

# Welcome

to Washington Apple Health

Behavioral Health Services Only



[English] Language assistance services, including interpreters and translation of printed materials, are available free of charge. Call 1-800-562-3022 (TRS: 711).

[Amharic] የቋንቋ እገዛ አገልግሎት፣ አስተርጓሚ እና የሰነዶችን ትርጉም ጨምሮ በነጻ ይገኛል። 1-800-562-3022 (TRS: 711) ይደውሉ።

[Arabic] خدمات المساعدة في اللغات، بما في ذلك المترجمين الفوريين وترجمة المواد المطبوعة، متوفرة مجاناً، اتصل على رقم 1-800-562-3022 (TRS: 711).

[Burmese] ဘာသာပြန်ဆိုသူများနှင့် ထုတ်ပြန်ထားသည့် စာရွက်စာတမ်းများဘာသာပြန်ခြင်းအပါအဝင် ဘာသာစကားအထောက်အကူဝန်ဆောင်မှုများကို အခမဲ့ရရှိနိုင်ပါသည်။ 1-800-562-3022 (TRS: 711) ကိုဖုန်းခေါ်ဆိုပါ။

[Cambodian] សេវាជំនួយភាសា រួមមានទាំងអ្នកបកប្រែផ្ទាល់មាត់ និង ការបកប្រែឯកសារបោះពុម្ព គឺអាចរកបានដោយឥតគិតថ្លៃ។ ហៅទូរស័ព្ទទេវៈលេខ 1-800-562-3022 (TRS: 711)។

[Chinese] 免费提供语言协助服务，包括口译员和印制资料翻译。请致电 1-800-562-3022 (TRS: 711)。

[Korean] 통역 서비스와 인쇄 자료 번역을 포함한 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-562-3022 (TRS: 711)번으로 전화하십시오.

[Laotian] ການບໍລິການດ້ານພາສາ, ລວມທັງມາຍແປພາສາ ແລະ ການແປເອກສານຕີພິມ, ມີໄວ້ໃຫ້ຟຣີໂດຍບໍລິເວນ. ໂທຫາເລກ 1-800-562-3022 (TRS: 711).

[Oromo] Tajajilli gargaarsa afaanii, nama afaan hiikuu fi ragaalee maxxanfaman hiikuun, kaffaltii malee ni argattu. 1-800-562-3022 (TRS: 711) irratti bilbilaa.

[Persian] خدمات کمک زبانی، از جمله مترجم شفاهی و ترجمه اسناد و مدارک (مطالب) چاپی، بصورت رایگان ارائه خواهد شد. با شماره 1-800-562-3022 تماس بگیرید. (TRS: 711)

[Punjabi] ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ—ਦੁਭਾਸ਼ੀਏ ਅਤੇ ਪ੍ਰਿੰਟ ਕੀਤੀ ਹੋਈ ਸਮੱਗਰੀ ਦੇ ਅੰਨ੍ਹਵਾਦ ਸਮੇਤ—ਮੁਫਤ ਉਪਲੱਬਧ ਹਨ। 1-800-562-3022 (TRS: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

[Romanian] Serviciile de asistență lingvistică, inclusiv cele de interpretariat și de traducere a materialelor imprimate, sunt disponibile gratuit. Apelați 1-800-562-3022 (TRS: 711).

[Russian] Языковая поддержка, в том числе услуги переводчиков и перевод печатных материалов, доступна бесплатно. Позвоните по номеру 1-800-562-3022 (TRS: 711).

[Somali] Adeego caawimaad luuqada ah, ay ku jirto turjubaano afka ah iyo turjumid lagu sameeyo waraaqaha la daabaco, ayaa lagu helayaa lacag la'aan. Wac 1-800-562-3022 (TRS: 711).

[Spanish] Hay servicios de asistencia con idiomas, incluyendo intérpretes y traducción de materiales impresos, disponibles sin costo. Llame al 1-800-562-3022 (TRS: 711).

[Swahili] Huduma za msaada wa lugha, ikiwa ni pamoja na wakalimani na tafsiri ya nyaraka zilizochapishwa, zinapatikana bure bila ya malipo. Piga 1-800-562-3022 (TRS: 711).

