



# Managed Care Onboarding Resources

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For services provided by ALFs, AFHs, and ESF

# Purpose

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- ▶ This PowerPoint slide deck provides resources and helpful information for providers that are new to contracting/billing Managed Care Organizations.
- ▶ This information is specifically compiled for Adult Family Homes, Assisted Living Facilities, and ESFs who will be providing Supportive Supervision and Intensive Behavioral Support Services.

# Content

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The slide deck contains information on the following topics:

- ▶ Enrollee Rights – advance directives, grievances and appeals, and advocate support
- ▶ Critical Incident reporting
- ▶ MCO Manuals, Directories, Websites, and Portals
- ▶ Monitoring Activities and Program Integrity
- ▶ Transportation resource through HCA for medical appointments
- ▶ More information about each MCO

**Enrollee Rights:  
Advance Directives  
Grievances and Appeals  
Advocate Support**

# Enrollee Rights and Responsibilities: Advanced Directives

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Providers must know and comply with applicable regulations (WAC and/or RCW) regarding Advance Directives. Implementing Advance Directed as appropriate to their available services. MCOs may request provider assistance in obtaining copies of Advance Directives.

## Advanced Directives

- ▶ An Advance Directive gives written instructions about a patient's medical care in the event that the patient is unable to express his or her medical wishes.
- ▶ For the State of Washington there are three types of Advance Directives:
  - ▶ Health Care Directive/Living Will—specifies an individual's wishes about end-of-life care.
  - ▶ Durable Power of Attorney—names another person to consent to, stop, or refuse treatment if an individual is incapable of doing so.
  - ▶ Mental Health (MH) Advance Directive—allows a person with capacity to state mental health treatment preferences in a legal document that will govern during periods of incapacity

## Mental Health Advanced Directives

- ▶ To be valid, a Mental Health Advance Directive must:
  - ▶ Be in writing;
  - ▶ Include language indicating a clear intent to create a directive;
  - ▶ Be dated and signed by the patient, or be dated and signed in the patient's presence at his or her direction;
  - ▶ State whether the directive may or may not be revoked during a period of incapacity;
  - ▶ Be witnessed in writing by at least two adult witnesses;
  - ▶ Conform substantially to the statutory format.

# Enrollee Rights and Responsibilities: Grievance and Appeals

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- ▶ A Member may express dissatisfaction pertaining to quality of care, how they were treated, problems obtaining care, and/or billing issues.
  - ▶ Refer the member to their MCO to report a grievance. **Only members can file a grievance or** designate someone to file on their behalf with written authorization.
  - ▶ MCO will confirm receipt of the grievance within two business days of receipt.
  - ▶ Grievances are resolved within 45 days and the Member will be advised of the resolution.
- ▶ A Member or Member Representative may request an appeal for a denied service or authorization within 60 calendar days of the denial.

# How Can a Member Report a Grievance or Request an Appeal?

MCO	Contact Number	Email
Wellpoint	(800) 600-4441	<a href="mailto:wa-grievance@wellpoint.com">wa-grievance@wellpoint.com</a>
Coordinated Care	(877) 644-4613	<a href="mailto:WAGrievances@Centene.com">WAGrievances@Centene.com</a> <a href="mailto:TAC_WAAppealsDept@Centene.com">TAC_WAAppealsDept@Centene.com</a>
Molina Healthcare	(800) 869-7165	<a href="mailto:MHWMemberServicesWeb@MolinaHealthcare.com">MHWMemberServicesWeb@MolinaHealthcare.com</a>
UnitedHealthcare Community Plan	(866) 556-8166	<a href="mailto:WACS_Appeals@UHC.com">WACS_Appeals@UHC.com</a>
Community Health Plan of WA	(206) 521-8830	<a href="mailto:Appealsgrievances@chpw.org">Appealsgrievances@chpw.org</a>

Members can also call the number on the back of their managed care plan ID card to report any issues

Please refer to MCO Provider Manuals for additional information on the Member Grievance and Appeal process.

# Behavioral Health Advocates

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- ▶ A behavioral health advocate is a person who is available to provide free and confidential assistance resolving concerns related to a client's behavioral health services. They can help if a client has a behavioral health grievance, appeal, or administrative hearing to resolve your concerns.
- ▶ Behavioral health advocates are independent of the Managed Care Organizations.
- ▶ Reach all regions at 1-800-366-3103. Or email the Office of Behavioral Health Advocacy at [info@obhadvocacy.org](mailto:info@obhadvocacy.org)
- ▶ Or find regional contact information at this website: <https://www.hca.wa.gov/assets/free-or-low-cost/ombuds.pdf>



# Critical Incident Reporting

# Critical Incident

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- ▶ A **Critical Incident** is an event involving a member or provider with impact to health and safety. Examples include:
  - ▶ Homicide or attempted homicide by an Enrollee
  - ▶ The unexpected death or serious injury of an Enrollee in a behavioral health facility
  - ▶ Abuse, neglect or exploitation of an Enrollee
  - ▶ Violent acts allegedly committed by an Enrollee
  - ▶ Unauthorized leave from facility
  - ▶ Event that is likely to attract media attention

# Critical Incident Reporting Process

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## Critical Incident Occurs

- Provider notifies MCO of incident using Critical Incident Report Form within one (1) business day of reporter's awareness of the incident.

## Critical Incident is Reported

- MCO enters incident into Incident Reporting System by COB on the date received from the reporter.

## Critical Incident is Closed

- MCO completes investigation and follow-up and enters into the Incident Reporting System. HCA may request additional follow-up from the MCO.

# Where to Report a Critical Incident

The Critical Incident Form are available on each MCO's website and to be submitted to the emails listed.

