



Washington Apple Health

For children in foster care
or adoption support, and former foster care youth



[English] Language assistance services, including interpreters and translation of printed materials, are available free of charge. Call 1-800-562-3022 (TRS: 711).

[Amharic] የቋንቋ እገዛ አገልግሎት፣ አስተርጓሚ እና የሰነዶችን ትርጉም ጨምሮ በነጻ ይገኛል። 1-800-562-3022 (TRS: 711) ይደውሉ።

[Arabic] خدمات المساعدة في اللغات، بما في ذلك المترجمين الفوريين وترجمة المواد المطبوعة، متوفرة مجاناً، اتصل على رقم 1-800-562-3022 (TRS: 711).

[Burmese] ဘာသာပြန်ဆိုသူများနှင့် ထုတ်ပြန်ထားသည့် စာရွက်စာတမ်းများဘာသာပြန်ခြင်းအပါအဝင် ဘာသာစကားအထောက်အကူပေးဆောင်ရွက်မှုများကို အခမဲ့ရရှိနိုင်ပါသည်။ 1-800-562-3022 (TRS: 711) ကိုဖုန်းခေါ်ဆိုပါ။

[Cambodian] សេវាជំនួយភាសា រួមមានទាំងអ្នកបកប្រែផ្ទាល់មាត់ និង ការបកប្រែឯកសារបោះពុម្ព គឺអាចរកបានដោយឥតគិតថ្លៃ។ ហៅទូរស័ព្ទទេវៈលេខ 1-800-562-3022 (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 1-800-562-3022 (TRS: 711)。

[Korean] 통역 서비스와 인쇄 자료 번역을 포함한 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-562-3022 (TRS: 711)번으로 전화하십시오.

[Laotian] ການບໍລິການດ້ານພາສາ, ລວມທັງນາຍແປພາສາ ແລະ ການແປເອກສານຕີພິມ, ມີໄວ້ໃຫ້ຟຣີໂດຍບໍລິເວນ. ໂທຫາເລກ 1-800-562-3022 (TRS: 711).

[Oromo] Tajajilli gargaarsa afaanii, nama afaan hiikuu fi ragaalee maxxanfaman hiikuun, kaffaltii malee ni argattu. 1-800-562-3022 (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 1-800-562-3022 تماس بگیرید. (TRS: 711)

[Punjabi] ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ—ਦੁਭਾਸ਼ੀਏ ਅਤੇ ਪ੍ਰਿੰਟ ਕੀਤੀ ਹੋਈ ਸਮੱਗਰੀ ਦੇ ਅੰਨ੍ਹਵਾਦ ਸਮੇਤ—ਮੁਫਤ ਉਪਲੱਬਧ ਹਨ। 1-800-562-3022 (TRS: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

[Romanian] Serviciile de asistență lingvistică, inclusiv cele de interpretariat și de traducere a materialelor imprimate, sunt disponibile gratuit. Apelați 1-800-562-3022 (TRS: 711).

[Russian] Языковая поддержка, в том числе услуги переводчиков и перевод печатных материалов, доступна бесплатно. Позвоните по номеру 1-800-562-3022 (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 1-800-562-3022 (TRS: 711).

[Spanish] Hay servicios de asistencia con idiomas, incluyendo intérpretes y traducción de materiales impresos, disponibles sin costo. Llame al 1-800-562-3022 (TRS: 711).

[Swahili] Huduma za msaada wa lugha, ikiwa ni pamoja na wakalimani na tafsiri ya nyaraka zilizochapishwa, zinapatikana bure bila ya malipo. Piga 1-800-562-3022 (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 1-800-562-3022 (TRS: 711).

[Tigrigna] ተርጓሚትን ናይ ዝተፅሓፉ ማተርያላት ትርጉምን ሓዊሱ ናይ ቋንቋ ሓዝ ግልጋሎት፣ ብዘይ ምንም ክፍሊት ይርከቡ። ብ 1-800-562-3022 (TRS: 711) ደውል።

[Ukrainian] Мовна підтримка, у тому числі послуги перекладачів та переклад друкованих матеріалів, доступна безкоштовно. Зателефонуйте за номером 1-800-562-3022 (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 1-800-562-3022 (TRS: 711).