[Tagalog] Mga serbisyong tulong sa wika, kabilang ang mga tagapagsalin at pagsasalin ng nakalimbag na mga kagamitan, ay magagamit ng walang bayad. Tumawag sa 1-800-562-3022 (TRS: 711).

[Tigrigna] ተርጓሚትን ናይ ዝተፅሓፉ ማተርያላት ትርጉምን ሓዊሱ ናይ ቋንቋ ሓዝ ግልጋሎት፣ ብዘይ ምንም ክፍሊት ይርከቡ። ብ 1-800-562-3022 (TRS: 711) ደውሉ።

[Ukrainian] Мовна підтримка, у тому числі послуги перекладачів та переклад друкованих матеріалів, доступна безкоштовно. Зателефонуйте за номером 1-800-562-3022 (TRS: 711).

[Vietnamese] Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch viên và bản dịch tài liệu in, hiện có miễn phí. Gọi 1-800-562-3022 (TRS: 711).





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### **Disclaimer about this booklet:**

This booklet will introduce you to your behavioral health benefits (mental health and drug and alcohol treatment services) and explain your rights and responsibilities, how to access services, and how to change behavioral health plans. Please be advised this booklet does not create any legal rights or entitlements. You should not rely on this booklet as your only source of information about Apple Health (Medicaid). You can get detailed information about Apple Health by looking at the Health Care Authority website on the Laws and Rules page, [www.hca.wa.gov/about-hca/rulemaking](http://www.hca.wa.gov/about-hca/rulemaking).



# Welcome to Washington Apple Health

*You are receiving this booklet because you will be receiving behavioral health coverage through Washington Apple Health (Medicaid). The Washington State Health Care Authority (HCA) administers Apple Health and contracts with managed care plans to provide your behavioral health services coverage. Later you will receive "Your Behavioral Health Benefit Handbook" from your health plan. It will provide more detail about your covered benefits.*

## About your behavioral health benefits

In most counties, Apple Health clients receive both their physical health and behavioral health services from one managed care plan. (Behavioral health includes mental health services and substance use disorder treatment.)

You are receiving this booklet because you get your physical health services some other way. (See page 12 for examples.) **A managed care plan will be providing only your behavioral health services.**

## Your behavioral health plan

The health plans on the next page provide behavioral health services to Apple Health clients in the listed counties.

You will receive a letter telling you the name of the managed care health plan that covers your behavioral health services. If you are currently receiving behavioral health services or have questions about accessing these services, please contact this health plan.

## Plan choice

You have a choice between at least three managed care plans in the county where you live. Look at the table on the next page. Find your county and your plan choices.

## Changing behavioral health plans

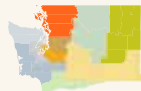
You have the right to request to change your behavioral health plan at any time. Depending on when you make your request, your new plan will usually start the first of the next month. You can switch your plan by:

- **Online:** [www.waproviderone.org/client](http://www.waproviderone.org/client)
- **Call:** Apple Health Customer Service at 1-800-562-3022 (TRS:711)
- **Email:** <https://fortress.wa.gov/hca/p1contactus>



## Managed Care Organizations (for Behavioral Health Services Only benefits)

County	Amerigroup	Community Health Plan	Coordinated Care	Molina Healthcare	United Healthcare	Integrated managed care
Adams	X	X		X		1/1/19
Asotin	X	X	X	X		1/1/19
Benton	X	X	X	X		1/1/19
Chelan	X		X	X		1/1/18
Clallam	X			X	X	1/1/20
Clark	X	X		X		4/1/16
Columbia	X	X	X	X		1/1/19
Cowlitz	X			X	X	1/1/20
Douglas	X		X	X		1/1/18
Ferry	X	X		X		1/1/19
Franklin	X	X	X	X		1/1/19
Garfield	X	X	X	X		1/1/19
Grant	X		X	X		1/1/18
Grays Harbor	X			X	X	1/1/20
Island	X	X	X	X	X	7/1/19
Jefferson	X			X	X	1/1/20
King	X	X	X	X	X	1/1/19
Kitsap	X			X	X	1/1/20
Kittitas	X	X	X	X		1/1/19
Klickitat	X	X		X		1/1/19
Lewis	X			X	X	1/1/20
Lincoln	X	X		X		1/1/19
Mason	X			X	X	1/1/20
Okanogan	X		X	X		1/1/19
Pacific	X			X	X	1/1/20
Pend Oreille	X			X		1/1/19
Pierce	X		X	X	X	1/1/19
San Juan	X	X	X	X	X	7/1/19
Skagit	X	X	X	X	X	7/1/19
Skamania	X	X		X		4/1/16
Snohomish	X	X	X	X	X	7/1/19
Spokane	X	X		X		1/1/19
Stevens	X	X		X		1/1/19
Thurston	X			X	X	1/1/20
Wahkiakum	X			X	X	1/1/20
Walla Walla	X	X	X	X		1/1/19
Whatcom	X	X	X	X	X	7/1/19
Whitman	X	X	X	X		1/1/19
Yakima	X	X	X	X		1/1/19
Foster Care (statewide)			X			1/1/19