MCO	Email	Link to Form
Wellpoint	<a href="mailto:qmnotification@wellpoint.com">qmnotification@wellpoint.com</a>	<a href="#">Quality management   Wellpoint Washington, Inc.</a>
Coordinated Care	<a href="mailto:WA_QOCCI_Reporting@Centene.com">WA_QOCCI_Reporting@Centene.com</a>	<a href="https://www-es.coordinatedcarehealth.com/content/dam/centene/Coordinated%20Care/provider/PDFs/508-CCW-CriticalIncidentNotification-Form.pdf">https://www-es.coordinatedcarehealth.com/content/dam/centene/Coordinated%20Care/provider/PDFs/508-CCW-CriticalIncidentNotification-Form.pdf</a>
Molina Healthcare	<a href="mailto:MHW_Critical_Incidents@MolinaHealthcare.com">MHW_Critical_Incidents@MolinaHealthcare.com</a>	<a href="https://www.molinahealthcare.com/providers/wa/medicaid/forms/fuf.aspx">https://www.molinahealthcare.com/providers/wa/medicaid/forms/fuf.aspx</a>
UnitedHealthcare Community Plan	<a href="mailto:WA_Criticalinc@UHC.com">WA_Criticalinc@UHC.com</a>	<a href="https://www.uhcprovider.com/content/dam/provider/docs/public/commplan/wa/provider-info/WA-Critical-Incident-Report-Form.pdf">https://www.uhcprovider.com/content/dam/provider/docs/public/commplan/wa/provider-info/WA-Critical-Incident-Report-Form.pdf</a>
Community Health Plan of WA	<a href="mailto:Critical.Incidents@chpw.org">Critical.Incidents@chpw.org</a>	<a href="https://www.chpw.org/wp-content/uploads/content/provider-center/chpw_universal_critical_incident_form_05272021.pdf">https://www.chpw.org/wp-content/uploads/content/provider-center/chpw_universal_critical_incident_form_05272021.pdf</a>

# MCO's Provider Manuals, Directories Websites and Portals

# Provider Manuals

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## ▶ Provider Manuals

- ▶ Wellpoint: <https://www.provider.wellpoint.com/washington-provider/resources/manuals-and-guides>
- ▶ Coordinated Care: <https://www.coordinatedcarehealth.com/providers/resources/forms-resources.html>
- ▶ Molina Healthcare: <http://www.molinahealthcare.com/providers/wa/medicaid/manual/Pages/provman.aspx>
- ▶ UnitedHealthcare Community Plan: [Care Provider Manual for Washington Apple Health - UnitedHealthcare Community Plan of Washington \(uhcprovider.com\)](http://www.uhcprovider.com/washington/applehealth/care-provider-manual)
- ▶ Community Health Plan of WA: <https://www.chpw.org/provider-center/provider-manual/>

# Provider Directory Links

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- ▶ Coordinated Care

- ▶ <https://providersearch.coordinatedcarehealth.com/>

- ▶ Molina Healthcare

- ▶ <https://providersearch.molinahealthcare.com/>

- ▶ UnitedHealthcare Community Plan

- ▶ <https://www.uhcprovider.com/en/find-a-provider-referral-directory.html>

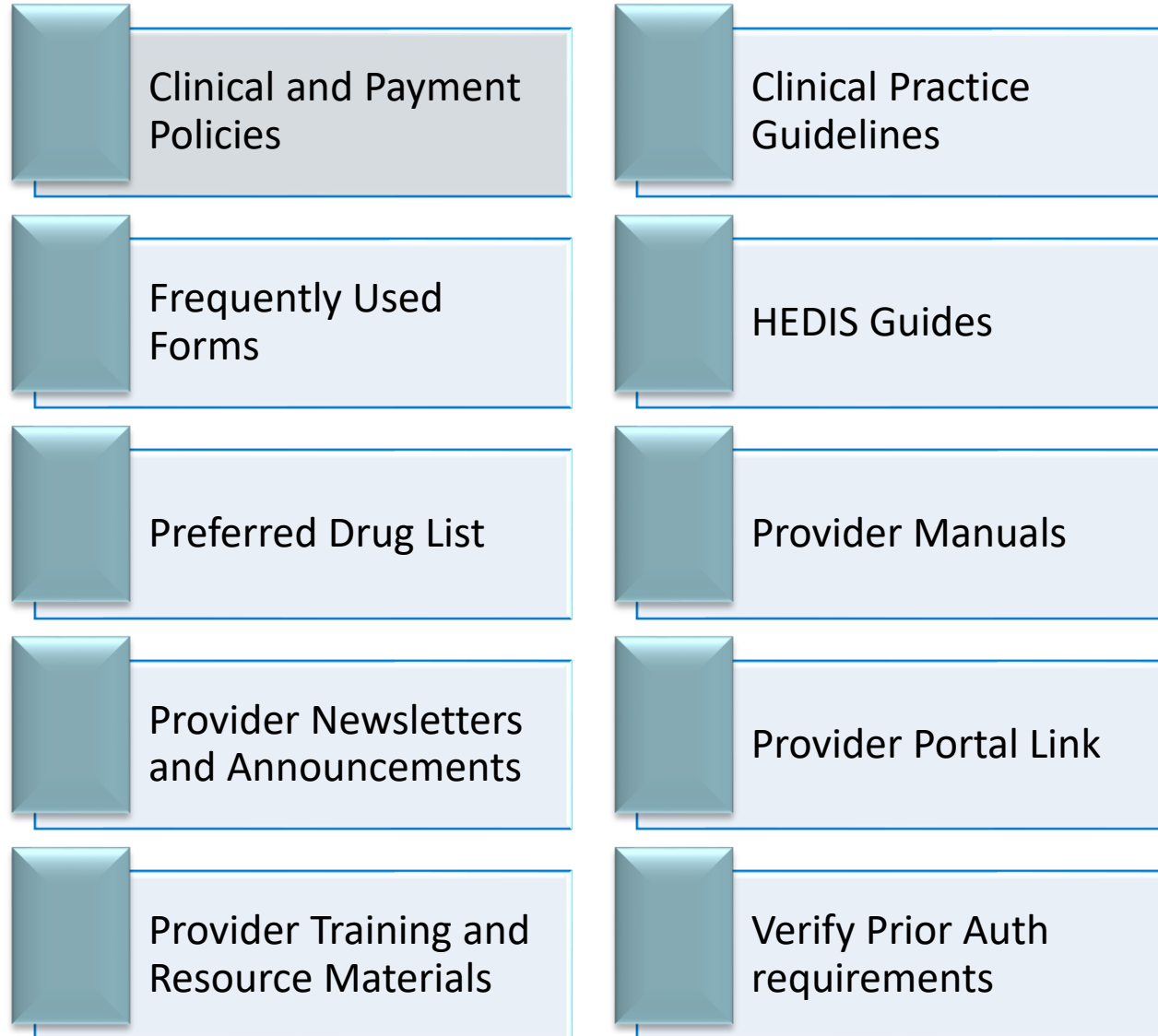
- ▶ Community Health Plan of WA

- ▶ <https://www.chpw.org/find-a-doctor/>

- ▶ WellPoint

- ▶ [Get Care & Find A Medicaid Provider in Washington | Wellpoint](#)