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Foster Care and Adoption Support (FCAS)

If you have questions this booklet doesn't answer, please call Foster Care and Adoption Support.

Start by dialing 1-800-562-3022

The recorded message will say, "This call may be monitored or recorded for quality purposes ...Thank you for calling the Health Care Authority Washington's Apple Health Medicaid..."

Press 1

The next recorded message will say, "If you have an extension number, press 1 now..."

Press 1

Enter extension number 15480. You will hear, "Your call is being transferred to an agent, please hold."

Disclaimer about this booklet:

This booklet will introduce you to your benefits and explain your rights and responsibilities, and how to access services through your health plan. Please be advised this booklet does not create any legal rights or entitlements. You should not rely on this booklet as your only source of information about Apple Health Foster Care (AHFC). You can get detailed information about AHFC by going to the *Laws and Rules* page on the Health Care Authority website hca.wa.gov/about-hca/rulemaking.

Welcome to Washington Apple Health

You are receiving this booklet because you recently enrolled in Apple Health Foster Care (AHFC), which provides coverage for children who are in foster care or receiving adoption support services, and alumni (former foster care youth).*

The Washington State Health Care Authority (HCA) administers Washington Apple Health, including AHFC, and contracts with a health plan to provide your coverage. Later you will receive a member handbook from your health plan. It will provide more detail about your covered benefits.

As part of our commitment to deliver better care, the Apple Health Foster Care program provides physical and behavioral health services, known as managed care. With managed care, a managed care plan coordinates and pays for both your physical and behavioral health services. These services include mental health and substance use disorder treatment services.

Apple Health services

These are some of the available services:

- Appointments with a doctor or health care professional for necessary care including preventive and wellness services and chronic disease management
- Medical care in an emergency
- Pediatric services, including oral and vision care
- Laboratory services
- Prescription drugs
- Hospitalization
- Ambulatory patient services
- Rehabilitative and habilitative** services and devices
- Mental health services
- Maternity and newborn care

This list is for general information only and does not guarantee that AHFC will cover the service.

Check the member handbook from your health plan for additional covered benefits and services. If a service you need is not listed, check with your health care provider or your health plan.

Your health plan

The Health Care Authority (HCA) has contracted with the following health plan to provide your coverage:

Apple Health Core Connections [administered by Coordinated Care of Washington (CC)]
1-844-354-9876 or online at:
coordinatedcarehealth.com/members/foster-care.html

For some situations you can receive health care without enrolling in a health plan. Call our Foster Care and Adoption Support team right away if one or more of the following situations apply to you. To reach us, call 1-800-562-3022, ext. 15480.

- **You have health insurance** other than Apple Health or become eligible for Medicare.
- **You are homeless**, live in a shelter, or have a temporary address.
- **You are American Indian or Alaska Native.** You can consider an option other than coverage through a managed care plan.
- **You have a verifiable medical condition**, and changing doctors or health plans would interrupt your treatment and place your health at risk.

Contact your health plan's member services number when you:

- Have a problem with your health plan.
- Need to find a primary care provider.
- Want to change your primary care provider (PCP).
- Lose your health plan ID card and want another one.
- Have a special health care need (or your child does).
- Need access to mental health services.

**We use "you" throughout this booklet to identify the person who is receiving these benefits. We understand that most of the time, an adult responsible for a child receiving the benefits will actually be reading this booklet.*

***Contact your health plan to see if you are eligible.*



Your services card



Most individuals will receive two cards in the mail. The first is your services card, which you are receiving because you have Washington Apple Health coverage. You do

not have to activate your new services card. HCA will activate your card before mailing it. Each person has a different ProviderOne client number that stays with them for life.

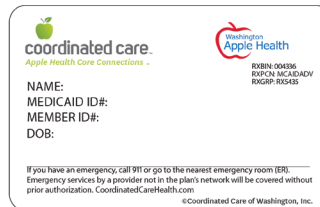
Your services card will include:

- ProviderOne ID number
- Date issued
- ProviderOne website
- Customer service contact information

If you don't receive your services card within two weeks or you lose your card, please call Foster Care and Adoption Support. To reach us, call 1-800-562-3022, ext. 15480.