**Note:** Apple Health Foster Care is a statewide program, provided through Apple Health Core Connections (Coordinated Care of Washington).

## Your services card



You will receive two cards in the mail: Your Services Card and your health plan ID card.

Your Services Card, like the one pictured here, comes from the Health Care Authority. Keep this card. It shows you are enrolled in Washington Apple Health. You do not have to activate your Services Card. HCA will activate it before mailing it to you.

See “If you don’t receive the card or lose your card” if you need a replacement.

## ProviderOne

You’ll see “ProviderOne” on your Services Card. ProviderOne is the information system that coordinates the health plans for us and helps us send you information at various times. The number on the card is your ProviderOne client number (nine-digits ending in WA).

Each member of your household who is eligible for Apple Health will receive his or her own Services Card. Each person has a different ProviderOne client number that stays with him or her for life.

If you had previous Apple Health coverage (or had Medicaid before it was known as Apple Health) you won’t be mailed a new card. Your old card is still valid, even if there is a gap in coverage. Your ProviderOne client number remains the same.

## If you don’t receive the card or lose your card

If you don’t receive your Services Card within two weeks of successfully completing your Apple Health enrollment or if you lose your card, please call the Health Care Authority’s Apple Health Customer Service Center at 1-800-562-3022.



## Behavioral Health services only contacts

Managed care plans	Main phone	Website
Amerigroup (AMG)	1-800-600-4441	<a href="http://www.myamerigroup.com/wa">www.myamerigroup.com/wa</a>
Community Health Plan of Washington (CHPW)	1-800-440-1561	<a href="http://www.chpw.org">www.chpw.org</a>
Coordinated Care of Washington (CCW)	1-877-644-4613	<a href="http://www.coordinatedcarehealth.com">www.coordinatedcarehealth.com</a>
Molina Healthcare of Washington (MHW)	1-800-869-7165	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>
United Healthcare Community Plan (UHC)	1-877-542-8997	<a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>

## Your health plan card

A few weeks after you enroll in Apple Health, you will receive an ID card from the managed care health plan. They will cover your behavioral health services and provide more information about how to access these services. Keep this card, too!

Take both your Services Card and your plan ID card with you when you see your behavioral health providers. You may also need a photo ID.

**UnitedHealthcare** Community Plan  
Health Plan (80840) 911-87726-04  
**Washington Apple Health**

Member ID: 000000000 Group Number: WAHLOP

Member: MEMBER NAME Payer ID: 87726

PCP Name: PROVIDER NAME  
PCP Phone: (000)000-0000

PROVIDER ADDRESS  
CITY, STATE, ZIP

**OPTUMRx**  
Rx Bin: 610494  
Rx GRP: ACUWA  
Rx PCN: 9999

Apple Health - Family Coverage  
Administered by UnitedHealthcare of Washington, Inc.

