

# Integrated Managed Care

## Changes coming to Apple Health (Medicaid) in January 2020 FAQ

Effective January 1, Health Care Authority (HCA) will complete the move to whole-person care to allow better coordination of care for both body (physical health) and mind (mental health and substance use disorder treatment, together known as “behavioral health”). This delivery model is called Integrated Managed Care (IMC) (formerly Fully Integrated Managed Care, or FIMC, which still displays in ProviderOne and Siebel).

Integrated Managed Care began in April 2016 in the Southwest region (Clark & Skamania counties). On January 1, 2018, HCA implemented IMC in the North Central region (Grant, Chelan and Douglas counties) and again on January 1, 2019 implemented in four (4) additional regions (Greater Columbia, King Pierce, and Spokane regions - covering 19 additional counties). Also on January 1, 2019, the Foster Care program, managed by Apple Health Core Connections through Coordinated Care of WA (CCW) implemented IMC statewide. On July 1, 2019, HCA implemented IMC in the North Sound region (Island, San Juan, Skagit, Snohomish, and Whatcom counties).

On January 1, 2020, HCA will implement IMC in the last three regions of the state:

- Great Rivers (Cowlitz, Grays Harbor, Lewis, Pacific, and Wahkiakum counties)
- Salish (Clallam, Jefferson, and Kitsap counties)
- Thurston-Mason (Mason and Thurston counties)

HCA sent a letter to clients in these counties in early October 2019 notifying them of their move to integrated managed care. At the end of November, clients will receive a ProviderOne system-generated enrollment notice sharing any managed care plan changes and how to change their plan, if needed.

We anticipate staff from many state agencies and community partner organizations may receive calls from clients who have received notice of the change. These last three regions will have plan changes, with only Amerigroup, Molina, and United Healthcare remaining. Managed care plans will send out plan handbooks to any new clients. If a client is currently enrolled in a health plan that will be available in their county in 2020, their health plan will not change.

Clients have a variety of options to change their plan:

- **Available to clients with a Washington Healthplanfinder account:** Go to [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org)
- **These options are available to all Apple Health clients:**
  - Visit the ProviderOne Client Portal website <https://www.waproviderone.org/client>
  - Call Apple Health Customer Service at 1-800-562-3022. Our automated system is available 24/7.
  - Request a change online at <https://fortress.wa.gov/hca/p1contactus> (this will generate an email to Apple Health Customer Service)
    - Select the topic “Enroll/Change Health Plans.”

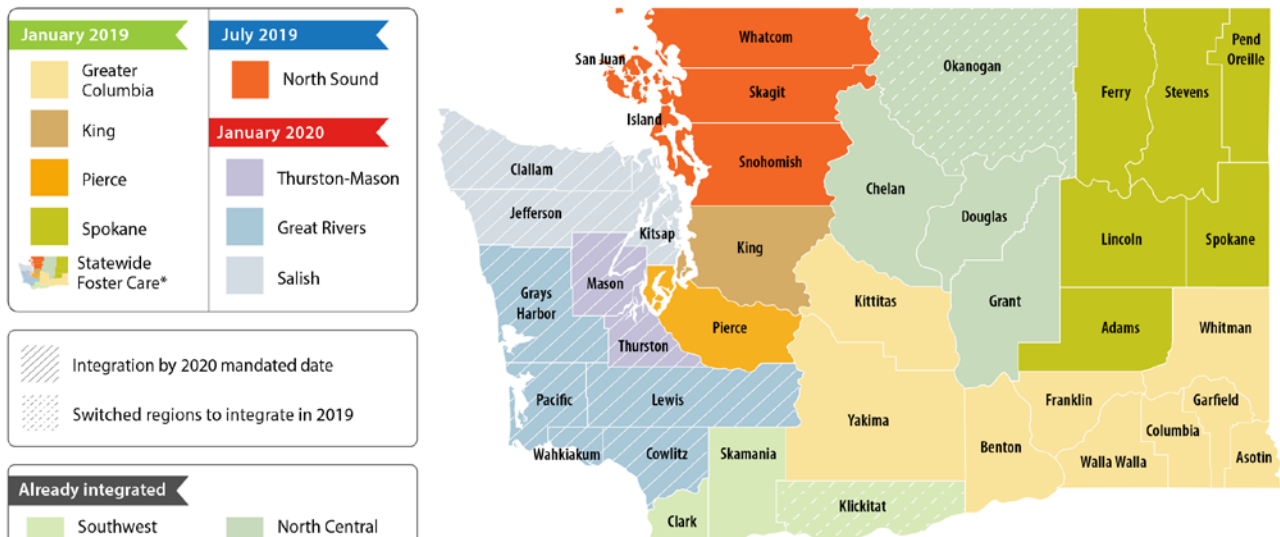
For online information, direct clients to <https://www.hca.wa.gov/apple-health-managed-care>.

**For further questions or additional help:**

Contact HCA online at <https://fortress.wa.gov/hca/p1contactus> or call HCA Apple Health Customer Service at 1-800-562-3022.