The second card will come from the health plan that will manage your care. Each member of your household who is eligible for AHFC will receive their own services card. Each person has a different ProviderOne client number that stays with them for life.

Your AHFC (Apple Health Foster Care) health plan card



A few weeks after you enroll in Apple Health, you will receive a health plan ID card as well as more information about how to choose a doctor or primary care provider (PCP). Your

health plan ID card will look like the one shown above. Keep this card, too! Take both your services card and your health plan card with you when you go to a doctor, pharmacy, or other health care provider. You may also need a photo ID.

ProviderOne

You'll see "ProviderOne" on your services card. ProviderOne is the information system that coordinates the health plans for us and helps HCA send you information at various times. The number on the card is your ProviderOne client number.

If you need a doctor or prescription before your cards arrive

It's important to choose a primary care provider (PCP). **If you don't choose a PCP, your health plan will choose one for you.** Your PCP is the main health professional you see. They will become familiar with your health history, current health issues, and can refer you to specialists. Having a dedicated PCP makes it easier to take care of your health.

If you need to go to a doctor, or fill a prescription before your cards arrive, you can go to any doctor, health clinic, or pharmacy your health plan contracts with (its network). You can call your health plan for help, even if you have not received your services card or health plan ID card. For example, call your plan if you need help connecting with a primary care provider in your area.

Choosing a primary care provider

To choose a primary care provider (PCP), follow the directions sent to you by your health plan, or call your health plan's member services phone number. You can also choose a PCP through your health plan's website.

If you are already seeing a PCP you like, or have heard about a provider you want to try, you can ask for that provider. But your PCP has to be part of your health plan's network.

You can specify what gender you would prefer for your PCP. You can also ask for a provider who speaks your language, specializes in your disability, or understands your culture.

Your PCP should be someone you feel comfortable with. If you aren't happy with your PCP for any reason, call your plan's member services phone line at any time to change to another provider.

How to make an appointment

Once you have selected a PCP, call to make an appointment. You must have an appointment to see a provider. If you have immediate health concerns or needs, you should be able to see your PCP within a few days.

Every child/youth in out-of-home placement should receive an **EPSDT examination** within 30 days of entering care through Foster Care, Relative, or Suitable Placement. EPSDT stands for Early and Periodic Screen, Diagnostic and Treatment examination.

If you need care

Routine care	Make an appointment with your primary care provider (PCP). You should be able to make an office visit with your PCP or other provider within 10 days.
Preventive care	Make an appointment with your PCP or other provider. You should be able to get an appointment within 30 days.
For after-hours care	Call your health plan's nurse advice line, 24 hours a day, 7 days per week.
For urgent care	Go to an urgent care center that contracts with your health plan, or call your PCP or the nurse advice line. You should be able to visit with your PCP or other provider within 24 hours.
For emergency care	Call 911 or go to the nearest place where emergency providers can help. As soon as possible, you or someone you know must call your PCP or your health plan to report your emergency.
For care away from home	If it is not an emergency, call your PCP or the nurse advice line.

Behavioral health services

If you're enrolled in Apple Health Foster Care, you have access to mental health and substance use disorder treatment services (together known as behavioral health services). Behavioral health services are included in your managed care plan benefit package. The benefits have not changed. The only change is the managed care plan (Apple Health Core Connections (Coordinated Care of Washington)) will cover these services instead of a regional Behavioral Health Organization (BHO).

Contact your health plan or primary care provider if you need help coordinating your care.

To access additional behavioral health services:

- Call the 24-hour, free and confidential Washington Recovery Help Line at 1-866-789-1511 (TTY 1-206-461-3219), or

- Go to [waRecoveryHelpLine.org](https://www.warecoveryhelpline.org).

Note: The Behavioral Health Benefit booklet is available at hca.wa.gov/mental-health-benefits.

For more information about behavioral health treatment and services funded by HCA, visit hca.wa.gov/mental-health-and-addiction-services.



Substance use disorder treatment services may include:

Assessment — An “interview” by a health provider to decide the services you need.