# MCO Website Content





# Frequently Used Forms

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## Available on MCO websites:

- ▶ PCP Change
- ▶ Critical Incident Report
- ▶ Release of Information/Authorization for Use and Disclosure of PHI
- ▶ Prior Authorization/Concurrent Review Request
- ▶ BH Prior Authorization/Concurrent Review Request
- ▶ Care Management Referral
- ▶ Appeal Consent

# Provider Portal Content

Authorization status and submission

Check member eligibility and benefits

Claim submission and status

Member rosters

Secure transactions

Case management referrals

Claim audit tool

Claim correction and resubmission

Member care gaps

Update practice information

# MCO Portal Links for Providers

MCO	Portal Link
Wellpoint	<a href="https://apps.availity.com/availity/web/public.elegant.login?source=MBU">https://apps.availity.com/availity/web/public.elegant.login?source=MBU</a>
Coordinated Care	<a href="http://www.coordinatedcarehealth.com/login.html">www.coordinatedcarehealth.com/login.html</a>
Molina Healthcare	Access Molina WebPortal via OneHealthPort: <b><a href="https://www.availity.com">https://www.availity.com</a></b> If new to OneHealthPort, register here: <b><a href="https://www.availity.com/molinahealthcare">https://www.availity.com/molinahealthcare</a></b>
UnitedHealthcare Community Plan	<a href="http://UnitedHealthcareCommunityPlanofWashingtonHomepage UHCprovider.com">UnitedHealthcare Community Plan of Washington Homepage   UHCprovider.com</a>
Community Health Plan of WA	<a href="https://www.chpw.org/provider-center/provider-training-and-resources/provider-portal-training/">https://www.chpw.org/provider-center/provider-training-and-resources/provider-portal-training/</a>

# Monitoring Activities and Program Integrity

# Monitoring

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All MCOs complete the following monitoring which may result in chart reviews and periodic auditing activities:

- ▶ Quality of Care Issues
- ▶ Critical Incident Investigations
- ▶ Over and Under Utilization Monitoring
- ▶ “HEDIS season” chart requests
- ▶ Utilization Management
- ▶ Annual training attestations (joint MCO training available)
- ▶ Enrollee Rights and Responsibilities
- ▶ Advance Directives
- ▶ Fraud, Waste, and Abuse
- ▶ False Claims Act

# Program Integrity

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- ▶ Program Integrity activities are meant to ensure taxpayer dollars are spent appropriately on service delivery and quality care, and to prevention of fraud, waste and abuse.
- ▶ Elements of Managed Care Organizations comprehensive oversight for Program Integrity include, but are not limited to:
  - ▶ Detection of Fraud, Waste and Abuse (FWA)
  - ▶ Monitoring of Care Delivery
  - ▶ Ensuring Enrollee Rights and Responsibilities
  - ▶ Critical Incident Investigation
  - ▶ Coordination with Ombudsman

# Program Integrity

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- ▶ Detection, prevention, mitigation, and investigation of Fraud, Waste, and Abuse (FWA)—we strive to be good stewards of public dollars and ensure proper care is delivered to our members.
- ▶ Prevent—Data mining algorithms are used to detect and prevent potential wasteful or abusive billing
  - ▶ Examples: Incorrect coding, misalignment with CMS requirements for the Medicaid program, or lack of medical necessity for the service being provided
  - ▶ Through prevention activities, claims are denied before being paid and MCO staff will reach out to educate on proper billing practices
- ▶ Mitigation and Recovery of data mining algorithms on paid claims to detect FWA, improperly paid claims, or claims paid against medical necessity. MCOs work with the provider to recover improperly paid and provide education to prevent future billing errors.
- ▶ Investigation—MCOs have investigation units to identify potential fraud and/or abuse activities;. If fraudulent activities are found, we are required to report individual providers or provider agencies to HCA and CMS

# Transportation Resources Through HCA for Medical Appointments



# Transportation Broker (Service covered through HCA)

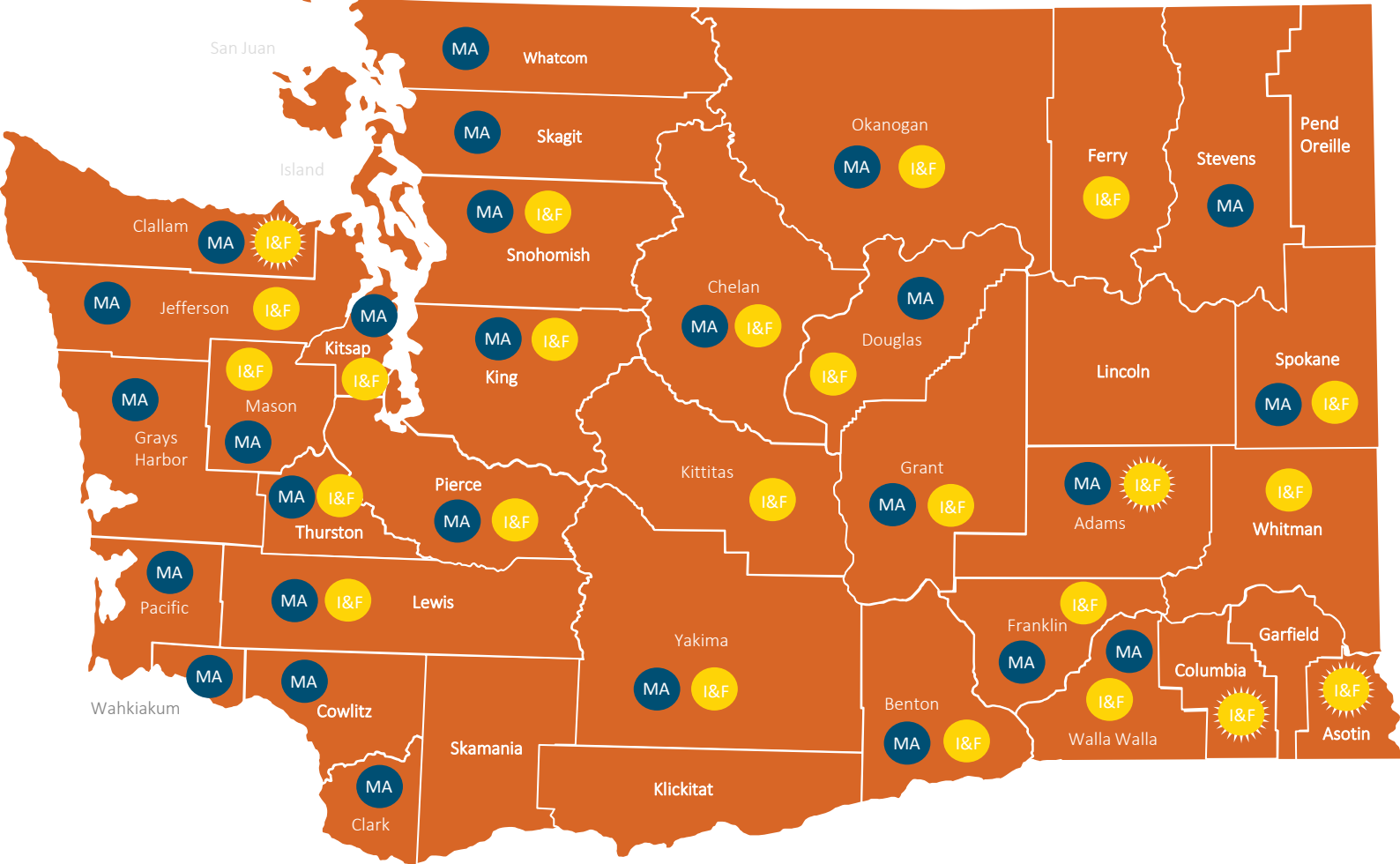
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- ▶ Medicaid clients may be eligible for non-emergency medical transportation, which can be arranged and paid, for Medicaid clients with no other means to access medical care, through HCA contracted brokers listed below.
- ▶ 7-14 days advance notice is recommended.
- ▶ The HCA Non-Emergency Medical Transportation (NEMT) program now allows non-emergency transportation for all clients going to and/or from mental health or substance use disorder facilities for any length of stay.