0501

**Amerigroup** Effective Date:  
At-Arizona Centers Date of Birth:  
www.amerigroup.com/WA Subscriber #:

Washington Apple Health • Behavioral Health

Member Name:  
Medical or CHIP ID Number:  
Primary Care Provider (PCP):  
PCP Telephone #:  
PCP Address:  
Clinic Group:  
Vision: 1-855-225-2640  
Member Services/Pharmacy and Behavioral Health: 1-800-400-4441  
Crisis Hotline: 1-800-832-2923  
Amerigroup On Call: 1-866-884-2544

**Washington Apple Health**

**COMMUNITY HEALTH PLAN**  
of Washington™

**Name** JOHN M SAMPLE  
**Member #** 12345678 01  
**Plan** Washington Apple Health  
**Group** Apple Health - Family  
**Clinic (PCP)** Clinic XYZ  
**Clinic Phone** 555-555-5555  
**Copayment** OV \$0 / ER \$0 / RX \$0  
**RxBin** 003858  
**RxGroup** CHWA  
**State ID#** 200000000WA

**EXPRESS SCRIPTS™**

Please see back of card for important information.

**coordinated care.** **Washington Apple Health**  
KERRIN GORDON  
BIRTH: MACADAM  
K00000, P00000

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

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. CoordinatedCare@health.wa.gov

**Member:** JANE DOE **Washington Apple Health** **MOLINA HEALTHCARE**

**Identification #:** 110000000000 **Date of Birth:** 10/25/1990 **Client ID:** 100000000WA

**Pharmacy:** All (Apple Health)

**PCP Name:** DONNA L JONES **PCP Exp:** 06/30/2018  
**PCP Phone:** (360)338-1283 **Addr:** (900) 846-7155

**PCP Location:** SEAMAR/ABERDEEN MEDICAL

**Member Services:** (800) 869-7165 / TTY 711

**Molina Healthcare Virtual Care:**  
(844) 870-6521 / TTY 711 or go to  
www.virtualcare.molinahealthcare.com

**K000000000**  
**RxGrp:** 6207  
**RxBin:** 820000

## If you need behavioral health services before your cards arrive

If you need to go to a behavioral health care provider before your cards arrive, take your enrollment letter with you. You can go to any behavioral health provider as long as the provider is in your plan's network (contracted with your health plan). Contact your plan for a list of providers in their network.

You can also call your behavioral health plan for help, even if you have not received your Services Card or health plan ID card.

### Contact your behavioral health plan's member services number when you (or your child):

- Need access to mental health services.
- Need access to drug and alcohol treatment.
- Have a problem with your plan.
- Want to change your provider.
- Lose your health plan ID card and want another one.
- Have a special behavioral health care need (or your child does).



## Crisis services

Crisis services are 24-hour services intended to stabilize you if you are in crisis, provided in a location that is best suited to meet your needs. You **do not** need an intake evaluation for these services.

- For immediate help, call 911 or go to the nearest hospital emergency room. You **do not** need an authorization for crisis services.
- For a State Crisis Lines directory, visit: [www.hca.wa.gov/mental-health-crisis-lines](http://www.hca.wa.gov/mental-health-crisis-lines).
- **Washington Recovery Help Line** is a 24-hour crisis intervention and referral line for those struggling with issues related to mental health, substance abuse, and problem gambling. Call 1-866-789-1511 (TTY 206-461-3219); email [recovery@crisisclinic.org](mailto:recovery@crisisclinic.org), or visit [www.warecoveryhelpline.org](http://www.warecoveryhelpline.org). Teens can connect with teens during specific hours: call 1-866-833-6546, email [teenlink@crisisclinic.org](mailto:teenlink@crisisclinic.org), or visit <https://866teenlink.org>.
- For the National Suicide Prevention Lifeline: call 1-800-273-8255 (TTY users 1-800-799-4889).



## What services are available from my behavioral health plan?

You can get a wide range of treatments and services for mental health and drug and alcohol misuse. The list below describes the services that are covered by your behavioral health plan. If you need services or have any questions, please call your plan. They can help you coordinate and access the care you need.



### Substance use disorder treatment services:

**Assessment** – An “interview” by a health provider to decide the services you need.

**Brief Intervention and Referral to Treatment** – Time limited, to reduce problem use.

**Withdrawal Management (Detoxification)** – Help with decreasing your use of alcohol or other drugs over time, until it is safe to stop using. (This service does not include hospital treatment.)

**Outpatient Treatment** – individual and group counseling sessions in your community.

**Intensive Outpatient Treatment** – More frequent individual and group counseling sessions.

**Inpatient Residential Treatment** – A comprehensive program of individual counseling, group counseling, and education provided in a 24-hour-a-day supervised facility.