Brief Intervention Treatment — Time limited, to reduce problem use. You **do not** need an outpatient intake evaluation before this service.

Withdrawal Management (Detoxification) — Help with decreasing your use of alcohol or other drugs over time, until it is safe to stop using. (Hospital based treatment is covered by the MCO.) You **do not** need an outpatient intake evaluation before this service.

Outpatient Treatment — Individual and group counseling sessions in your community.

Intensive Outpatient Treatment — More frequent individual and group counseling sessions.

Inpatient Residential Treatment — A comprehensive program of individual counseling, group counseling, and education, provided in a 24 hour-a-day supervised facility.

Opiate Substitution Treatment Services — Provides outpatient assessment and treatment for opiate dependency. Includes approved medication and counseling.

Case Management — Help with finding medical, social, education, and other services.





Mental health services may include:

Intake Evaluation — Identifies your needs and goals, and helps your mental health care provider to recommend other services and plan treatment.

Individual Treatment Services — Counseling and/or other activities designed to meet the goals in your service plan.

Medication Management — Licensed staff prescribing medicine and talking to you about side effects.

Medication Monitoring — Services to check on how your medication is working and to help you to take it correctly.

Group Treatment Services — Counseling with others who have similar challenges.

Peer Support — Help with navigating the mental health system and reaching your recovery goals, provided by a trained individual to help you.

Brief Intervention and Treatment — Short term counseling focused on a specific problem.

Family Treatment — Family centered counseling to help build stronger relationships and solve problems.

High Intensity Treatment — Services provided by a team of mental health providers to help you meet the goals in your individual plan.

Therapeutic Psychoeducation — Education about mental illness, mental health treatment choices, medications and recovery, including supports and/or supportive services.

Day Support — Intensive program to learn or assist with independent living skills.

Evaluation and Treatment/Community Hospitalization — Medically necessary inpatient crisis care. You do not need an outpatient intake evaluation before this service.

Stabilization Services — provided in your home or home-like setting to help prevent a hospital stay. You do not need an intake evaluation before this service.

Rehabilitation Case Management — Coordination between your inpatient and outpatient mental health services. You **do not** need an outpatient intake evaluation before this service.

Mental Health Services Provided in Residential Settings — Services provided where you live if you live in a group setting.

Special Population Evaluation — Treatment planning assistance from a specialist who works with special populations, such as children, older adults, or individuals from other cultural backgrounds.

Psychological Assessment — Testing that helps with diagnosis, evaluation, and treatment planning.



Crisis services

Crisis services are 24-hour services intended to stabilize you if you are in crisis, provided in a location that is best suited to meet your needs. You **do not** need an intake evaluation for these services.

- For immediate help, call 911 or go to the nearest hospital emergency room.
- Call 988 for a mental health emergency. You do not need an authorization for crisis services.
- For a State Crisis Lines directory, visit: hca.wa.gov/mental-health-crisis-lines.
- **Washington Recovery Help Line** is a 24-hour crisis intervention and referral line for those struggling with issues related to mental health, substance abuse, and problem gambling. Call 1-866-789-1511 (TTY 206-461-3219); email recovery@crisisclinic.org, or visit warecoveryhelpline.org. Teens can connect with teens during specific hours: call 1-866-833-6546, email teenlink@crisisclinic.org, or visit 866teenlink.org.
- For the National Suicide Prevention Lifeline: call or text 988 or call 1-800-273-8255 (TTY users 1-800-799-4889).

Options for children receiving adoption support services and for former foster care youth

Are you receiving adoption support services or are you an alum (former foster care youth)? You will be enrolled in the Apple Health Foster Care managed care plan. With managed care, a managed care plan coordinates and pays for both your physical and behavioral health services. These services include mental health and substance use disorder treatment services.

The Apple Health Foster Care managed care plan provides health care coordination and other services that focus on the needs of children and youth in foster care and adoption support, and alumni (former foster care youth).

However, you have the option to change to Apple Health coverage without a managed care plan (also referred to as fee-for-service) for your physical health coverage. If so, you will have options for your behavioral health services. View Behavioral Health Services Only (BHSO) plans available in your county on page 12.

