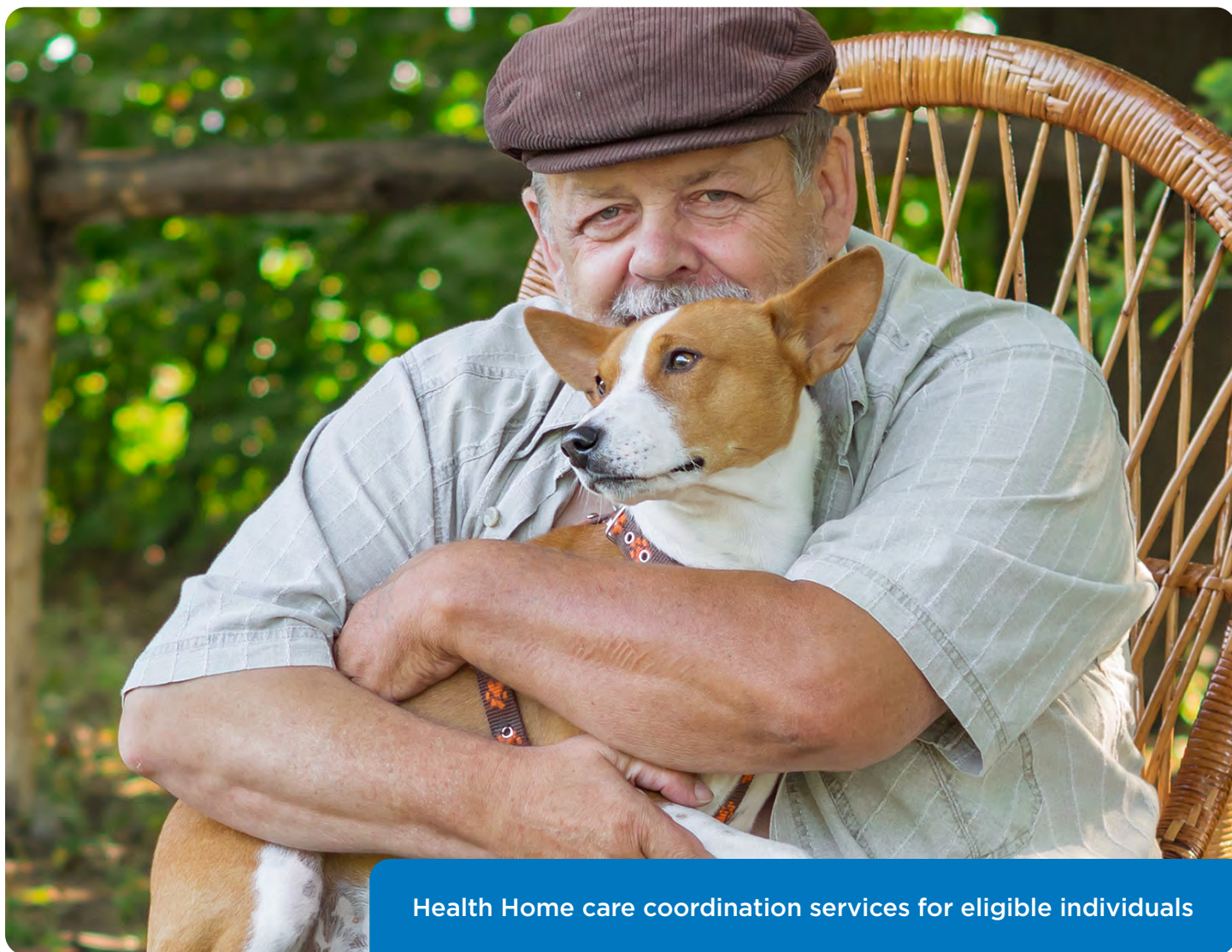


Your Washington State
**Health Home
Booklet**

*...for a
better life!*



Health Home care coordination services for eligible individuals

[English] Language assistance services, including interpreters and translation of printed materials, are available free of charge. Call 1-877-501-2233 (TRS: 711).

[Amharic] የቋንቋ እገዛ አገልግሎት፣ አስተርጓሚ እና የሰነዶችን ትርጉም ጨምሮ በነጻ ይገኛል። 1-877-501-2233 (TRS: 711) ይደውሉ።

[Arabic] خدمات المساعدة في اللغات، بما في ذلك المترجمين الفوريين وترجمة المواد المطبوعة، متوفرة مجاناً، اتصل على رقم (TRS: 711) 1-877-501-2233.

