

May 2017

Dear Apple Health client,

You are receiving this notice because someone in your household has been identified as an American Indian or Alaska Native eligible for Washington Apple Health (Medicaid) coverage. We want you to know about a change happening on July 1, 2017 in how you access behavioral health services (mental health services and substance use disorder services) through Washington Apple Health. This change was requested by the Washington State Tribes.

How do I access behavioral health services now?

Currently, your options to access behavioral health services include one of the following:

- 1 You have coverage with a Tribal or Urban Indian Health Program (UIHP);
- 2 You have coverage directly with Apple Health (ProviderOne)*:
 - a. Find a provider that accepts your Apple Health (ProviderOne) coverage by:
 - Phone: 1-800-562-3022
 - Online: <https://fortress.wa.gov/hca/p1findaprovider/>

*You will have one card for coverage – ProviderOne card (turquoise).

- 3 You have opted into Apple Health with managed care. See your primary care provider for a referral to a behavioral health specialist.**

Managed care organizations in your region include: Community Health Plan of Washington or Molina.

You will have two cards. One from the managed care organization card (white) **AND one ProviderOne card (turquoise).



How will I access behavioral health services starting July 1, 2017?

As of July 1st, your new options for accessing behavioral health services will include one of the following:

- 1 You can still receive care from your Tribal or Urban Indian Health Program (UIHP);
- 2 You can receive care directly with Apple Health (ProviderOne).*
 - a. You can find a provider in the tribal network that accepts your Apple Health (ProviderOne) coverage by:
 - Phone: 1-800-562-3022
 - Online: <https://www.dshs.wa.gov/bha/services-american-indians-and-alaska-natives> (available mid-June 2017)

*You will have one card for coverage - ProviderOne card (turquoise).

- 3 You can opt into Apple Health with managed care and see your primary care provider for a referral to a behavioral health specialist.**

Managed care organizations in your regions include: Community Health Plan of Washington or Molina.

You will have two cards. One from the managed care organization card (white) **AND one ProviderOne card (turquoise).

(continued on next page)

What do I need to do?

As of July 1st, 2017:

You DO NOT need to take any action if:	You would like to seek behavioral health services from a tribal health program or directly seek services from a participating provider.
	You would like to seek behavioral health services from a participating non-Tribal provider.
You WILL need to take action to opt in to a managed care plan if:	You would like to seek services through a managed care plan and you are not currently enrolled.

If you are currently receiving behavioral health services, please contact your provider to find out if you need to take action to guarantee you can continue to receive services with your provider.

How do I opt in to a managed care plan?

If you are connected or partnered with a Tribal Assister through a Tribal or UIHP, please contact them for assistance. The Health Care Authority can answer your questions and also assist you with opting in to a behavioral health organization or Apple Health managed care by calling 1-800-562-3022.

Thank you.

[Russian] ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-562-3022 (TRS: 711).

[Spanish] ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-562-3022 (TRS: 711).

The Health Care Authority and Department of Social and Health Services comply with all applicable federal and Washington state civil rights laws and are 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 (TRS: 711).

**Important information
doesn't always come
in an envelope.
Please open and read.**

Washington State
Department of Social and Health Services
PO Box 45330
Olympia, WA 98504-5330
HCA 12-383 (4/17)

MAILING INDICIA