐ Compare <input checked="" type="button" value="Pick This Plan"/>
 PREMIUM \$26.43 /month Dentegra Dental PPO Family Basic Plan	DEDUCTIBLE \$50.00 Adult/ \$75.00 Child ANNUAL BENEFIT LIMIT Unlimited for children / \$1,000 per adult ROUTINE CARE 0% Coinsurance after deductible for children / 0% Coinsurance after deductible for adult RESTORATIVE CARE 50% Coinsurance after deductible for children / 50% - 100% Coinsurance after deductible for adults THIS PLAN COVERS PROVIDER & FACILITY Add More Information on this plan > ☐ Compare <input checked="" type="button" value="Pick This Plan"/>
 PREMIUM \$33.00 /month NON COFA	DEDUCTIBLE \$15.00 Adult/ \$15.23 Child ANNUAL BENEFIT LIMIT \$45 Adult/Unlimited for Children ROUTINE CARE \$19.20 RESTORATIVE CARE \$18.50
 PREMIUM \$38.08 /month Delta Dental Individual and Family - Washington Family Plan	DEDUCTIBLE \$50.00 Adult/ \$85.00 Child ANNUAL BENEFIT LIMIT Unlimited for children / \$1,000 for adults

Finalize plan selections

- There is no grouping for dental plans.
- A provider/facility can be added.
- Up to 3 dental plans can be compared.
- To select the desired dental plan click Pick this plan button.

Confirm your Plans

3 My Plans

Confirm your plans

Select Apple Health

Select health plan

Select dental plan

Finalize plan selections

Plan Confirmation

Coverage Summary

HEALTH COVERAGE

GROUP 1 COVERAGE

ambetter coordinated care.

Ambetter Balanced Care 3 (2020)

Premium \$382.66 /month

JP Jane, 37

COVERAGE DATE: STARTS 05/01/2020 ENDS 12/31/2020

GROUP 2 COVERAGE

ambetter coordinated care.

Ambetter Balanced Care 1 (2020)

Premium \$385.14 /month

VP Villi, 40

COVERAGE DATE: STARTS 05/01/2020 ENDS 12/31/2020

DENTAL COVERAGE

DENTEGRA

Coverage Total

TAX CREDIT AMOUNT

GROUP 1 TAX CREDIT

JP Jane, 37

Max tax credit \$381.66

Enter tax credit amount \$ 381.66

Total applied \$381.66

GROUP 2 TAX CREDIT

VP Villi, 40

Max tax credit \$190.34

Enter tax credit amount \$ 190.34

Total applied \$190.34

TOTAL MONTHLY PREMIUM

Premium w/tax credit \$222.23 /month

Confirm Plans

Live Chat

Individuals can review health and dental plan selection(s) prior to selecting the Confirm Plans button to complete their selection.

Tax credits will be assigned appropriately to each group (if multiple selected).

Other Updates

Other Customer Account Updates

The following have been updated to reflect an improved Washington Healthplanfinder application.

- The Alien Emergency Medical (AEM) question no longer appears for non-citizens under the age of 19.
- The Date of Residency field no longer appears when adding a new member to an application.
- Individuals are now asked what is their sex assigned at birth.

Gender X Application Update

Currently, the Department of Health and the Department of Licensing offer a third sex/gender.

For the purposes of the Washington Healthplanfinder application, the information on an individual's original birth certificate is needed to screen for all available benefits.

The screenshot displays two overlapping forms from the Washington Healthplanfinder application. The top form has a field labeled 'SEX ASSIGNED AT BIRTH *' with a blue information icon. Below this field is a dropdown menu currently showing 'MALE'. The bottom form also has a 'SEX ASSIGNED AT BIRTH *' field, but it is partially obscured by a white tooltip box. A red arrow points from the information icon on the top form to the tooltip. The tooltip contains the following text: 'Sex assigned at birth is used to make sure you receive all the health benefits you might need. For example, if you pick female you may be screened for pregnancy benefits.'

Correspondence Updates

Correspondence Updates

The following have been updated:

- Washington Apple Health Renewal Notice (EE008) –Apple Health with Premiums (CHIP) accurately displays the correct monthly premium.
- To support Multiple Enrollments the following notices have been updated:
 - Enrollment Deadline for Coverage (EE002)
 - Coverage Termination (EE012)
 - Plan Selection Confirmed (EE019)

Paper Application Updates

Full Paper Renewal Application

(Updated R7.2 (May 2020))

Current Application Information

Application ID: <<App ID>>

Review your information below and report any changes you have. For faster processing, complete your renewal online. If you need assistance completing your renewal, call Healthplanfinder at 1-855-923-4633. If you would like to return this form by mail or fax, write your updates in the form below and send it to us.

Primary Applicant's Information – Provide updates in the space provided.

Primary applicant name <<PA Name>>			
Physical address <<Address Line 1>> <<Address Line 2>> <<City>> <<State>> <<Zip>> <<County>>		Mailing address <<Address Line 1>> <<Address Line 2>> <<City>> <<State>> <<Zip>> <<County>>	
Preferred written language <<Language>>		Preferred spoken language <<Language>>	
Format (Braille, Large Print) <<Format>>			
Phone number <<Phone Number>>		Alternative phone <<Phone Number>>	
Email address <<Email address>>		Go paperless? <<Yes/No>>	

Household Members – Verify information and provide updates in the space provided.

Name	DOB	SSN	Requesting coverage?	Relationship to primary applicant	Living with primary applicant
<<Individual>>	<<DOB>>	<<SSN>>	<<Yes/No>>	<<Relationship>>	<<Yes/No>>
Updates for <<Individual>>					

Household Members Continued– Verify information and provide updates in the space provided.

Name	Sex assigned at birth	Race	U.S. citizen	WA resident	Affiliated with a tribe?	If so, what tribe?*
<<Individual>>	<<F/M>>	<<Race>>	<<Yes/No>>	<<Yes/No>>	<<Yes/No>>	<<Tribe>>
Updates for <<Individual>>						

Paper application updates include:

- Braille/Large print
- Sex assigned at birth

Resources

Resources

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/hcacomunitystaff

Contact your local HCA Area Representative

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