

Resources online



Guide for Foster and Adoptive Parents



Learn more about these services for your children:

- ◆ Dental
- ◆ Prescriptions (pharmacy)
- ◆ Equipment and supplies

Washington State
Health Care Authority

HCA administers Washington Apple Health (Medicaid)

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.

<http://apps.leg.wa.gov/WAC/default.aspx?cite=182-501-0065>

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.

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.

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.

IMPORTANT

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

Dental

Apple Health benefits include quality dental and dental-related services for eligible children.

All children should see a dentist when their first baby tooth appears or by their first birthday.

Covered dental services for children 20 years of age or younger include routine exams, cleaning, x-rays, fillings, and extractions (pulling teeth). Limited orthodontic services are available for children with cleft palate or other serious dental problems

For children up to six years old, the *Access to Baby and Child Dentistry (ABCD) Program* can connect you with dentists who know how to care for young kids and prevent early tooth decay. Call Within Reach at 1-800-322-2588 to find an ABCD dentist in your area.

In some counties it can be hard to find dentists. For help finding one:

- ◆ Use the “find a provider” function on the Health Care Authority’s website <https://fortress.wa.gov/hca/p1findaprovider/> or
- ◆ Call HCA Customer Service at 1-800-562-3022. Also call this number if you need transportation to your child’s dental appointment.



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. 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.

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.

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)).