[Health Care Authority- Transportation Broker link](#)

# More About Each MCO

# Expanding Service Areas: Aligning Continuum of Care for Members



-  **Apple Health**  
300,000 Members\*
-  **Medicare Advantage**  
16,000 Members\*  
Including Dual Medicare/Medicaid Members
-  **Individual & Family Cascade Select**  
6,000 Members\*
-  **New in 2024**  
Adams, Asotin, Columbia Clallam, and Stevens.



\*Snapshot data -membership fluctuates

\*\* Individual and Family Cascade Select Coverage expanding in 2024 to Stevens, Adams, Columbia, Asotin and Clallam counties.

# Value Added Apple Health Member Benefits

## ChildrenFirst™

- Acupuncture
- Circumcision
- ChildrenFirst™
- Free Eyeglasses
- Healthy You, Healthy Baby
- Sports Physical
- Boys & Girls Club
- Independent Living for Teens
- Amazon Prime Discount
- Free Ride

### CHPW rewards Members for caring for baby (Prenatal Rewards)

- Get a \$60 gift card for Amazon, Safeway, or Target when they visit their doctor during their first trimester.
- Get a \$40 card for a second prenatal visit.
- Complete one postpartum visit between 1 and 12 weeks after giving birth and they receive a \$50 gift card in the mail.

### Gift cards for taking care of your child (Well Child Reward)

- A \$20 gift card every time you take your child in for well-child checkups until they are 18 years old.
- That's 27 checkups and 27 possible gift cards for each child.
- A total benefit value of up to \$540!



# Eligibility Example- CHPW

Member is eligible for Community Health Plan of Washington Integrated Managed Care effective 4/1/2016.

Managed Care Information			
Insurance Type Code ▲▼	PCCM Code ▲▼	Plan/PCCM Name ▲▼	Plan/PCCM ID ▲▼
HM: Health Maintenance Organization	MC: Capitated	CHPW Fully Integrated Managed Care	105010109

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Message(s):

Plan/PCCM Phone Number ▲▼	PCP Clinic Name ▲▼	Start Date ▲▼	End Date ▲▼
(866) 223-9974	SEA-MAR COMMUNITY HEALTH CENTER	04/01/2016	08/31/2050

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# Community Health Plan of WA ID Cards

<b>IMC</b>	 <p><b>COMMUNITY HEALTH PLAN</b> of Washington™ The power of community</p> <p><b>Name</b> John Sample <b>Member ID</b> 12345678</p> <p><b>Group</b> IMC Apple Health – Family <b>Region</b> King County</p> <p><b>Clinic (PCP)</b> Clinic XYZ <b>Clinic Phone</b> 555-555-5555 <b>Copay</b> OV \$0 / ER \$0 RX \$0</p> <p><b>RXBin</b> 003858 <b>PCN</b> A4 <b>RXGroup</b> CHWA  <b>State ID</b> 2000000000WA</p> 	<p><b>CUSTOMER SERVICE</b> 1-800-440-1561 TTY Relay: 711. <b>Member</b>   <a href="http://chpw.org">chpw.org</a></p> <p><b>LIFE-THREATENING EMERGENCY</b> Call 911 or go to the nearest emergency care facility. Contact your PCP or call CHPW customer service at 1-800-440-1561 within 24 hours. <b>NURSE ADVICE LINE (NAL)</b> 1-866-418-2920 or TTY Relay: 711. <b>URGENT CARE</b> Call your clinic (PCP). After hours, call the <b>NAL CRISIS LINE</b> 1-866-427-4747 <b>PHARMACY COVERAGE DETERMINATIONS</b> 1-800-753-2851 <b>SUPERIOR VISION PROVIDER SERVICES:</b> 1-877-235-5317 (adults 21+)</p> <p><b>Provider</b>   <a href="http://mychpw.chpw.org/en/provider">mychpw.chpw.org/en/provider</a></p> <p><b>HOSPITAL ADMISSIONS</b> Hospitals must notify customer service within one business day of hospital admissions. <b>SUBMIT CLAIMS</b> Community Health Plan of Washington Claims, PO Box 269002 Plano, TX 75026-9002. <b>SUBMIT RX CLAIMS</b> Express Scripts: ATTN: Commercial Claims, P.O. Box 14711, Lexington, KY 40512-4711.</p>
<b>BHSO</b>	 <p><b>COMMUNITY HEALTH PLAN</b> of Washington™ The power of community</p> <p><b>Name</b> John Sample <b>Member ID</b> 12345678 01</p> <p><b>Plan</b> Behavioral Health Services <b>Region</b> King County</p> <p><b>Copay</b> OV \$0</p> <p><b>State ID</b> 2000000000WA</p>  <p>Coverage limited to Behavioral Health Services Only with CHPW</p>	<p><b>CUSTOMER SERVICE</b> 1-800-440-1561 TTY Relay: 711. <b>Member</b>   <a href="http://chpw.org">chpw.org</a></p> <p><b>LIFE-THREATENING EMERGENCY</b> Call 911 or go to the nearest emergency care facility. Contact your PCP or call CHPW customer service at 1-800-440-1561 within 24 hours. <b>NURSE ADVICE LINE (NAL)</b> 1-866-418-2920 or TTY Relay: 711. <b>URGENT CARE</b> Call your clinic (PCP). After hours, call the <b>NAL CRISIS LINE</b> 1-866-427-4747</p> <p><b>Provider</b>   <a href="http://mychpw.chpw.org/en/provider">mychpw.chpw.org/en/provider</a></p> <p><b>HOSPITAL ADMISSIONS</b> Hospitals must notify customer service within one business day of hospital admissions. <b>SUBMIT CLAIMS</b> Community Health Plan of Washington Claims, PO Box 269002 Plano, Texas 75026-9002.</p>

