

Apple Health (Medicaid) renewals are starting again!

Beginning April 1, the State of Washington will start asking Apple Health members to show they're still eligible to stay on their Apple Health plans. Community Health Plan of Washington (CHPW) wants to make sure you know how to help your patients and clients through this process.

1. How can I help?

Encourage Apple Health members to:



Update their contact info with Health Care Authority (HCA)

Online:
wahealthplanfinder.org

By phone:
1-855-923-4366



Call their health plan at the phone number on the back of their ID card



Watch their mail or email for a renewal request from the state



Complete their Apple Health renewal!

2. How does the renewal process affect Apple Health coverage?

If your Apple Health patient or client gets a letter or email requesting renewal, **they need to act**. Failing to respond means their Apple Health coverage will end.

3. How can they get ready to renew?

Apple Health members should be prepared to report **any changes** including:

- Income
- Household members
- Address and contact information
- Immigration or citizenship status
- Health insurance coverage

If you have a client looking for resources on this topic, please direct them to chpw.org or our Customer Service team.

4. What if they don't qualify for Apple Health anymore?

They could qualify for other health plans on the Exchange, including low-cost Cascade Select Individual & Family plans from CHPW. Those who qualify for subsidies may have premiums of **less than \$10/month**. Current Apple Health members may also qualify for Medicare Advantage.



Individual & Family Plans

Call 1-833-993-0181 (TTY: 711)
Monday – Friday, 8 am to 5 pm

Medicare Advantage Plans

Call 1-800-944-1247 (TTY: 711)
7 days a week, 8 am to 8 pm

5. Who can help them?

CHPW's friendly team is here to walk our members through the renewal process. We'll help them keep their coverage, or find coverage that works for them.



Call:

1-866-907-1904
8am - 5:30pm, Monday - Friday



Or visit:

chpw.org/renew

**Or scan to
visit and
learn more**



If you need an accommodation, or require documents in another format or language, please call toll-free 1-800-440-1561 (TTY: 711) 8:00 a.m. to 5:00 p.m., Monday to Friday. Community Health Plan of Washington complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Under Washington law, people have a right to be free from discrimination because of race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-440-1561 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-440-1561 (TTY: 711).