[Burmese] ဘာသာပြန်ဆိုသူများနှင့် ထုတ်ပြန်ထားသည့် စာရွက်စာတမ်းများဘာသာပြန်ခြင်းအပါအဝင် ဘာသာစကားအထောက်အကူဝန်ဆောင်မှုများကို အခမဲ့ရရှိနိုင်ပါသည်။ 1-877-501-2233 (TRS: 711) ကိုဖုန်းခေါ်ဆိုပါ။

[Cambodian] សេវាជំនួយភាសា រួមមានទាំងអ្នកបកប្រែផ្ទាល់មាត់ និង ការបកប្រែឯកសារបោះពុម្ព គឺអាចរកបានដោយឥតគិតថ្លៃ។ ហៅទូរស័ព្ទទៅលេខ 1-877-501-2233 (TRS: 711)។

[Chinese] 免费提供语言协助服务，包括口译员和印制资料翻译。请致电 1-877-501-2233 (TRS: 711)。

[Korean] 통역 서비스와 인쇄 자료 번역을 포함한 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-501-2233 (TRS: 711)번으로 전화하십시오.

[Laotian] ການບໍລິການດ້ານພາສາ, ລວມທັງງານຮ່ວມພາສາ ແລະ ການແປເອກສານຕີພິມ, ມີໄວ້ໃຫ້ຟຣີໂດຍບໍລິເວນ. ໂທຫາເລກ 1-877-501-2233 (TRS: 711).

[Oromo] Tajajilli gargaarsa afaanii, nama afaan hiikuu fi ragaalee maxxanfaman hiikuun, kaffaltii malee ni argattu. 1-877-501-2233 (TRS: 711) irratti bilbilaa.

[Persian] خدمات کمک زبانی، از جمله مترجم شفاهی و ترجمه اسناد و مدارک (مطالب) چاپی، بصورت رایگان ارائه خواهد شد. با شماره 1-877-501-2233 (TRS: 711) تماس بگیرید.

[Punjabi] ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ—ਦੁਭਾਸ਼ੀਏ ਅਤੇ ਪ੍ਰਿੰਟ ਕੀਤੀ ਹੋਈ ਸਮੱਗਰੀ ਦੇ ਅੰਨ੍ਹਵਾਦ ਸਮੇਤ—ਮੁਫਤ ਉਪਲੱਬਧ ਹਨ। 1-877-501-2233 (TRS: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

[Romanian] Serviciile de asistență lingvistică, inclusiv cele de interpretariat și de traducere a materialelor imprimate, sunt disponibile gratuit. Apelați 1-877-501-2233 (TRS: 711).

[Russian] Языковая поддержка, в том числе услуги переводчиков и перевод печатных материалов, доступна бесплатно. Позвоните по номеру 1-877-501-2233 (TRS: 711).

[Somali] Adeego caawimaad luuqada ah, ay ku jirto turjubaano afka ah iyo turjumid lagu sameeyo waraaqaha la daabaco, ayaa lagu helayaa lacag la'aan. Wac 1-877-501-2233 (TRS: 711).

[Spanish] Hay servicios de asistencia con idiomas, incluyendo intérpretes y traducción de materiales impresos, disponibles sin costo. Llame al 1-877-501-2233 (TRS: 711).

[Swahili] Huduma za msaada wa lugha, ikiwa ni pamoja na wakalimani na tafsiri ya nyaraka zilizochapishwa, zinapatikana bure bila ya malipo. Piga 1-877-501-2233 (TRS: 711).

[Tagalog] Mga serbisyong tulong sa wika, kabilang ang mga tagapagsalin at pagsasalin ng nakalimbag na mga kagamitan, ay magagamit ng walang bayad. Tumawag sa 1-877-501-2233 (TRS: 711).

[Tigrigna] ተርጓሚትን ናይ ዝተፅሓፉ ማተርያላት ትርጉምን ሓዊሱ ናይ ቋንቋ ሓዝ ግልጋሎት፣ ብዘይ ምንም ክፍሊት ይርከቡ። ብ 1-877-501-2233 (TRS: 711) ደውል።

[Ukrainian] Мовна підтримка, у тому числі послуги перекладачів та переклад друкованих матеріалів, доступна безкоштовно. Зателефонуйте за номером 1-877-501-2233 (TRS: 711).

[Vietnamese] Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch viên và bản dịch tài liệu in, hiện có miễn phí. Gọi 1-877-501-2233 (TRS: 711).

