

### First-timers' Guide to Washington Apple Health (Medicaid)

Part 1: After you enroll in Apple Health. Use this guide to learn about Apple Health coverage and how to make your first appointment.

Part 2: Information on making your first health care appointment (View part 2 of this guide).

# Part 1: After you enroll in Apple Health

We will mail you a letter that includes the name of your welcome booklet. Your booklet shares important information about your coverage. View the booklet online at hca.wa.gov/ah-client-booklets. Your health plan will also send you information about your benefits.

You will receive your ProviderOne services card about two weeks after you enroll in Apple Health. Keep this card. Your card is activated before it is mailed to you.

Each member in your household enrolled in Apple Health receives their own card. Your card shows your client number which stays with you for life. You need this number to receive health services.

We won't mail you a new card if you had Apple Health coverage in the past. Your old card is still valid and your client number will stay the same.

#### If you don't receive the card

You can request a replacement ProviderOne services card if you don't receive it two weeks after applying for coverage or if you lose your card.

You can access a digital copy of your services card through WAPlanfinder mobile app. Download the app: wahbexchange.org/mobile/

There are several ways to request a replacement.

- Visit the ProviderOne client portal: https://www.waproviderone.org/client
- Call the toll-free line at 1-800-562-3022
- Request a change online: https://fortress.wa.gov/hca/p1contactus/home/ client
  - o Select the topic "Services Card"

#### This is your ProviderOne services card



#### **Enrolling in your health plan**

If you applied for Apple Health online through wahealthplanfinder.org, you probably enrolled in one of the health plans available in your area. If you did not enroll in a health plan at that time, we'll choose one for you.

#### Can I change my health plan?

You can change your health plan at any time. Changes made usually take effect on the first day of the next month, depending when the change is made. There are several ways to switch your plan:

- Online: wahealthplanfinder.org
- ProviderOne Client Portal: https://www.waproviderone.org/client
- Request a change online: https://fortress.wa.gov/hca/p1contactus/. Choose "Client" and select the topic "Enroll/Change Health Plans."
- Call our Customer Service Center at 1-800-562-3022.

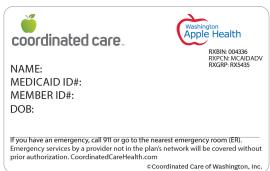


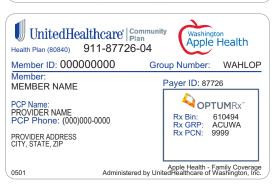
Managed care health*	Phone	Nurse Helpline **
Community Health Plan of Washington (CHPW) chpw.org	1-800-440-1561	1-866-418-2920
Coordinated Care of Washington, Inc (CC) coordinatedcarehealth.com	1-877-644-4613	1-877-644-4613
Molina Healthcare of Washington (MHW) molinahealthcare.com/members/wa	1-800-869-7165	1-888-275-8750
UnitedHealthcare Community Plan (UHC) uhccommunityplan.com/wa/medicaid/imc	1-877-542-8997	1-877-543-3409
Wellpoint Washington (WLP) wellpoint.com/wa/medicaid	1-833-731-2167	1-866-864-2544

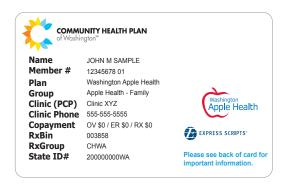
<sup>\*</sup> Not all plans are available in all areas of the state.

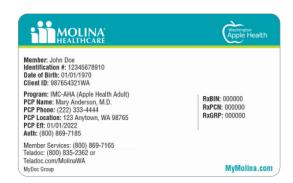
<sup>\*\*</sup>Call your health plan's toll free number to speak to a nurse 24 hours a day, seven days a week.











#### Your health plan card

Your health plan will send you an ID card like one of those shown on this page. Keep this card. Take both your ProviderOne 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.

### What's the difference between Washington Apple Health and Medicaid?

Washington Apple Health is the name for Medicaid in Washington State. Your provider or the receptionist may call it Medicaid.

#### What is managed care?

Most Apple Health clients have "managed care" which means Apple Health pays a health plan a monthly fee for your coverage.

## What is Apple Health without a managed care plan?

Apple Health coverage without a managed care plan (also known as fee-for-service) is when Apple Health pays your provider directly. Most Apple Health clients are enrolled in managed care.

Apple Health pays your provider directly for some benefits, even if you are enrolled in managed care. This is known as fee-for-service.

Clients enrolled in Apple Health without a managed care plan can find a provider online at https://fortress.wa.gov/hca/p1findaprovider or call 1-800-562-3022.

