



## Changes are coming to Washington Apple Health (Medicaid) in 2018

for Chelan, Douglas, and Grant counties

### We are making a shift to better care

Apple Health is shifting to whole-person care. This means care is coordinated so that people get the help they need, for body (physical health) and mind (mental health), including substance use.

As part of our commitment to deliver better care, Apple Health plans in Grant, Chelan and Douglas counties, will change beginning Jan. 1, 2018. We recognize change can be disruptive, but we have put in place resources so the transition is as smooth as possible. This change will not reduce any benefits. Apple Health clients will continue to receive all of the same services they currently receive.

### Available plans

Apple Health coverage will continue to be available through Amerigroup, Coordinated Care, and Molina Healthcare in 2018. These plans will also start to cover behavioral health treatment services.

In 2018, Apple Health coverage through Community Health Plan of Washington or United Healthcare of Washington will not be offered in Chelan, Douglas, and Grant counties. Clients enrolled in either of those plans will move to one of the offered plans. Apple Health will send clients information about the health plan they will be enrolled in before January 1. The mailing will explain how to make a change if the client wants to.

Beacon Health Options will manage the behavioral health crisis system for the region.

### We will keep you informed

We will share information with clients and the wider community so that people are prepared for the change and clients have time to choose another plan if they want to.

Here are some key dates for clients:

**October 1, 2017** – HCA sends a letter to Apple Health clients to summarize the changes to behavioral health services that start in January

**November 20, 2017** – HCA begins enrollment process for Jan. 1, 2018

**Late November, early December** – HCA sends a benefits booklet to clients

**December 1, 2017** – HCA's website and customer service phone lines will be available to assist clients

### How to contact us

Phone: **1-800-562-3022**

Email: **askmedicaid@hca.wa.gov**

The following table provides a brief overview you can use with your clients enrolled in the various plans. It helps explain how they can expect to get care starting January 1, 2018.

If you have the following type of Apple Health Plan:	Starting January 1, 2018:
<b>Amerigroup</b>	You will remain with the same health plan. It will cover and coordinate your physical and behavioral health (mental health and drug and alcohol treatment) services.
<b>Community Health Plan of Washington</b>	<p>This health plan will no longer be offered in your area. You will be assigned to either Amerigroup, Molina Healthcare or Coordinated Care. That plan will cover and coordinate your physical and behavioral health (mental health and drug and alcohol treatment) services.</p> <p>You will get a letter from the Health Care Authority in <b>late November or December</b> telling you what health plan you will be moving to. At first, HCA will make the change so that no one loses coverage. If you prefer another health plan, the letter will explain how you can make a change.</p>
<b>Coordinated Care</b>	You will remain with the same health plan. It will cover and coordinate your physical and behavioral health (mental health and drug and alcohol treatment) services.
<b>Molina Healthcare</b>	You will remain with the same health plan. It will cover and coordinate your physical and behavioral health (mental health and drug and alcohol treatment) services.
<b>United Healthcare</b>	<p>This health plan will no longer be offered in your area. You will be assigned to either Amerigroup, Molina Healthcare or Coordinated Care. That plan will cover and coordinate your physical and behavioral health (mental health and drug and alcohol treatment) services.</p> <p>You will get a letter from the Health Care Authority in <b>late November or December</b> telling you what health plan you will be moving to. At first, HCA will make the change so that no one loses coverage. If you prefer another health plan, the letter will explain how you can make a change.</p>
<b>Fee-for-Service/ No Health Plan</b>  <b>American Indian/Alaska Native Fee-for-Service</b>	<p>If your physical health care coverage is <u>not</u> through an Apple Health plan, you will continue to receive medical services as you have been. However, you will be enrolled in either Amerigroup, Molina Healthcare or Coordinated Care for your behavioral health (mental health and drug and alcohol treatment) coverage. This is called a “Behavioral Health Services Only” plan.</p> <p><b>American Indian/Alaska Natives individuals:</b> If you aren’t in one of the plans above, but you had chosen to have your behavioral health services covered by the Behavioral Health Organization, you will be enrolled in either Amerigroup, Molina Healthcare, or Coordinated Care for your behavioral health (mental health and drug and alcohol treatment) coverage. This is called a “Behavioral Health Services Only” plan. You will get a letter from the Health Care Authority in <b>late November or December</b> telling you the health plan you will be in. If you prefer another health plan, the letter will explain how you can make a change.</p>

HCA complies with all applicable federal and Washington state civil rights laws and 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: 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)**.

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