Guide for Foster and Adoptive Parents

Verifying coverage
Your child’s health care provider is responsible for verifying health care coverage through Washington Apple Health (Medicaid). The provider will also check to see if any services, medications, or equipment/supplies are not covered.

- Dental
- Prescriptions (pharmacy)
- Equipment and supplies

Time-saving tips
Call the Foster Care Medicaid Team (FCMT) for help with these situations

Foster parents: To request your child’s enrollment in a managed care plan, please consult with your social worker before calling us with your request. (What a foster parent needs to do is consult with their SW before calling us to enroll or exempt from a managed care plan.

Adoptive parents: The request must come from you.

Access to service
- Seek help if you’re having trouble finding a provider.
- Ask questions about pre-authorization requests, billing, or durable medical equipment.
- Find a managed care plan in your area.
- Request an exemption from a managed care plan.

For all Apple Health (Medicaid) services, you must use a provider who accepts the ProviderOne Services Card.

ProviderOne card
- Request a duplicate ProviderOne Services Card for your child.
- Request a ProviderOne Services Card number be faxed to a pharmacy or physician’s office.

Address change
- Let us know your new address—so important information can reach you.

Note: If a provider or a pharmacy informs you that your child has private insurance coverage, ask them to call 1-800-562-3022, ext. 16134.

Learn more about these services for your children:
- Dental
- Prescriptions (pharmacy)
- Equipment and supplies

Resources online
Learn more about Apple Health (Medicaid) on the Health Care Authority website.
www.hca.wa.gov/medicaid

Find a provider.
https://fortress.wa.gov/hca/p1findaprovider/

Read the Medicaid rules on covered services.

IMPORTANT
For all Apple Health (Medicaid) services, you must use a provider who accepts the ProviderOne Services Card.
Prescriptions (pharmacy)
Apple Health coverage will pay for most prescriptions written by the provider treating your child.

- There are no co-pays for prescriptions covered by Apple Health (Medicaid).
- Bring your ProviderOne Services Card with you to the pharmacy.
- If you have an urgent medical prescription need, please see the emergency fill policy at [www.hca.wa.gov/medicaid/pharmacy/documents/emergency_fill_policy.pdf](http://www.hca.wa.gov/medicaid/pharmacy/documents/emergency_fill_policy.pdf). You should not pay cash for the medication.

Medical authorizations
You may not be able to fill certain prescriptions without authorization. The pharmacy is responsible for asking for the authorization. In many cases, the pharmacy’s request can be handled over the phone and a decision made quickly.

Sometimes, authorizations require more information from the prescriber or a second opinion.

- HCA staff will ask the prescriber for the additional information.
- When HCA staff need a second opinion, they will ask the prescriber to participate in a review process with a provider from HCA’s second opinion network.

Equipment and supplies
Apple Health coverage includes durable medical equipment. Coverage of some items depends on eligibility (benefit service package).

Durable medical equipment (DME) is equipment used in the home and disposable supplies. Examples of items that may be covered are:

- Hospital beds.
- Wheelchairs.
- Oxygen.
- Bathroom equipment.
- Communication devices.

Examples of supplies are diabetic testing and incontinent products.

How to arrange equipment or supplies
- You will need a prescription from your medical provider to purchase equipment and supply items.
- Some items may need prior authorization. Your provider will work with HCA to obtain it.

Clients do not pay bills
A provider may not bill, demand, collect, or accept payment from a client or anyone on the client’s behalf for a covered service. The client is not responsible for paying for a covered service. This is true even if the Health Care Authority does not pay for the service because the provider failed to satisfy the conditions or accept the “allowed” payment in the billing instructions (WAC 182-502-0160(1), (2), (3)).

Reaching FCMT specialists by phone
Please use the following dialing instructions:

1. Dial 1-800-562-3022.
   - Do not include the extension yet.
2. Stay on the line.
   - Do not say anything unless you need assistance in another language.
   - Because the system is very sensitive, limit the noise around you.
3. Listen for the system to ask you to say “dial” if you have an extension.
   - Because you have an extension, say “dial.”
4. Press “3” on your phone when the system asks you if you are a “client, provider or other.”
   - Do not respond to this question. Press 3.
5. Wait for the system to say it is transferring you.
   - You will be asked to dial the extension number.
6. Enter 15480.
   - This is the extension for the Foster Care Medicaid Team.