

Telehealth guidance for Apple Health clients

Services available during COVID-19 pandemic

In response to the COVID-19 pandemic, the Health Care Authority (HCA) and the Washington Apple Health (Medicaid) managed care organizations are allowing the use of a variety of telehealth technologies to meet the health care needs of clients, families and providers during the COVID-19 pandemic.

What is telehealth?

Telehealth is a way to deliver health care services where the health care provider and patient are using phone, email or video.

Is my personal health care information protected when I use telehealth to have a visit with my provider?

You and your provider can help protect your health care information by using approved technology during a telehealth visit. You should discuss options with your provider about necessary measures to protect your information. This could include using a phone in a private room or space. You are the decision maker when it comes to protecting your personal health information.

I'm enrolled in Apple Health. Can I get services using telehealth?

Yes. You can get a broad array of services conducted using telehealth. You have the option to use telehealth to see a provider as an alternative to an in-person visit. This includes visits with a primary care provider or any specialist; home health provider; physical, speech or occupational therapist; behavioral health provider; applied behavior analyst; dentist; and any other provider who wants to use this way of providing services.

How do I request telehealth services from my provider?

Call your provider to schedule an appointment if you experience a health care problem or you need to check-in about an ongoing health issue. Your provider will ask questions to determine if you should have an in-person visit, if meeting with telehealth technology is appropriate, and may inform

you if the provider is equipped to provide telehealth services. Telehealth appointments are scheduled the same as they would schedule an in-person visit and will let you know how the appointment will be conducted. For example, "Doctor will call you at 2 pm on Friday."

If you are a person who has regularly scheduled appointments for home health, therapy, or behavioral health services, your provider will work with you to schedule these ongoing visits, too.

What if I need an interpreter to schedule my telehealth services?

Let your provider know you need an interpreter when you schedule your appointment. For more information, visit hca.wa.gov/interpreter-services.

I'm uninsured and have never applied for Apple Health coverage. Can I get telehealth services?

You can apply for free or low-cost health coverage to see if you are eligible for Apple Health:

- **Online:** wahealthplanfinder.org
- **Phone:** 1-855-923-4633

You can contact a community health center about testing and treatment for COVID-19, if denied Apple Health coverage.

How do I prepare for a telehealth appointment?

- Choose a quiet, private place without distractions
- Make sure your phone or computer are charged
- Have a pen and paper handy for taking notes