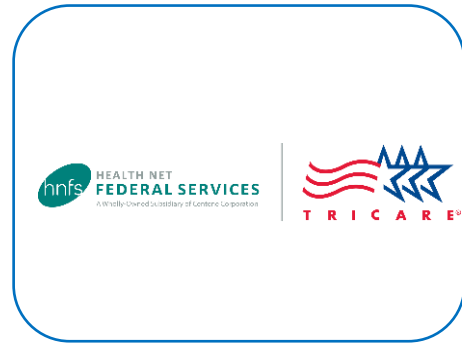
# Coordinated Care



- Part of Centene, largest Medicaid payer covering 1 in 15 Americans across 50 states
- Coordinated Care provides health insurance for over 300,000 members (covered lives) statewide
- Specialize in serving most vulnerable populations

Transforming the health of the  
community, one person at a time

# Who we serve



**Apple Health**

- Medicaid Managed Care
- Statewide

**Foster Care**

- Medicaid program
- Sole-source statewide

**Marketplace**

- State-based Exchange
- 2024: 33 counties

**Medicare**

- Medicare Advantage (MA)
- 2024: 34 counties

**Tri-Care**

- Tri-Care eligible and enrollees

*\*American Indian/Alaska Native are fee for service until choosing to opt in*



# Eligibility Example – Coordinated Care

Member is eligible for Coordinated Care Integrated Managed Care (IMC)



Managed Care Information							
Insurance Type Code ▲▼	PCCM Code ▲▼	Plan/PCCM Name ▲▼	Plan/PCCM ID ▲▼	Plan/PCCM Phone Number ▲▼	PCP Clinic Name ▲▼	Start Date ▲▼	End Date ▲▼
HM: Health Maintenance Organization	MC: Capitated	CCW Fully Integrated Managed Care	201599907	(877) 644-4613	HEALTHPOINT SEATAC MEDICAL	01/01/2019	12/31/2999

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Message(s):

# Coordinated Care ID Cards

## IMC

RXBIN: 004336  
RXPCN: MCAIDADV  
RXGRP: RX5435

NAME:  
MEDICAID ID#:  
MEMBER ID#:  
DOB:

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If you have an emergency, call 911 or go to the nearest emergency room (ER).  
Emergency services by a provider not in the plan's network will be covered without prior authorization. [CoordinatedCareHealth.com](http://CoordinatedCareHealth.com)

**IMPORTANT TELEPHONE NUMBERS**

<b>Members:</b> ALL Member Services: 1-877-644-4613 TDD/TTY: 1-866-862-9380 24/7 NurseWise: 1-877-644-4613	<b>Providers:</b> Provider Services & IVR Eligibility Inquiry: 1-877-644-4613 Prior Auth: <a href="http://www.CoordinatedCareHealth.com">www.CoordinatedCareHealth.com</a> or 1-877-644-4613 Pharmacy: 1-866-716-5099
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<b>Medical and Behavioral Health Claims:</b> Coordinated Care Attn: Claims PO Box 4030 Farmington, MO 63640-4197	Coordinated Care 1145 Broadway, Suite 300 Tacoma, WA 98402
	EDI/EFT/ERA please visit Provider Resources at <a href="http://www.CoordinatedCareHealth.com">www.CoordinatedCareHealth.com</a>

## BHSO

BEHAVIORAL HEALTH SERVICES ONLY (BHSO)

NAME:  
MEDICAID ID#:  
MEMBER ID#:  
DOB:

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If you have an emergency, call 911 or go to the nearest emergency room (ER).  
Emergency behavioral health services by a provider not in the plan's network will be covered without prior authorization. [CoordinatedCareHealth.com](http://CoordinatedCareHealth.com)

**IMPORTANT TELEPHONE NUMBERS**

<b>Members:</b> Member Services: 1-877-644-4613 TDD/TTY: 1-866-862-9380 24/7 Nurse Advice Line: 1-877-644-4613	<b>Providers:</b> Provider Services & IVR Eligibility Inquiry: 1-877-644-4613 Prior Auth: <a href="http://CoordinatedCareHealth.com">CoordinatedCareHealth.com</a> or 1-877-644-4613
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<b>Behavioral Health Claims:</b> Coordinated Care Attn: Claims PO Box 4030 Farmington, MO 63640-4197	Coordinated Care 1145 Broadway, Suite 300 Tacoma, WA 98402
	EDI/EFT/ERA please visit Provider Resources at <a href="http://www.CoordinatedCareHealth.com">www.CoordinatedCareHealth.com</a>

## AHFC

RXBIN: 004336  
RXPCN: MCAIDADV  
RXGRP: RX5435

NAME:  
MEDICAID ID#:  
MEMBER ID#:  
DOB:

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If you have an emergency, call 911 or go to the nearest emergency room (ER).  
Emergency services by a provider not in the plan's network will be covered without prior authorization. [CoordinatedCareHealth.com](http://CoordinatedCareHealth.com)

**IMPORTANT TELEPHONE NUMBERS**

<b>Members:</b> ALL Member Services: 1-844-354-9876 Relay 711 24/7 Nurse Advice Line: 1-844-354-9876	<b>Providers:</b> Provider Services & IVR Eligibility Inquiry: 1-844-354-9876 Prior Auth: <a href="http://CoordinatedCareHealth.com">CoordinatedCareHealth.com</a> or 1-844-354-9876 Pharmacy: 1-800-311-0591
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<b>Medical and Behavioral Health Claims:</b> Coordinated Care Attn: Claims PO Box 4030 Farmington, MO 63640-4197	EDI/EFT/ERA please visit Provider Resources at <a href="http://www.CoordinatedCareHealth.com">www.CoordinatedCareHealth.com</a>
	Coordinated Care address: 1145 Broadway, Suite 300 Tacoma, WA 98402

# Molina Healthcare of Washington



Serving Washington for 21+ years



Largest Medicaid and Marketplace Membership in the state (**Over 1 Million members**)



Serving Medicaid Members in every Washington County



**NCQA 4-Star Rated**  
Medicaid Health Plan



**#1 in Client Choice**  
(50% of new Medicaid clients who choose a plan, choose Molina)



**#1 in Provider Satisfaction**  
(Overall Satisfaction 9 points higher than next closest Medicaid MCO)



# Molina Community Support



Year to date, we have participated in over 200 community events with our partners. Events were supported in-person, via drive through, drop off and/or virtually.