### Can I access services before I have my ProviderOne services card?

You can see a doctor or fill prescriptions before your cards arrive by:

- Visiting the ProviderOne client portal at https://www.waproviderone.org/client to get your ProviderOne ID number. Give that to the provider or pharmacist.
- Tell a provider or pharmacist your name, date of birth, and Social Security number. They can look you up in their systems.

#### What if I lose my health plan card?

• Call your health plan and request a new card.

#### How do I check my Apple Health enrollment?

Check your Apple Health enrollment:

Online: https://www.waproviderone.org/client

• Phone: 1-800-562-3022

#### Do I have to be enrolled in a health plan?

Yes, with few exceptions. For more details see your Welcome to Washington Apple Health booklet available online at **hca.wa.gov/ah-client-booklets**. If you're not sure which booklet to read, call the Apple Health Customer Service Center at 1-800-562-3022 for assistance.

#### Can I see any provider?

No, you must see providers in your health plan's network, unless your plan gives you written permission to see a specialist. If you want to use a specific provider, ask what health plans they network with.

## Does everyone in my household need to have the same health plan?

Yes, everyone in your household has the same health plan, unless they are American Indian or Alaska Native.

#### What is the difference in the plans?

All plans cover the same basic services, but have differences in how they deliver services and their provider networks.

 Learn more about the basic covered services: hca.wa.gov/apple-health-services.

#### How do I renew my coverage?

Your Apple Health coverage usually lasts for one year. We will send you a letter to remind you to renew your coverage, so it's important to keep your mailing address updated. Learn more about renewing your coverage online at hca.wa.gov/apply-or-renew-coverage.

#### What do I do if I have private health care coverage?

If you have other medical or dental coverage available to you through an employer, spouse/domestic partner, or parent, Apple Health can pay for deductibles, co-pays, and any out-of-pocket cost for qualified covered services. Report your other health care coverage one of the following ways:

- Report insurance or a change online at https:// fortress.wa.gov/hca/p1contactus/.
- Call Apple Health customer service at 1-800-562-3022.

If you are enrolled with a managed care plan, also report your other insurance to your plan.

#### Which pharmacy or drug store do I use?

Use pharmacies or drug stores in your health plan's network.

#### What if I have an emergency?

Call 911 or go to the nearest emergency room if you have sudden or severe health problems that you think is an emergency. Call your health plan as soon as possible to let them know you had an emergency and where you received care.

If you need urgent care, but your life is not in danger, call your primary care provider, your health plan, or the 24-hour nurse's line. See page 2 for phone numbers.

## Do I have to pay to see a provider or get prescriptions filled?

No, you do not have to pay for covered service. You might have to pay if:

- You get a service that is not covered or medically necessary, such as chiropractic care or cosmetic surgery.
- You don't give your provider your health coverage information.
- You get care from a service provider who is not in your health plan's network unless it's an emergency or has been pre-approved by your health plan.
- You don't follow your health plan's rules for getting care from a specialist.

See the ProviderOne Find a Provider search tool at **https://fortress.wa.gov/hca/p1findaprovider** to find a fee-for-service provider.

For a list of benefits paid directly by Apple Health, see your Welcome to Washington Apple Health booklet available online at hca.wa.gov/ah-client-booklets.

#### How do I get dental care?

You get dental care from a provider who accepts Apple Health. Use the Find a Provider search tool to find a feefor-service provider. Use your ProviderOne services card when accessing dental services.

To find a dental provider:

- DentistLink
  - o Online: DentistLink.org
  - o Call 1-844-888-5465
- Find a Provider search tool:
  - o Online: https://fortress.wa.gov/hca/p1findaprovider

See an overview of dental services covered by Apple Health at hca.wa.gov/dental-services.

#### How do I get eye exams and eyeglasses?

Fitting services and eye exams, including tests for refraction and visual fields, may be provided for children and adults through your health plan.

- For children 20 years of age and younger eyeglass frames, lenses, and contact lenses are covered by Apple Health fee-for-service. Your primary care provider will help you find these benefits and coordinate your care when necessary.
- For adults eyeglass frames, lenses, and contact lenses are not covered by Apple Health. You can purchase eyeglass frames and lenses at a discounted price by contacting a participating provider at hca.wa.gov/assets/free-or-low-cost/optical\_ providers\_adult\_medicaid.pdf.

#### What else do I need to know?

More information is included in your Welcome to Washington Apple Health booklet available online at **hca.wa.gov/ah-client-booklets** and in the materials you receive from your health plan.

Important Webpages		
Webpage	URL	
Apple Health	hca.wa.gov/apple-health	
ProviderOne client portal	https://www.waproviderone.org/client	
Washington Healthplanfinder	wahealthplanfinder.org	
Washington Connection	washingtonconnection.org	
Welcome to Washington Apple Health booklets	hca.wa.gov/ah-client-booklets	