**Integrated Managed Care Map and Matrix for 2019 & coming in 2020**

View the **map and matrix** (full size) sharing current plans active in each county and as of January 1, 2020:



Managed care region	Amerigroup	Community Health Plan	Coordinated Care	Molina Healthcare	United Healthcare
<b>As of January 2019</b>					
Greater Columbia	●	●	●	●	
King	●	●	●	●	●
North Central	●		●	●	
Pierce	●		●	●	●
Spokane	●	●		●	
Southwest	●	●		●	
<b>As of July 2019</b>					
North Sound	●	●	●	●	●
<b>Coming January 2020</b>					
Thurston-Mason	●			●	●
Great Rivers	●			●	●
Salish	●			●	●



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

**Q: I received a letter about my benefits changing. What does it mean?**

A: HCA must send notices prior to any disenrollment. Apple Health clients in these three regions received this in early October 2019. This notice told clients their Behavioral Health Organization (BHO) will no longer cover them after December 31, 2019, and to look for a new plan enrollment notice coming in the mail at the end of November for January 2020 coverage.

**Q: What is changing?**

A: Managed care plans will begin covering not only physical health, but also behavioral health services (mental health and substance use disorder treatment). Behavioral health providers will be available in your health plan's network rather than the Behavioral Health Organization (BHO) network you previously had access to.

The change will be automatic so no one loses coverage. You will receive a letter in late November announcing your new plan for January 2020. You will have the option to change to another plan if you choose.

**If a client has specific questions for their health plan, please have them contact the plan directly:**

Managed Care Plan	Toll-free number
Amerigroup (AMG)	1-800-600-4441
Community Health Plan of Washington (CHPW)	1-800-440-1561
Coordinated Care of Washington (CCW)	1-877-644-4613
Molina Healthcare of Washington, Inc. (MHW)	1-800-869-7165
United Healthcare Community Plan (UHC)	1-877-542-8997
Apple Health Core Connections (Foster Care) Coordinated Care of WA (CCW)	1-844-354-9876

**Q: What do I need to do?**

A: Nothing right now. The letter you received in October was sent to inform you that your behavioral health coverage is moving to a managed care plan on January 2020. This plan will now cover both your physical and behavioral health needs. You will receive an enrollment letter in late November to inform you of your managed care plan.

In December, you should check with your primary care provider and any specialists (including mental health and substance use disorder treatment) you see to make sure they will accept your new plan in January 2020. If they do not accept this plan, ask which plan they accept, then contact Apple Health Customer Service in December to make the change. You can visit [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org) to make changes for January 2020, if you have a Washington Healthplanfinder account.

**Q: I'm not in a managed care plan now. How does this change affect me?**

A: Each Integrated Managed Care plan will have Behavioral Health Services Only (BHSO) plans available for Apple Health clients who are not in managed care. You will be automatically assigned to one of these BHSO plans in January, and receive a plan announcement letter like the one we are sending to clients in managed care. The only difference is the BHSO will *only* cover behavioral health treatment. Your physical health care will be covered the same way it is today. Some examples of populations that may be exempt from enrolling in to a managed care plan are Medicare dual-eligible, American Indian/Alaska Native, Adoption support and Foster Care alumni.



**Q: I live in Clallam county. Will I be required to enroll in a managed care plan for January 2020?**

A: Yes. Starting January 1, there will be three available health plans in Clallam county. (if you are American Indian/Alaska Native see the next question for your options)

In December, you should check with your primary care provider and any specialists (including mental health and substance use disorder treatment) you see to make sure they will accept your new plan in January 2020.

If they do not accept this plan, ask which plan they accept, then contact Apple Health Customer Service in December to make the change. You can visit [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org) to make changes for January 2020, if you have a Washington Healthplanfinder account.

**Q: I'm American Indian/Alaska Native and I don't want to be in one of these plans. What are my options?**

A: If you are American Indian/Alaska Native, you have two options for Apple Health coverage:

- Apple Health Managed Care; or
- Apple Health coverage without a managed care plan. (also referred to as fee-for-service).

If you receive an enrollment letter in December that shows you are enrolled in a plan that will not work for you or your providers, please call us to make a change.

**Q: What about clients in Adoption Support and Foster Care?**

A: The Apple Health Core Connections program through Coordinated Care of WA (CCW) changed on January 1, 2019, implementing integrated managed care for this program. CCW covers Adoption Support/Foster Care and Alumni to Foster Care clients' behavioral health in addition to their physical health. While Apple Health Customer Service staff can answer general questions about this program, for any questions about a specific Adoption Support, Foster Care or Alumni client, please direct them to the **Foster Care Medical Team at 1-800-562-3022 Ext. 15480.**

**Q: What about clients in the Address Confidentiality Program (ACP)?**

A: If you participate in the Address Confidentiality Program (ACP), you must contact Apple Health Customer Service at 1-800-562-3022 (via phone only) to make changes to your health plan.

**Q: What about clients in special populations/programs?**

A: At the end of November, HCA will enroll these populations in IMC plans in an effort to keep clients in plans with which their providers are contracted. Clients enrolled in a plan their provider does not accept should be encouraged to speak with their provider to choose which plan would best meet their needs. Clients with questions about these programs must contact their managed care plan for assistance. Examples include:

- Address Confidentiality Program (ACP)
- Adult Residential Treatment Facilities (ARTF)
- Children's Intensive In-Home Behavioral Support (CIIBS)
- Children's Long-term Inpatient Program (CLIP)
- Eastern and Western State Hospital patients
- Enhanced Services Facilities (ESF)
- Free standing evaluation and treatment facilities (E&T)
- Medically Intensive Children Program (MICP)
- Offender Re-entry Community Safety Program (ORCSP)
- Program for Assertive Community Treatment (PACT)
- Wraparound Intensive Services (WISE)