



Managed Care Frequently Asked Questions

What is Washington Apple Health managed care?

Managed care is a term used to describe the health care organizations and plans that provide medical services for Apple Health (Medicaid). Each managed care plan contracts with a network of health care providers (such as hospitals and additional physicians). You will need to select a primary care provider from the managed care plan you enroll in. Your primary care provider will help you manage and coordinate your health care.

Which Apple Health managed care plans can I choose from?

If you are eligible for Apple Health, then managed care plans are available based on where you live. View plans available in your county online at hca.wa.gov/ah-plans-by-county. You can also view and choose plans from your Washington Healthplanfinder account dashboard.

Am I required to enroll in an Apple Health managed care plan?

Most individuals enrolled in Apple Health (Medicaid) receive their health services through one of the managed care plans that contract with the Health Care Authority. You may be exempt from enrolling in a managed care plan if you are:

- American Indian/Alaska Native
- Medicare eligible

Can each household member be enrolled in a different Apple Health managed care plan?

No, everyone enrolled in Apple Health within one household has to be on the same managed care plan. However, each person in the household can have their own primary care provider.

How do I change my Apple Health managed care plan?

You have several options:

For Apple Health clients with a Washington Healthplanfinder account, you can change your plan:

- **Online:** wahealthplanfinder.org

For all Apple Health clients, you can change your plan by contacting HCA:

- **Online:** waproviderone.org/client
- **Email:** fortress.wa.gov/hca/p1contactus
 - Choose "client" and select the topic "Enroll/Change Health Plans"
- **Call:** 1-800-562-3022

When can I change my Apple Health managed care plan?

You can change your Apple Health managed care plan at any time. Your old managed care enrollment will remain effective until the end of the month that you make the change. Enrollment in the new plan will be effective on the first of the month after you make your request.

What if I don't choose an Apple Health (Medicaid) managed care plan?

We will choose a plan for you. You can change it later if you want to.

How can I find out more about my new Apple Health coverage and/or managed care plans?

You'll find more information online in your *Welcome to Washington Apple Health* benefits booklet at www.hca.wa.gov/ah-client-booklets.

What does "Coverage without a managed care plan" mean?

Not everyone in Apple Health is required to be enrolled in a managed care plan. When exceptions are allowed, an option to choose coverage that is not part of a managed care plan is offered on the website.

What does "provider" mean?

Provider can mean a doctor, nurse practitioner, mental health counselor, peer counselor, dentist, pharmacist, clinic, or anyone who provides medical services.

Do I have to pay premiums, co-pays, or deductibles if I have Apple Health?

There are no co-pays or deductibles with any Apple Health coverage. The Apple Health for Kids and Healthcare for Workers with Disabilities programs may require a low-cost premium, but not co-pays or deductibles. Other Apple Health coverage has no premiums.

What benefits does my health plan cover?

All Apple Health managed care plans cover the same essential benefits. You may review covered benefits in your *Welcome to Washington Apple Health* booklet at www.hca.wa.gov/ah-client-booklets.

Who do I contact with general questions about Apple Health managed care?

You may contact the Health Care Authority:

- **Email:** fortress.wa.gov/hca/p1contactus
- **Phone:** 1-800-562-3022