**Opiate Substitution Treatment Services** – Provides outpatient assessment and treatment for opiate dependency. Includes approved medication and counseling.



### Mental health services:

**Intake Evaluation** – Identifies your needs and goals and helps your mental health care provider recommend other services and plan treatment.

**Individual Treatment Services** – Counseling and/or other activities designed to meet your goals in your service plan.

**Medication Management** – Licensed staff prescribing medicine and talking to you about side effects.

**Medication Monitoring** – Services to check on how your medication is working and to help you to take it correctly.

**Group Treatment Services** – Counseling with others who have similar challenges.

**Peer Support** – Help with navigating the mental health system and reaching your recovery goals, provided by a trained person who is in recovery from mental illness.

**Brief Intervention and Treatment** – Short-term counseling that is focused on a specific problem.

**Family Treatment** – Family-centered counseling to help build stronger relationships and solve problems.

**High Intensity Treatment** – Services provided by a team of mental health providers to help you meet your goals in your service plan.

**Therapeutic Psychoeducation** – Education about mental illness, mental health treatment choices, medications and recovery, including supports and/or supportive services.

**Day Support** – Intensive program to learn or assist with independent living skills.

**Evaluation and Treatment/Community Hospitalization** – Medically necessary inpatient crisis care. You **do not** need an outpatient intake evaluation before this service.

**Stabilization Services** – Provided in your home or home-like setting to help prevent a hospital stay. You **do not** need an intake evaluation before this service.

**Rehabilitation Case Management** – Coordination between your inpatient and outpatient mental health services. This might be part of your intake evaluation.

**Mental Health Services Provided in Residential Settings** – Services provided where you live if you live in a group setting.

**Special Population Evaluation** – Treatment planning assistance from a specialist who works with children, older adults and people from multi-cultural backgrounds.

**Psychological Assessment** – Testing that helps with diagnosis, evaluation, and treatment planning.

## Ombuds

An Ombuds is a person who is available to provide free and confidential assistance resolving concerns related to your behavioral health services. They can help if you have a behavioral health grievance, appeal, or administrative hearing to resolve your concerns. The Ombuds is independent of your health plan or Behavioral Health Administrative Services Organization (BH-ASO).

Region	Counties	Phone numbers
Great Rivers	Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum	In Cowlitz, Pacific and Wahkiakum Counties: 1-866-731-7403 or 1-360-414-0237  In Lewis and Grays Harbor: 1-833-721-6011 or 1-360-266-7578
Greater Columbia	Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman, Yakima	1-800-257-0660 or 1-509-783-7333
King	King	1-800-790-8049 (#3) or 1-206-477-0630
North Central	Chelan, Douglas, Grant, Okanogan	1-844-636-2038
North Sound	Island, San Juan, Skagit, Snohomish, Whatcom	1-888-336-6164 or 1-360-416-7004
Pierce	Pierce	1-800-531-0508
Salish	Clallam, Jefferson, Kitsap	1-888-377-8174 or 1-360-692-1582
Spokane	Adams, Ferry, Lincoln, Pend Oreille, Spokane, Stevens	1-866-814-3409 or 1-509-477-4666
Southwest	Clark, Klickitat, Skamania	1-800-696-1401
Thurston-Mason	Mason, Thurston	1-800-658-4105 or 1-360-763-5793

## If you need care

Mental health	Call your behavioral health plan or mental health provider.
Drug and alcohol treatment	Call your behavioral health plan or drug and alcohol treatment provider.
After-hours care	Call your behavioral health plan's nurse advice line, 24 hours a day, seven days per week.
Crisis	Visit <a href="http://www.hca.wa.gov/mental-health-crisis-lines">www.hca.wa.gov/mental-health-crisis-lines</a>
Emergency care	Call 911 or go to the nearest place where emergency providers can help. As soon as possible, you or someone you know must call your behavioral health plan to report your emergency. This is available 24 hours a day, seven days per week.
Care away from home	If it is not an emergency, call your behavioral health provider or the nurse advice line, located on your plan ID card.

