

*Your Washington State*  
**Health Home  
Booklet**

*...for a  
better life!*



Health Home care coordination services for eligible individuals

If this is not in a language you can read, please call 1-800-562-3022 for help. (TTY/TDD only 1-800-848-5429).  
ENGLISH

ይህ፣ እርስዎ በሚገባዎ ቋንቋ ካልተጻፈ፣ እርዳታ ለማግኘት ወደ 1-800-562-3022 ይደውሉ (ለ TTY/TDD ብቻ 1-800-848-5429).  
AMHARIC

إن لم يكن هذا مكتوبًا بلغة يمكنك قراءتها، فالرجاء الاتصال بالرقم 1-800-562-3022 للحصول على المساعدة (بالنسبة لأجهزة الاتصال الخاصة  
بضعاف السمع/الهواتف النصية (TTY/TDD) فقط اتصل بالرقم (1-800-848-5429)  
ARABIC

သင်ဖတ်နိုင်သည့်ဘာသာစကားဖြင့်မရှိလျှင် အကူအညီအတွက် ၁-၈၀၀-၅၆၂-၃၀၂၂ သို့ ကျေးဇူးပြုပြီး ခေါ်ဆိုပါ။ (TTY/TDD အတွက်သာလျှင်  
၁-၈၀၀-၈၄၈-၅၄၂၉)  
BURMESE

បើសិនជាមិនមែនជាភាសាដែលអ្នកអាចអានបាន សូមទូរស័ព្ទ 1-800-562-3022 សំរាប់ជំនួយ ។ (TTY/TDDសំរាប់តែមនុស្សគ្រ រិះមនុស្សមានត្រចៀកធ្ងន់ប៉ុណ្ណោះ  
1-800-848-5429) ។  
CAMBODIAN

如果这不是你熟悉的语言，请拨打求助电话：1-800-562-3022（TTY/TDD专线：1-800-848-5429）。  
CHINESE

해당 언어를 읽을 수 없다면 1-800-562-3022 (TTY/TDD의 경우, 1-800-848-5429) 에 전화를 걸어 도움을 요청하십시오.  
KOREAN

ຖ້າອັນນີ້ບໍ່ແມ່ນພາສາທີ່ທ່ານອ່ານໄດ້, ກະຮຸນາໂທຫາ 1-800-562-3022 ເພື່ອຂໍຄວາມຊ່ວຍເຫລືອ. (ສໍາລັບ TTY/TDD ເທົ່ານັ້ນ 1-800-848-5429).  
LAOTIAN

ਜੇ ਤੁਸੀਂ ਇਸ ਭਾਸ਼ਾ ਨੂੰ ਪੜ੍ਹ ਨਹੀਂ ਸਕਦੇ, ਤਾਂ ਮਦਦ ਲਈ ਕਿਰਪਾ ਕਰਕੇ 1-800-562-3022 'ਤੇ ਫੋਨ ਕਰੋ। (ਕੇਵਲ TTY/TDD ਲਈ 1-800-848-5429)।  
PUNJABI

Если данный документ напечатан на языке, на котором вы не можете читать, пожалуйста, обратитесь за помощью,  
позвонив по телефону 1-800-562-3022. (Линия для пользователей TTY/TTD: 1-800-848-5429).  
RUSSIAN

Haddii aysan tani ahayn luuqadda aad akhrin kartid, fadlan wac 1-800-562-3022 si lagu caawiyo. (TTY/TDD keliya 1-800-  
848-5429).  
SOMALI

Si esto no está en un idioma que puede leer, por favor llame al 1-800-562-3022 para recibir ayuda (Solo usuarios TTY/TDD 1-  
800-848-5429).  
SPANISH

Kung hindi ito nasa isang wika na inyong mababasa, mangyaring tumawag sa 1-800-562-3022 para matulungan. (TTY/TDD  
lamang 1-800-848-5429).  
TAGALOG

እዚ። ከተንብብዎ ብእትኸእሉ ቋንቋ ተጻሒፉ እንተዘየሉ። ሓገዝ ንምርካብ ብኸብረትኩም ናብ 1-800-562-3022 ደውሉ። (ብ1-800-848-5429 ድማ  
ንቴ.ቴ.ዋይ/ቴ.ዲ.ዲ ጥራይ)፤  
TIGRIGNA

Якщо ви не можете прочитати цю інформацію, будь ласка, зверніться по допомогу за телефоном 1-800-562-3022  
(тільки для користувачів пристроїв TTY/TTD: 1-800-848-5429)  
UKRAINIAN

Nếu đây không phải là ngôn ngữ của quý vị, xin hãy gọi số 1-800-562-3022 để được giúp đỡ. (Số 1-800-848-5429 dành cho  
người dùng TTY/TDD).  
VIETNAMESE





# 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 along with your:

- Healthcare needs
- Long term services and supports
- Behavioral health services
- Community resources

You can request and arrange future visits at any time, in a setting of your choice. It's up to you whether you meet in person or talk on the phone.

## 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 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 800-562-3022 and ask to be re-enrolled with the Health Home program.

For American Indians or Alaskan Natives

Eligible American Indians and Alaskan 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 [www.hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/health-home](http://www.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 800-562-3022. People who have hearing or speech disabilities please call 711 for relay services.



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