If you decide to change to Apple Health coverage without a managed care plan after reviewing this booklet, call Foster Care and Adoption Support 1-800-562-3022, ext. 15480.



Information for American Indians and Alaska Natives

If you are American Indian or Alaska Native, you may be able to get health care services through an **Indian Health Service facility, tribal health care program or Urban Indian Health Program (UIHP)** such as the Seattle Indian Health Board or NATIVE Project of Spokane. The providers at these facilities know your culture, community, and health care needs.

They will give you the care you need or refer you to a specialist. They may also help you with decisions you need to make about whether to choose a managed care plan, (which may be a Behavioral Health Services Only [BHSO] plan), or Apple Health coverage without a managed care plan (this is also called Apple Health fee-for-service). If you have questions about your health care or your health care coverage, your tribal or UIHP staff may be able to help you.



Primary Care Case Management

Some IHS facilities, tribal health care programs, and UIHPs offer Primary Care Case Management (PCCM) if you choose Apple Health coverage without a managed care plan. PCCM is an Apple Health program that supports management and coordination of your health care, including referring you to a specialist and sharing your medical and health information with specialists

when necessary, for evaluation and treatment. If you are interested in the PCCM program, you can ask your IHS facility, tribal health program, or UIHP if they participate in the PCCM program and if you can enroll. You can enroll or dis-enroll from the PCCM program at any time, but your enrollment or dis-enrollment will not take effect until the next available month.

Ways to receive health care

HCA gives American Indians and Alaska Natives in Washington a choice between Apple Health managed care or Apple Health coverage without a managed care plan. HCA does this to comply with federal rules, in recognition of the complexity of the Indian health care delivery system, and to help ensure that you have access to culturally appropriate health care.

- In Apple Health coverage without a managed care plan, you may choose any provider who participates in the Apple Health fee-for-service program and currently accepts patients. These providers must meet all requirements of their state-issued licenses. To find an Apple Health fee-for-service health provider, visit <https://fortress.wa.gov/hca/p1findaprovider>.
- With Apple Health managed care, your health care is

This choice can make sense if your care is already being managed, such as by a tribal health program or UIHP.

managed by a managed care organization (MCO). This means that the MCO serves as your single point of contact to get services and helps coordinate your care.

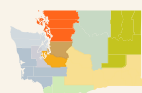
This choice can make sense if you do not have anyone managing your care.

You can change your selection(s) at any time, but the change will not take effect until the next available month. If you are connected or partnered with a Tribal Assister through an IHS facility, Tribal health program or UIHP, they can help you make your decision. You can also contact the Health Care Authority at 1-800-562-3022 , ext. 15480, to let us know of your choice(s), including any change you wish to make, and to ask questions.

Accessing Behavioral Health Services when you do not have physical health coverage through Apple Health Core Connections (Coordinated Care of Washington)

Behavioral health options in a managed care region

County	Community Health Plan of Washington	Coordinated Care	Molina Healthcare of Washington	United Healthcare of Washington	Wellpoint Washington (previously Amerigroup)
Adams	X	X	X		X
Asotin	X	X	X		X
Benton	X	X	X		X
Chelan	X	X	X		X
Clallam	X	X	X	X	X
Clark	X	X	X		X
Columbia	X	X	X		X
Cowlitz	X	X	X	X	X
Douglas	X	X	X		X
Ferry	X	X	X		X
Franklin	X	X	X		X
Garfield	X	X	X		X
Grant	X	X	X		X
Grays Harbor	X	X	X	X	X
Island	X	X	X	X	X
Jefferson	X	X	X	X	X
King	X	X	X	X	X
Kitsap	X	X	X	X	X
Kittitas	X	X	X		X
Klickitat	X	X	X		X
Lewis	X	X	X	X	X
Lincoln	X	X	X		X
Mason	X	X	X	X	X
Okanogan	X	X	X		X
Pacific	X	X	X	X	X
Pend Oreille	X	X	X		X
Pierce	X	X	X	X	X
San Juan	X	X	X	X	X
Skagit	X	X	X	X	X
Skamania	X	X	X		X
Snohomish	X	X	X	X	X
Spokane	X	X	X		X
Stevens	X	X	X		X
Thurston	X	X	X	X	X
Wahkiakum	X	X	X	X	X
Walla Walla	X	X	X		X
Whatcom	X	X	X	X	X
Whitman	X	X	X		X
Yakima	X	X	X		X
Foster Care (statewide)		X			



Note: Apple Health Foster Care is a statewide program, provided through Apple Health Core Connections (Coordinated Care of Washington).