## What about my physical health care benefits?

Your behavioral health plan only covers mental health services and services for substance use disorder (alcohol and drug treatment). You receive your physical health services some other way, such as:

- Medicare or private health insurance.
- The Apple Health managed care health plan specifically for children in foster care (Coordinated Care of Washington).
- The Primary Care Case Management (PCCM) program. PCCM clients receive physical health care through Indian Health Centers.
- Apple Health coverage without a managed care plan.

Together, your behavioral health plan and physical health care coverage provide whole-person, full coverage (physical health, mental health, and drug and alcohol treatment services).



## Services you may need to access health care



### You might need an interpreter

If you don't speak English well or you are Deaf, DeafBlind, or Hard of Hearing, professional interpreters are available in many languages, including sign language, at no cost to you. When you make a health care appointment, let the receptionist know if you need an interpreter. Spoken language interpreters can go to the provider's office or be on the phone during your appointment. Sign language interpreters can go to the provider's office if you are Deaf, DeafBlind, or Hard of Hearing.

It's better to use one of these professional interpreters than to bring a family member or friend to interpret for you. The interpreters are trained to understand health care terms. They will help you and your provider understand each other. Learn more at [www.hca.wa.gov/interpreter-services](http://www.hca.wa.gov/interpreter-services).



### If you have a disability

If you have a speech or hearing disability or a mobility issue, you should tell the receptionist when you make your appointment. The receptionist will help you make any necessary arrangements.

If you are Deaf, DeafBlind, or Hard of Hearing, and need a sign language interpreter, please let the receptionist know. A professional interpreter is available, at no cost to you.



### You can get help with transportation

You may be eligible for help with transportation to your health care appointment at no cost to you. The appointment must be for services covered by Apple Health. The most common types of transportation available include: public bus, gas vouchers, client and volunteer mileage reimbursement, volunteer drivers, taxi, wheelchair van or accessible vehicle, and commercial bus and air. A list of brokers can be found at [www.hca.wa.gov/transportation-help](http://www.hca.wa.gov/transportation-help).



## Information for American Indians and Alaska Natives

If you are American Indian or Alaska Native, you may be able to get health care services through an **Indian Health Service facility, tribal health care program or Urban Indian Health Program (UIHP)** such as the Seattle Indian Health Board or NATIVE Project of Spokane. The providers at these clinics know your culture, community, and health care needs.

They will give you the care you need or refer you to a specialist. They may also help you with decisions you need to make about whether to choose a managed care plan, (which may be a Behavioral Health Services Only [BHSO] plan), or Apple Health coverage without a managed care plan (this is also called Apple Health fee-for-service). If you have questions about your health care or your health care coverage, your tribal or UIHP staff may be able to help you.

### Ways to receive health care

HCA gives American Indians and Alaska Natives in Washington a choice between Apple Health managed care or Apple Health coverage without a managed care plan. HCA does this to comply with federal rules, in recognition of the complexity of the Indian health care delivery system, and to help ensure that you have access to culturally appropriate health care.

- In Apple Health coverage without a managed care plan, you may choose any provider who participates in the Apple Health fee-for-service program and currently accepts patients. These providers must meet all requirements of their state-issued licenses. To find an Apple Health fee-for-service health provider, visit <https://fortress.wa.gov/hca/P1findaprovider>.

*This choice can make sense if your care is already being managed, such as by a tribal health program or UIHP.*

- With Apple Health managed care, your health care is managed by a managed care organization (MCO). This means that the MCO serves as your single point of contact to get services and helps coordinate your care.

*This choice can make sense if you do not have anyone managing your care.*



You can change your selection(s) at any time, but the change will not take effect until the next available month. If you are connected or partnered with a Tribal Assister through an IHS facility, Tribal health program or UIHP, they can help you make your decision. You can also contact the Health Care Authority at 1-800-562-3022 to let us know of your choice(s), including any change you wish to make, and to ask questions.

## Your rights and responsibilities

By law, you have rights regarding the health care services you receive, and you also have certain responsibilities to help maintain and improve your health and avoid unnecessary costs.