- COVID and Flu Vaccine Events
- Back to School Events
- Health Fairs
- Food Resource Fairs
- National Health Center Week
- Local Fundraisers and Galas

Molina has invested more than 1 million dollars through the MolinaCares Foundation into WA communities, focused on:



- Behavioral Health
- Rural Health Equity
- At-risk Moms
- Opioid Crisis
- Workforce Capacity

- Sponsorships of COVID-19 vaccine events
- Member outreach through email and text
- \*Incentive is in addition to the standard incentive program annual reward max. of \$200



Molina offers All Medicaid members (age 6 month+) an incentive for getting a first dose of the COVID-19 vaccination between 6/31/22-12/31/22.\* Molina also supports members in other ways.



# Molina Health Plan Quality Achievements

The National Committee for Quality Assurance (NCQA) evaluates health plans on the quality-of-care patients receive, and how happy patients are with their care and their health plans' efforts to keep improving.

Molina Healthcare of Washington's Medicaid Health Plan has been awarded the following from the NCQA:



## NCQA Health Plan Rating of 4 out of 5 STARS

This means we are a top-rated Medicaid plan in the state of Washington, with a rating of 4 out of 5 stars in NCQA's Medicaid Health Plan Ratings 2021.



## NCQA Health Plan Accreditation

This means that an independent, nationally recognized organization, has validated that Molina is truly committed to meeting quality standards.



## NCQA Multicultural Health Care Distinction

This means that Molina excels in providing culturally and linguistically sensitive services and works to reduce health care disparities.

# Eligibility Example - Molina

Member is eligible for Molina Healthcare Integrated Managed Care (IMC)

Managed Care Information						
Insurance Type Code	PCCM Code	Plan/PCCM Name	Plan/PCCM Phone Number	PCP Clinic Name	Start Date	End Date
HM: Health Maintenance Organization	MC: Capitated	MHC Fully Integrated Managed Care	(800) 869-7165		08/01/2018	02/28/2045

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Message(s):

Member is eligible for Molina Behavioral Health Services Only (BHSO)

Managed Care Information							
Insurance Type Code	PCCM Code	Plan/PCCM Name	Plan/PCCM ID	Plan/PCCM Phone Number	PCP Clinic Name	Start Date	End Date
HM: Health Maintenance Organization	MC: Capitated	MHC Behavioral Health Services Only		(800) 869-7165		10/01/2019	12/31/2999

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Message(s):



# UnitedHealthcare in Washington

- UnitedHealthcare Community Plan is the second largest Apple Health (Medicaid) plan in service region of Washington, serving nearly 300,000 members for Washington Apple Health (Medicaid) Integrated Managed Care including Behavioral Health
- We serve almost 70,000 Medicare-Medicaid Dual Complete (D-SNP) members in WA, making us the largest DSNP plan in WA
- We serve on the Accountable Communities of Health, where we support mutual goals around health in housing programs, jail transitions, behavioral health integration and maternal-child health programs
- We build long-standing partnerships with FQHC's, community and faith-based organizations, and health organizations through initiatives that provide resources to the community and transform health equity

We strive to see our work through the eyes of our members, providers and partners, so we can help our members live their healthiest lives.





# Value-added benefits—UnitedHealthcare



**UHC Dr. Chat** connects members in seconds with a doctor from home or on the go, 24 hours a day, 7 days a week.



**Quit For Life**<sup>®</sup> program supports members with coaching and supplies to help them meet their goals to live tobacco free.



**1:1 care coordination** for complex conditions with registered nurses, community health workers, and behavioral health advocates.



**Member Rewards** offer gift cards for annual well-child and recommended health screenings to encourage members to stay on track.



**Extra pregnancy support** and rewards for pregnant people, including gift cards, breast pump and 1:1 support. ([Wellhop for Mom & Baby](#))



**Youth programs** with Boys & Girls Club memberships for youth ages 6–18.



**Sports physicals** in addition to annual well-child visits.

# United Healthcare Provider contacts: Behavioral Health - Provider Advocate

**Randi (Renee) Johnson**

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**Christine Rae**

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**Nicki Pethes**

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# Eligibility Example - UnitedHealthcare

Member is eligible for UHC Fully Integrated Managed Care

Managed Care Information			
Insurance Type Code ▲ ▼	PCCM Code ▲ ▼	Plan/PCCM Name ▲ ▼	Plan/PCCM ID ▲ ▼
HM: Health Maintenance Organization	MC: Capitated	UHC Fully Integrated Managed Care	201609409

Plan/PCCM Phone Number ▲ ▼	PCP Clinic Name ▲ ▼	Start Date ▲ ▼	End Date ▲ ▼
(877) 542-8997		01/01/2019	12/31/2999

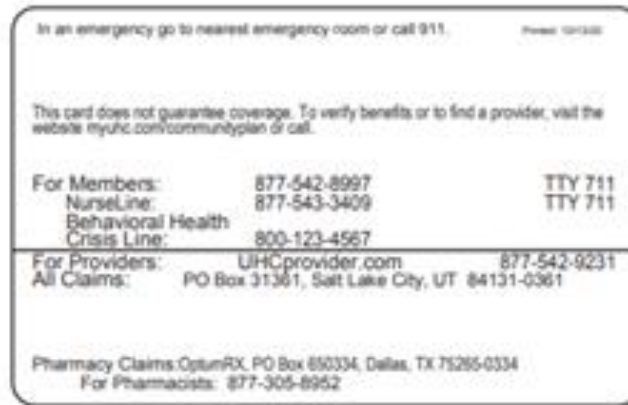
Member is eligible for UHC Behavioral Health Service Only