Behavioral health services only plans	Main phone	Website
Community Health Plan of Washington (CHPW)	1-800-440-1561	chpw.org
Coordinated Care of Washington (CC)	1-877-644-4613	coordinatedcarehealth.com
Molina Healthcare of Washington (MHW)	1-800-869-7165	molinahealthcare.com
UnitedHealthcare Community Plan (UHC)	1-877-542-8997	uhcommunityplan.com
Wellpoint Washington (WLP) (previously Amerigroup)	1-833-731-2167	wellpoint.com/wa/medicaid



Other resources:

- For more information on behavioral health services: hca.wa.gov/mental-health-and-addiction-services.
- For tips on preventing underage use of alcohol and cannabis. StartTalkingNow.org.

Services covered by Apple Health without a managed care plan

Apple Health coverage without a managed care plan covers certain benefits and services even when you are enrolled in a health plan through Apple Health Foster Care. Some of these benefits include:

- Long-term care services and supports
- Services for individuals with developmental disabilities
- Dental services
- Eyeglasses and fitting services for children (under age 21)
- Maternity support services, prenatal genetic counseling, and pregnancy terminations

If you have a question about a benefit or service not listed here, call 1-800-562-3022, ext. 15480.

Services you may need to access health care



You might need an interpreter

If English is not your preferred language or you are Deaf, DeafBlind, or Hard of Hearing, professional interpreters are available in many languages, including sign language, at no cost to you. When you make a health care appointment, let the receptionist know if you need an interpreter. Spoken language interpreters can go to the provider's office, be on video, or be on the phone during your appointment. Sign language interpreters can go to the provider's office or be on video during your appointment.

It's better to use one of these professional interpreters than to bring a family member or friend to interpret for you. The interpreters are trained to understand health care terms. They will help you and your provider understand each other. Learn more at hca.wa.gov/interpreter-services.



If you have a disability

If you have a speech or hearing disability or a mobility issue, you should tell the receptionist when you make your appointment. The receptionist will help you make any necessary arrangements.



If you are Deaf, DeafBlind, or Hard of Hearing, and need a sign language interpreter, please let the receptionist know. A professional interpreter is available, at no cost to you.



You can get help with transportation

You may be eligible for help with transportation to your health care appointment at no cost to you. The appointment must be for services covered by Apple Health. The most common types of transportation available include: public bus, gas vouchers, client and volunteer mileage reimbursement, volunteer drivers, taxi, wheelchair van or accessible vehicle, and commercial bus and air. A list of brokers can be found at hca.wa.gov/transportation-help.

HCA is committed to providing equal access to our services. If you need an accommodation, or require documents in another format or language, please call 1-800-562-3022 (ext. 15480).

Your rights and responsibilities

By law, you have rights regarding the health care services you receive, and you also have certain responsibilities to help maintain and improve your health and avoid unnecessary costs. It is possible to lose your health plan. This might happen if you don't keep your doctor appointments, don't cooperate with your primary care physician, and other reasons. Please contact us if you'd like more information.

You have the right to:

- Help make decisions about your health care, including refusing treatment.
- Be informed about all treatment options available, regardless of cost.
- Get a second opinion from another provider in your health plan.
- Get services without having to wait too long.
- Be treated with respect and dignity. Discrimination is not allowed. No one can be treated differently or unfairly because of their race, color, national origin, gender, sexual preference, age, religion, creed, or disability.
- Speak freely about your health care and concerns without any bad results.
- Have your privacy protected and information about your care kept confidential.
- Ask for and get copies of your medical records.
- Ask for and have corrections made to your medical records when needed.
- Ask for and get information about:
 - » Your health care and covered services.
 - » Your doctor and how referrals are made to specialists and other providers.
 - » How the health plan pays your providers for your medical care.
 - » All options for care and why you are getting certain kinds of care.
 - » How to get help with filing a grievance or complaint about your care.
 - » Your health plan's organizational structure including policies and procedures, practice guidelines, and how to recommend changes.
- Receive the Member's Rights and Responsibilities at least yearly. Your rights include mental health and substance use disorder services.
- Receive managed care benefit, policies, and services information yearly and upon request.
- Receive a list of crisis phone numbers.
- Receive help completing mental or medical health advance directive forms.



