

## Integrated Managed Care

### A quick guide on the Address Confidentiality Program (ACP) and How to Enroll or Switch to a Managed Care Organization (MCO)

The Office of the Secretary of State is responsible for the Address Confidentiality Program (ACP). It assists crime victims (specifically victims of domestic violence, sexual assault, trafficking, and stalking, and certain criminal justice employees who have been targets of felony harassment on the job or due to the job) who have relocated to avoid further abuse. The ACP helps participants keep their new location secret by providing a substitute address they can use instead.

For Medicaid eligible clients, HCA has a special P.O. Box listed in ProviderOne (P1) which allows ACP clients to protect their actual physical address. While the P.O. Box (PO Box 257, Olympia 98507) is in Thurston County, ACP clients have the option of enrolling in one of Washington's five Managed Care Organizations (MCOs) depending upon their eligibility and if that MCO is in their county of residence.

Staff in the Medical Assistance Customer Service Center (MACSC) or Medical Eligibility Determination Services (MEDS) work with HCA program managers to assist Medicaid eligible clients in the ACP when they want to enroll or switch to a different Managed Care Organization (MCOs) for their benefits or transfer programs.

#### Process for ACP clients when enrolling or switching to a new MCO or program:

1. Call the MACSC toll-free line for help at 1-800 562-3022;
2. Customer Service staff will look the client up in P1 to determine their ACP status;
3. Once the ACP status is confirmed, Customer Service staff will ask the client for their county of residence. They should never ask for the residential/physical address;
4. Customer Service staff will determine what MCOs are available in the client's county of residence;
5. Customer Service staff will ask the client what is their preferred MCO;
6. If the client's preferred MCO is not available, the Customer Service staff will offer other MCOs that are available in the client's county of residence;
7. Customer Service staff will update the P1 system to show enrollment in the correct MCO and/or program for the next prospective month.

If the Customer Service staff are not able to help the ACP client, they will email Managed Care program staff for assistance. Potential reasons why Customer Service staff may not be able to help are:

1. The client has refused to provide their county of residence;
2. Customer Service staff are unable to assist in completing the transfer to the MCO and need additional help;
3. The ACP client has an urgent access to care request for the current month.

Regardless of county or program type HCA cannot provide the county of residence to the MCOs. MCOs need to work with the member regarding PCP selection.