Managed Care Information			
Insurance Type Code ▲ ▼	PCCM Code ▲ ▼	Plan/PCCM Name ▲ ▼	Plan/PCCM ID ▲ ▼
HM: Health Maintenance Organization	MC: Capitated	UHC Behavioral Health Service Only	201609408

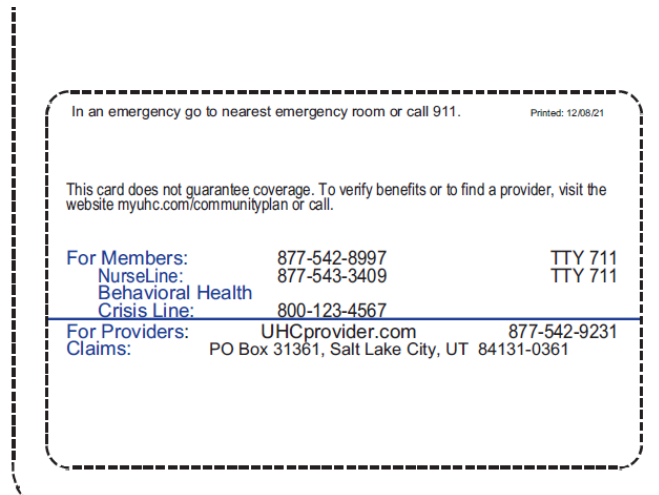
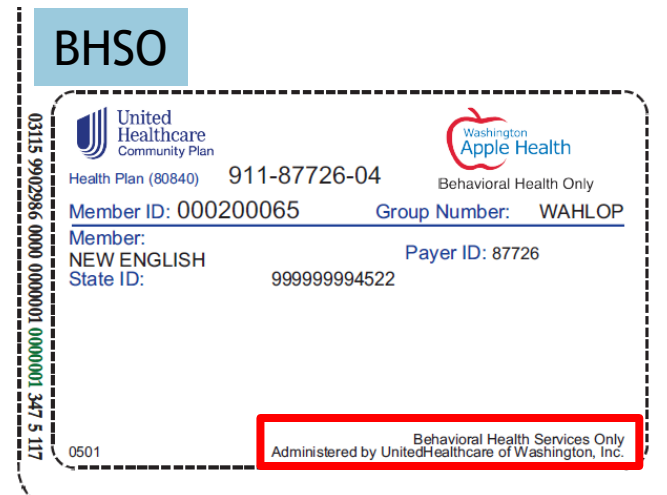
Plan/PCCM Phone Number ▲ ▼	PCP Clinic Name ▲ ▼	Start Date ▲ ▼	End Date ▲ ▼
(877) 542-8997		01/01/2019	12/31/2999

# UnitedHealthcare ID Cards

## IMC



## BHSO





▶ For decades, we've proven that serving the most vulnerable enables us to better serve everyone and that healthcare is more than coverage alone. It is being there when people need you most and helping in ways they never imagined.

▶ Our purpose is to improve the health of humanity. That is why we are continuing to evolve – to help people live well throughout their lives and to support their families and communities in improving their health.

▶ Whole-person health is the foundation to being well. Our charge is to make access to quality healthcare easier. Through a thoughtful, human approach and the combination of data and technology, we address people's physical, social, and emotional needs. By leveraging our local presence and community understanding, we create meaningful solutions to bring humanity back into healthcare.

▶ Because everyone deserves to be well.



### Wellpoint in Washington:

- ▶ We help provide access to health care for over 250,732 Wellpoint members statewide
- ▶ Apple Health
- ▶ Integrated Managed Care: one of two statewide MCOs
- ▶ Behavioral Health Services Only
- ▶ Foundational Community Supports
- ▶ Achieved over 80% VBP arrangements
- ▶ Multicultural Healthcare and Managed Behavioral Healthcare Organization Distinction from NCQA

### Provider Network:

- ▶ Over 65,000 providers
- ▶ Over 120 Hospitals
- ▶ 24 Community Health Centers with over 200 locations





## Value-Added Benefits:

### Adults:

- ▶ Eyeglasses – one pair, up to \$100 per year (for members ages 21-64) A smartphone through Safelink Wireless® – includes monthly minutes, data, and unlimited text messages
- ▶ Acupuncture treatments – seven sessions per year from a doctor in our plan
- ▶ GED testing for members ages 17 and older
- ▶ Lightbox – helps prolong daylight in the wintertime (for members ages 19 and older with seasonal affective disorder (SAD))
- ▶ Emotional Well-being Resources – access to web and mobile online community designed to help members cope with emotional health issues such as depression, anxiety, stress, chronic pain, insomnia, and managing drugs or alcohol
- ▶ Peer support – we pay the registration and annual fees for members who want to become or renew as peer support counselors
- ▶ Industry certification assistance for members needing employment certifications
- ▶ Free laptop computer for members incarcerated in the previous 12 months who are seeking employment or furthering education
- ▶ \$100 internet services package for members incarcerated in the previous 12 months who are seeking employment or furthering education
- ▶ A \$50 Orca LIFT card (for members in King, Pierce & Snohomish Counties) WW® (formerly called Weight Watchers) – one WW voucher that covers a sign-up fee, 13 weeks of classes, and 14 weeks of digital tools (for members ages 18 and older with a doctor's permission)
- ▶ EX Program by Truth Initiative\* – a program to help members quit smoking (for members ages 18 and older)

### Youth:

- ▶ Boys & Girls Club membership ages 6-18
- ▶ 4-H Membership ages 5-18
- ▶ YMCA Membership for Cowlitz and Wenatchee area ages 5-19
- ▶ Calm App Yearly subscription
- ▶ Free Sports Physicals
- ▶ Healthy Families Program
- ▶ TutorMe-Online Tutorial ages 8-17



## Value-Added Benefits Continued:

### Adults and Youth:

- ▶ Choose Healthy – access to over 1,000 resource materials including videos, articles, and self-care tools
- ▶ Live Health Online – video chat with a doctor, therapist, psychologist, or psychiatrist using a smartphone, tablet, or computer
- ▶ Costco Gold Star membership (one per family), requires Annual Wellness Visit
- ▶ First-aid and dental hygiene kits when you fill out a personal disaster plan online
- ▶ Flu pandemic prevention kit
- ▶ Membership to one of four national disability advocacy organizations:
  - ▶ American Association of People with Disabilities (AAPD)
  - ▶ Autistic Self Advocacy Network (ASAN)
  - ▶ National Council on Independent Living (NCIL)
  - ▶ TASH
- ▶ Life transition kit – includes first-aid supplies, a travel toothbrush, toothpaste, mouthwash, an emergency blanket, and more (for members who are either homeless, moving out of an institution and into the community, or enrolled in a local employment program)
- ▶ Community Resource Link find jobs, housing, food, and other things you may need
- ▶ Fitness coach program – online exercise classes, information about fitness and exercise topics, and extra resources for those with special needs