You have the responsibility to:

- Help make decisions about your health care, including refusing treatment.
- Keep appointments and be on time. Call your provider's office if you are going to be late or if you have to cancel the appointment.
- Give your providers information they need to get paid for providing services to you.
- Show your providers the same respect you want from them.
- Bring your services card and health plan ID card to all of your appointments.
- Learn about your health plan and what services are covered.
- Use health care services when you need them.
- Know your health problems and take part in making agreed-upon treatment goals as much as possible.
- Give your providers and health plan complete information about your health so you can get the care you need.
- Follow your provider's instructions for care that you have agreed to.
- Use health care services appropriately. If you do not, you may be enrolled in the Patient Review and Coordination Program. In this program, you are assigned to one primary care provider, one pharmacy, one prescriber for controlled substances, and one hospital for non-emergent care. You must stay in the same plan for at least 12 months.
- Inform us right away if your family size changes (such as pregnancy, births, adoptions) or your circumstances change (such as a new address, change in income, becoming eligible for Medicare or other insurance).

If you're unhappy with your health plan

You or your Authorized Representative have the right to file a grievance. A grievance is a spoken or written complaint regarding your quality of care or how you were treated by your doctor or health plan. Once you file a grievance:

- Your health plan must let you know by phone or letter within two working days that it received your grievance.
- Your concerns must be addressed as quickly as possible, not taking more than 45 days.

Your health plan must help you file a grievance.

If you're unhappy with a medical decision your health plan made

You or your Authorized Representative have the right to file an appeal. An appeal is a kind of complaint you make when you want your health plan to review a decision they made about coverage or payment of a covered medical service.

- Your plan will notify you in writing of their decision. If you want to appeal their decision, the health plan will include documents on how to file an appeal.
- Your health plan must let you know in writing within 5 days that it received your appeal.
- Your concerns must be addressed as quickly as possible, not taking more than 28 calendar days.

Your health plan must provide you written notice of their decision and help you file an appeal.

Is it urgent? If you are appealing a decision and have an urgent physical or behavioral health condition, you or your provider can ask for an expedited (quick) review or hearing. If your medical condition requires it, a decision will be made about your care within three calendar days. Refer to your member handbook for more detailed information on these steps.

A note about privacy

Your services card does not contain any personal information except your name, your ProviderOne number, and the issue date. This maintains your privacy if the card is lost or stolen. Neither the Health Care Authority (HCA), administrator of Apple Health, nor your health plan will ever contact you directly asking for your personal information to obtain or replace a services card. Never give your personal information, such as Social Security number, to someone who calls or emails you to ask for it.

All health plans are required by law to protect your health information. Health plans and HCA use and share protected health information about you to provide your health benefits; to carry out treatment, payment, and health care operations; and for other reasons allowed and required by law. Health plans and HCA have the duty to keep your health information private.

To read HCA's privacy policy go to [hca.wa.gov](https://www.hca.wa.gov) and click on **Privacy** at the bottom of the page. If you want to read your health plan's privacy policy, call your health plan's member services or visit the plan's website.

Where to get answers to your questions

If you have any questions about	Resources
<ul style="list-style-type: none">Your Washington Apple Health (Medicaid) coverage	Online: hca.wa.gov/apple-health
<ul style="list-style-type: none">Eligibility for health care servicesServices cardsChanges to your account, such as: income, marital status, pregnancy, births, or adoptions.	Foster Care and Adoption Support (FCAS), 1-800-562-3022, ext. 15480.
<ul style="list-style-type: none">Choosing a providerCovered servicesYour medical careReferrals to specialistsHealth plan card	Apple Health Core Connections [Administered by Coordinated Care of Washington (CC)] 1-844-354-9876.



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