### You have the right to:

- Help make decisions about your behavioral health care, including refusing treatment.
- Be informed about all treatment options available, regardless of cost.
- Get a second opinion from another provider in your health plan.
- Get services without waiting too long.
- Be treated with respect and dignity. Discrimination is not allowed. No one can be treated differently or unfairly because of their race, color, national origin, gender, sexual preference, age, religion, creed, or disability.
- Speak freely about your health care and concerns without any bad results.
- Have your privacy protected and information about your care kept confidential.
- Ask for and get copies of your medical records.
- Ask for and have corrections made to your medical records when needed.
- Ask for and get information about:
  - { Your health care and covered services.
  - { Your provider and how referrals are made to specialists and other providers.
  - { How the health plan pays your providers for your medical care.
  - { All options for care and why you are getting certain kinds of care.
  - { How to get help with filing a grievance or complaint about your care.
  - { Your health plan's organizational structure including policies and procedures, practice guidelines, and how to recommend changes.
- Receive your Member's Rights and Responsibilities in writing at least yearly. Your rights include mental health and drug and alcohol treatment services.
- Receive a list of crisis phone numbers.
- Receive help completing mental or medical health advance directive forms.

### You have the responsibility to:

- Help make decisions about your mental health and drug and alcohol treatment service, including refusing treatment.
- Keep appointments and be on time. Call your provider's office if you are going to be late or if you have to cancel the appointment.
- Give your providers information they need to get paid for providing services to you.
- Show your providers the same respect you want from them.
- Bring your Services Card and health plan ID card to all of your appointments.
- Learn about your health plan and what services are covered.
- Use health care services when you need them.
- Know your health problems and take part in making agreed-upon treatment goals as much as possible.
- Give your providers and health plan complete information about your health so you can get the care you need.
- Follow your provider's instructions for care that you have agreed to.
- Use health care services appropriately.
- Inform us right away if your family size changes (such as pregnancy, births, adoptions) or your circumstances change (such as a new address, change in income, or becoming eligible for Medicare or other insurance).
- Renew your coverage annually using the Healthplanfinder website at [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org). You also can use this website to report changes to your account. If you use the local Community Service Office (CSO), remember to complete eligibility requests by mail or online at Washington Connection [www.washingtonconnection.org](http://www.washingtonconnection.org).

## If you're unhappy with your health plan

You or your Authorized Representative have the right to file a grievance. A grievance is a spoken or written complaint regarding your quality of care or how you were treated by your doctor or health plan. Once you file a grievance:

- Your health plan must let you know by phone or letter within two working days that it received your grievance.
- Your concerns must be addressed as quickly as possible, not taking more than 45 days.

*Your health plan must help you file a grievance.*

## If you're unhappy with a decision your health plan made

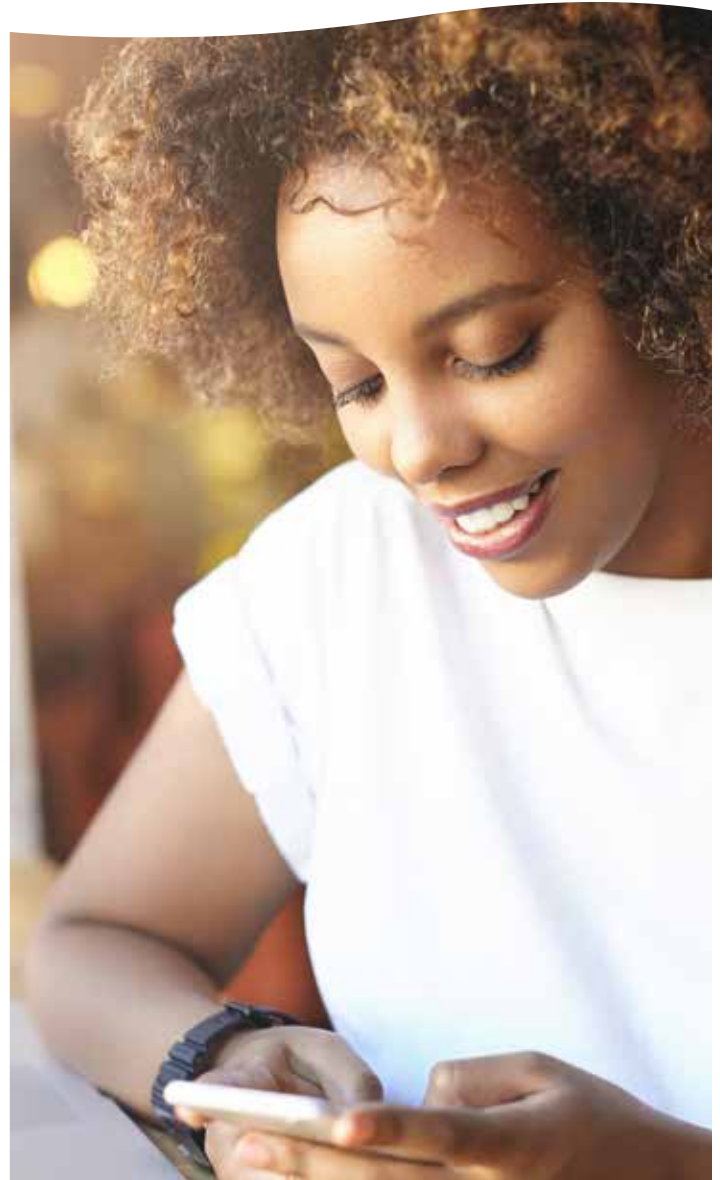
You or your Authorized Representative have the right to file an appeal. An appeal is a kind of complaint you make when you want your health plan to review a decision they made about coverage or payment of a covered service:

- Your plan will notify you in writing of their decision. If you want to appeal their decision, the health plan will include documents on how to file an appeal.
- Your health plan must let you know in writing within 5 days that it received your appeal.
- Your concerns must be addressed as quickly as possible, not taking more than 28 calendar days.

*Your health plan must provide you written notice of their decision and help you file an appeal.*

## A note about privacy

Your Services Card does not contain any personal information except your name, your ProviderOne number, and the issue date. This maintains your privacy if the card is lost or stolen. Neither the Health Care Authority (HCA), nor your health plan will ever contact you directly asking for your personal information to obtain or replace a Services Card. Never give your personal information, such as Social Security number, to someone who calls or emails you to ask for it.



By law, all health plans are required to protect your health information. Health plans and HCA use and share protected health information about you to provide your behavioral health benefits; to carry out treatment, payment, and health care operations; and for other reasons allowed and required by law. Health plans and HCA have the duty to keep your health information private.

To read HCA's privacy policy, go to [www.hca.wa.gov](http://www.hca.wa.gov) and click on "Privacy" at the bottom of the page. If you want to read your health plan's privacy policy, call your health plan's member services or visit the plan's website.



## Where to get answers to your questions

If you have any questions about	Contact
<ul style="list-style-type: none"> <li>• Changing health plans</li> <li>• Eligibility for behavioral health services</li> <li>• Services Cards</li> <li>• How to get services if you move to another county</li> </ul>	Apple Health Customer Service at 1-800-562-3022 or send your questions to <a href="https://fortress.wa.gov/hca/p1contactus/">https://fortress.wa.gov/hca/p1contactus/</a>
<ul style="list-style-type: none"> <li>• Choosing a behavioral health provider</li> <li>• Covered services</li> <li>• Referrals to behavioral health services</li> </ul>	Your behavioral health plan. Your behavioral health plan’s phone number is listed on page 7 of this booklet.
Changes to your account, such as: income, marital status, pregnancy, births, or adoptions; or to update your address	Coverage for children, individual adults, pregnant women, parents/caretakers: <a href="http://www.wahealthplanfinder.org">www.wahealthplanfinder.org</a> or call 1-855-923-4633 (TRS: 711)  Coverage for individuals who are aged, blind, or disabled or in need of long-term services and supports: <a href="http://www.washingtonconnection.org">www.washingtonconnection.org</a> or call 1-877-501-2233 (TRS: 711)

## Useful web pages

Web page	URL
Washington Apple Health (Medicaid) website	<a href="http://www.hca.wa.gov/apple-health">www.hca.wa.gov/apple-health</a>
Request Non-Emergency Medical Transportation	<a href="http://www.hca.wa.gov/transportation-help">www.hca.wa.gov/transportation-help</a>
Washington Healthplanfinder	<a href="http://www.wahealthplanfinder.org">www.wahealthplanfinder.org</a>
Washington Connection	<a href="http://www.washingtonconnection.org">www.washingtonconnection.org</a>

HCA is 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: 1-800-833-6384 or 711).



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HCA 19-049 EN (10/19)