

## Suspended enrollees' notification process for release to SUD residential facilities from correctional facilities

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When clients who have Apple Health (Medicaid) coverage are incarcerated, they continue to retain their status as Apple Health clients. However, Apple Health benefits are suspended while they are in correctional facilities.

Post-incarceration, benefits cannot be confirmed until clients are released and the ProviderOne suspended status has ended. It can take Health Care Authority (HCA) up to one business day to update a client's status in ProviderOne. This can create challenges in obtaining prior authorization for clients to be released from jail, when a residential treatment option is available. This type of release requires clients to go directly from correctional facilities to substance use disorder (SUD) residential treatment facilities.

HCA has developed this process to establish consistent processes for coordinating release for these clients. Prior to implementation of ESHB 2642, these situations were referred to as the honor authorization process. This guidance document has been updated to align with ESHB 2642 in that prior authorization cannot be required for SUD residential, inpatient, or management withdrawal treatment.

### Process for Condition Prior to Release

#### Apple Health (Medicaid)

If a client needs to access SUD residential treatment directly from a correctional facility, the steps below should be followed:

1. **Identify the Managed Care Organization (MCO)** the client was enrolled with prior to incarceration and confirm the plan is still available in your region. Providers can access this information using the Benefit Inquiry Function in ProviderOne (<https://www.waproviderone.org>), by entering a date one month prior to the incarceration.
2. **Submit notification** for SUD residential treatment from the MCO identified in Step 1. Each MCO will acknowledge they are the correct payer.
  - The provider can coordinate transportation through HCA's transportation broker. Please indicate to the broker that the client will be released from jail directly to treatment and will continue to show suspended status in ProviderOne until the client is retroactively enrolled to the beginning of the month, upon release.
  - The provider will work with the MCO to submit clinical documentation for ongoing care.

## Non-Medicaid

For non-Medicaid individuals, the provider should work with the Behavioral Health – Administrative Services Organization (BH-ASO) for coordination of payment within available resources.

If an individual (prior to incarceration) did not have an Apple Health plan, the correctional facility or provider can help the individual apply for Apple Health benefits if the person is eligible. For more information on how correctional facility staff or providers can help individuals apply for Apple Health, visit [hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/medicaid-suspension](https://hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/medicaid-suspension).

## Contact HCA

Contact HCA if a provider continues to experience barriers after attempting to coordinate services for an Apple Health client from a correctional facility to a residential SUD treatment facility. **Please contact HCA as quickly as possible at [hcamcprograms@hca.wa.gov](mailto:hcamcprograms@hca.wa.gov)**. Providers can also use this inbox for additional questions or guidance.