Your Washington State Health Home Booklet

What is a Health Home?

A Health Home is not a place; it is a set of care coordination services. These are provided by a care coordinator who will help you make the best use of the services and supports you currently receive.

Health Home services are designed to support you with your ongoing chronic conditions and help you meet the health goals you select. Health Home services improve coordination of both medical and social service needs, such as long-term services and supports, and behavioral health including substance use disorders. The Health Home program is meant to increase access to and coordination of your care.



What are Health Home services and how can they help you?

- Comprehensive care management includes development of a personalized Health Action Plan with goals and steps to achieve those goals.
- Care coordination helps improve communication with your providers, family, and other caregivers.
- Transition planning helps when you leave a hospital or care facility.
- Individual and family support services identify the roles of family members, informal supports, and caregivers to help you to reach your health goals.
- Referral to community and social support services helps with things like transportation, food, and housing.
- Health promotion provides education and wellness coaching to help you reach your health goals.

Who is eligible for Health Home services?

You have received this Health Home Booklet because you are eligible for the program. The services are for individuals of any age living with at least one qualifying chronic condition. Some chronic health conditions that make someone eligible include:

- Cancer
- Chronic respiratory conditions
- Dementia or Alzheimer's disease
- Diabetes
- Gastrointestinal disease
- Heart disease
- Intellectual disability or disease
- Behavioral health condition
- Musculoskeletal conditions
- Neurological disease

What is a Health Home care coordinator?

A Health Home care coordinator is someone who can help you participate in the Health Home program. Your care coordinator will work with you to receive the right care, from the right provider, at the right time and place.

Your care coordinator will contact you to describe care coordination services and answer any questions you have about the Health Home program.

How do you get Health Home services?

There are three basic steps to joining the Health Home program:

1. Be assigned to a Health Home: Once you are eligible, you will be connected to a Health Home lead organization, who will assign a care coordinator to contact you. The care coordinator will answer your questions and you can decide whether or not to participate in the Health Home program.

2. Complete an *Information Sharing and Consent Form*:

The care coordinator will help you complete a Health Home services consent form to allow sharing of your medical and social service information. The information will only be shared with providers and others you choose.

3. Complete a Health Action Plan: You will be able to choose your own health goals, which your care coordinator will include in your Health Action Plan. This will be used to help you and your care coordinator see if you need additional services and resources, such as:

- Health care needs
- Long term services and supports
- Behavioral health services
- Community resources
 - Housing
 - Transportation

You can request and arrange future visits at any time, in a setting of your choice.

Do you get to stay with your current health care and other providers?

Yes, your current services and providers will remain the same. As part of Health Home services, your care coordinator may be in contact with providers about coordinated coverage and transitions in care as your needs change.

How will providers know if you are in the Health Home program and who to contact?

They can tell by checking ProviderOne, or by contacting the Health Care Authority at 1-800-562-3022.

Do you have to pay for Health Home services?

No, these services are provided at no cost to you.

What if you are unhappy with your care coordinator?

You can contact your Health Home care coordination organization to request another care coordinator.

What if you move to another area of the state?

You may be assigned a new care coordinator. You'll be contacted about ongoing services.

What if you lose Apple Health (Medicaid) or Medicare coverage?

If you lose Apple Health (Medicaid) eligibility, you will no longer be eligible for Health Home services.

If you lose your Medicare eligibility and not your Apple Health eligibility, you may still be eligible to receive Health Home services.

What are your complaint and appeal rights?

You keep your current Apple Health and Medicare grievance and appeal rights.

What if you no longer want to participate in the Health Home program?

You can talk with your Health Home care coordinator and ask to be taken out of the program. If you change your mind at a later time, you can call the Health Care Authority at 1-800-562-3022 and ask to be re-enrolled with the Health Home program.

For American Indians or Alaska Natives

Eligible American Indians and Alaska Natives can choose to participate in a Health Home at any time by contacting the Health Care Authority, who will verify eligibility and assist with enrollment.



Who to call
in the event of a
health crisis

For a life threatening emergency,
call 911.

On the web

For more information about the Health Home program, go to hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/health-home.

HCA is committed to providing equal access to our services. If you need an accommodation, or require documents in another format, please call 1-800-562-3022. People who have hearing or speech disabilities please call 711 for relay services.

Washington State
Health Care Authority

P.O. Box 45535
Olympia, WA 98504-5535

HCA 22-851 (6/21)