

From: David Preston
Sent time: 03/04/2014 11:23:32
To: Dean, Jessie M. \ (HCA) <jessie.dean@hca.wa.gov>
Susan Todd <TODDSE@dshs.wa.gov>; Tamara Paradee <tamarra.paradee@hca.wa.gov>; Annette Cleveland <annette.cleveland@leg.wa.gov>; Barbara Bailey <barbara.bailey@leg.wa.gov>; Bruce Dammeier <bruce.dammeier@leg.wa.gov>; Charles Ross <charles.ross@leg.wa.gov>; Dawn Morrell <dawn.morrell@leg.wa.gov>; Eileen Cody <Eileen.Cody@leg.wa.gov>; Graham Hunt <graham.hunt@leg.wa.gov>; Jamie Pedersen <jamie.pedersen@leg.wa.gov>; Jan Angel <jan.angel@leg.wa.gov>; Jay Rodne <jay.rodne@leg.wa.gov>; Jim Moeller <jim.moeller@leg.wa.gov>; Joe Schmick <Joe.Schmick@leg.wa.gov>; Judy Clibborn <judy.clibborn@leg.wa.gov>; Karen Keiser <karen.keiser@leg.wa.gov>; Kevin Van De Wege <kevin.vandewege@leg.wa.gov>; Laurie Jinkins <laurie.jinkins@leg.wa.gov>; Linda Evans Parlette <linda.parlette@leg.wa.gov>; Marcus Riccelli <Marcus.Riccelli@leg.wa.gov>; Matt Manweller <matt.manweller@leg.wa.gov>; Paul Harris <paul.harris@leg.wa.gov>; Randi Becker <randi.becker@leg.wa.gov>; Richard DeBolt <richard.debolt@leg.wa.gov>; Shelly Short <shelly.short@leg.wa.gov>; Steve Tharinger <steve.tharinger@leg.wa.gov>; Tami Green <tami.green@leg.wa.gov>
Cc:
BCc:
Subject: Re: DSHS Cancelled My Obamacare ~ Part II
Attachments: FW_ DSHS Cancelled M

Jessie Minier Dean
Eligibility Policy Representative – King County
Office of Medicare, Medicaid Eligibility & Policy

Jessie,

Thanks for your response to my concerns! Although I'll never understand the logic behind HCA's decision to send out this form letter, I appreciate that you took the time to write me a thoughtful reply, a reply in which you at least acknowledged that the letter's wording was confusing. You also answered my second question about follow-up letters in a respectful and informative way. Although I feel that HCA should've sent a follow-up letter to recipients explaining that they were still covered for health care under the plan they actually applied for, at this late date such a letter might do more mischief than good.

For the future, my advice would be that you have a chat with Ms. Todd and perhaps the other staff at her level and mentor them in how to respond to public complaints and inquiries of this kind. It gets my hackles up whenever a government official – *a person who works for the citizens* – gives curt or otherwise non-responsive answers to legitimate citizen concerns. Sadly, I have seen this happen repeatedly. Your own department, I'm afraid, is famous for it.

But with your letter, I'm assured that there is hope . . .

If you compare the latest response I got from **Ms. Todd** (see attached) to your response below, there's a world of difference. Ms. Todd's response to my questions increased my frustration and escalated the situation. Your response, by contrast, soothed my frustration and de-escalated the situation. And all it took you was an extra minute or two . . .

I will be publishing this exchange as part of a series of articles I'm doing on my personal experience with Obamacare. Now I'll be able to end this part of the series on a positive note.

Regards,

David Preston



From: [Dean, Jessie M. \(HCA\)](#)
Sent: Thursday, February 27, 2014 4:02 PM
To: [REDACTED]
Cc: [Paradee, Tamarra \(HCA\)](#)
Subject: RE: DSHS Cancelled My Obamacare ~ Part II

David –

Representative Cody forwarded your email below to the Health Care Authority (HCA), which is the state Medicaid agency. I am one of the HCA Eligibility Policy Representatives for King County.

We fully acknowledge that the February 4 letter you received was confusing and could have been worded more clearly to express its point that the recipient did not qualify to receive cash or health care coverage under the Housing and Essential Needs program for the months listed. Instead, you received the standard denial letter for that program. Our intent with that letter and the one before it was to make sure that certain people waiting for their Medicaid expansion coverage to start on January 1 would have the opportunity to apply for the Housing and Essential Needs program, which, unlike Medicaid expansion, could provide health care coverage before January 1 to incapacitated (but not disabled) adults.

To answer your second question, we do not plan to contact the recipients of that letter to notify them that they in fact have coverage. With all the work necessary to make Medicaid expansion a reality for hundreds of thousands while ensuring coverage for other Medicaid applicants and recipients, we simply do not have the resources to reach out to those who do in fact have Medicaid coverage. The letter did give its recipients both a toll-free number to ask questions and an explanation of their administrative hearing rights. Anyone who takes advantage of either resource will quickly find out that he or she has Washington Apple Health coverage.

On behalf of DSHS and HCA, I apologize that we cannot do more to address your concerns.

Jessie

Jessie Minier Dean
Eligibility Policy Representative – King County
Office of Medicare, Medicaid Eligibility & Policy



Direct Dial: (360) 725-1501
Email: jessie.dean@hca.wa.gov

Eligibility Policy Co-Representative – King County: Rebecca Janeczko
Direct Dial: (360) 725-0752
Email: rebecca.janeczko@hca.wa.gov

Confidentiality Notice:

This e-mail message including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.