### Pregnant Members:

- ▶ Healthy Rewards program – earn rewards just for going to your prenatal and postpartum checkups on time:
  - ▶ **\$20** for completing a prenatal visit in your first trimester or within 42 days
  - ▶ **\$5** per visit for completing up to six prenatal visits (for a total of \$30)
  - ▶ **\$25** for completing a postpartum visit 7-84 days after delivery
- ▶ Baby essentials: \$100 Gift card to be used towards the purchase of:
  - Bottles & nursing supplies
  - Formula & baby food
  - Diapers, wipes and creams
  - Bathtubs
  - Car seat
  - Stroller
  - Portable crib
- ▶ Two weeks of home-delivered meals for members on bed rest or postpartum members recently discharged
- ▶ Circumcision for your newborn (up to \$150)



# Eligibility Example - Wellpoint

Member is eligible for Wellpoint Integrated Managed Care:

Managed Care Information							
Insurance Type Code	PCCM Code	Plan/PCCM Name	Plan/PCCM ID	Plan/PCCM Phone Number	PCP Clinic Name	Start Date	End Date
HM: Health Maintenance Organization	MC: Capitated	WLP Fully Integrated Managed Care	201599810	(833) 731-2167	COMMUNITY HEALTH CARE-TACOMA	02/01/2023	12/31/2999

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Managed Care Information							
Insurance Type Code	PCCM Code	Plan/PCCM Name	Plan/PCCM ID	Plan/PCCM Phone Number	PCP Clinic Name	Start Date	End Date
HM: Health Maintenance Organization	MC: Capitated	WLP Behavioral Health Services Only	201599811	(833) 731-2187		08/01/2023	12/31/2999

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Message(s):

# Wellpoint ID Cards

## IMC

 <p>Effective Date: Date of Birth: Subscriber #: <b>123456789</b></p> <p><a href="http://wellpoint.com/wa/medicaid">wellpoint.com/wa/medicaid</a> <b>Washington Apple Health + Behavioral Health</b> Wellpoint Washington, Inc.</p> <p>Member Name: <b>JOHN Q SAMPLE</b> Medicaid or CHIP ID Number: Primary Care Provider (PCP): PCP Telephone #: PCP Address: Clinic/Group: Vision: <b>1-855-225-2640</b> Member Services and Behavioral Health: <b>1-833-731-2167</b> Crisis Hotline: 24-hour Nurse HelpLine: <b>1-866-864-2544</b> Pharmacy Member Services: <b>1-833-207-3121</b></p> 	<p><b>MEMBERS:</b> Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your Wellpoint PCP for nonemergency care. If you have questions, call Member Services at 1-833-731-2167. If you are deaf or hard of hearing, call 711.</p> <p><b>MIEMBROS:</b> Lleve esta tarjeta con usted en todo momento. Muéstrela para recibir el cuidado de la salud. No necesita mostrarla para recibir cuidado de emergencia. En caso de emergencia, llame al 911 o acuda a la sala de emergencias más cercana. Siempre llame a su PCP de Wellpoint para recibir cuidados que no sean de emergencia. Si tiene alguna pregunta, llame a Servicios al Miembro al 1-833-731-2167 (TTY 711).</p> <p><b>HOSPITALS:</b> Preadmission certification is required for all nonemergency admissions. For emergency admissions, notify Wellpoint within 24 hours after treatment at 1-833-731-2274.</p> <p><b>PROVIDERS:</b> Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorization/billing information, call 1-833-731-2274.</p> <p><b>SUBMIT CLAIMS TO:</b> WELLPOINT • P.O. BOX 61010 • VIRGINIA BEACH, VA 23466-1010 <b>USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD.</b> <b>EL USO DE ESTA TARJETA POR CUALQUIER PERSONA QUE NO SEA EL MIEMBRO CONSTITUYE FRAUDE.</b></p> <p>WA10 12/23</p>
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## BHSO

 <p>Effective Date: Date of Birth: Subscriber #: <b>123456789</b></p> <p><a href="http://wellpoint.com/wa/medicaid">wellpoint.com/wa/medicaid</a> <b>Washington Apple Health - Alternative Benefit Plan for Medicaid expansion member with habilitative benefits.</b> Wellpoint Washington, Inc. <b>Behavioral Health Services Only (BHSO)</b></p> <p>Wellpoint covers behavioral health services only. Medical and long-term care service are not covered. Please see member's medical ID card(s) for additional information.</p> <p>Member Name: <b>JOHN Q SAMPLE</b> Medicaid or CHIP ID Number: Member Services and Behavioral Health: <b>1-833-731-2167</b> Crisis Hotline: 24-hour Nurse HelpLine: <b>1-866-864-2544</b></p> 	<p><b>MEMBERS:</b> Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your Wellpoint PCP for nonemergency care. If you have questions, call Member Services at 1-833-731-2167. If you are deaf or hard of hearing, call 711.</p> <p><b>MIEMBROS:</b> Lleve esta tarjeta con usted en todo momento. Muéstrela para recibir el cuidado de la salud. No necesita mostrarla para recibir cuidado de emergencia. En caso de emergencia, llame al 911 o acuda a la sala de emergencias más cercana. Siempre llame a su PCP de Wellpoint para recibir cuidados que no sean de emergencia. Si tiene alguna pregunta, llame a Servicios al Miembro al 1-833-731-2167 (TTY 711).</p> <p><b>HOSPITALS:</b> Preadmission certification is required for all nonemergency admissions. For emergency admissions, notify Wellpoint within 24 hours after treatment at 1-833-731-2274.</p> <p><b>PROVIDERS:</b> Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorization/billing information, call 1-833-731-2274.</p> <p><b>SUBMIT CLAIMS TO:</b> WELLPOINT • P.O. BOX 61010 • VIRGINIA BEACH, VA 23466-1010 <b>USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD.</b> <b>EL USO DE ESTA TARJETA POR CUALQUIER PERSONA QUE NO SEA EL MIEMBRO CONSTITUYE FRAUDE.</b></p> <p>WA10 12/23</p>
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