



Coordinated Care Resource Guide

Resources to get the most out of your Coordinated Care membership.

COORDINATED CARE OF WASHINGTON, INC.
www.coordinatedcarehealth.com

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Overview

Apple Health Core Connections (AHCC) is an original program from Coordinated Care providing health care services for *Washington's children and youth in foster care, adoption support, young adult alumni of foster care (up to age 26), and children reunified with their parents*. Children and youth entering foster care are automatically enrolled in AHCC. American Indian/Alaska Native children may choose to opt in at any time.

AHCC's primary goal is to make health care easier. Our Healthcare Coordinators work with caregivers, caseworkers, bio parents, adoptive parents and the youth we serve to ensure AHCC members get the care they need. This includes access to primary care, behavioral health, vision, dental, specialists, durable medical equipment (DME), Home Health and more.

Call the AHCC team at **1-844-354-9876** and dial 2 for help with:

- A member ID number
- Finding a provider/specialist
- Issues with a pharmacy
- 24/7 Nurse Advice Line
- Care management requests
- Benefit information
- Help with the website

For care management and other help, you can also email our team at **AHCCTeam@coordinatedcarehealth.com**.

Get help or more information about anything in this document by contacting AHCC at 1-844-354-9876, dial 2 and ask for Healthcare Coordination, or email AHCCTeam@coordinatedcarehealth.com

Questions about Eligibility and Enrollment into the AHCC program:

- Call the Foster Care Medical Team at HCA, 1-800-562-3022 ext. 15480, or
- Email fcmt@hca.wa.gov.

More benefits. Less worry.

- **Rewards Program:** Earn rewards for staying healthy. Buy baby care & personal care products, groceries and more.
- **Online Member Account:** Access your benefits & claims 24/7 through your own account.
- **24-Hour Nurse Advice Line:** Call anytime for medical & mental health support. Get help deciding if you should go to an ER or urgent care.
- **SafeLink Cell Phone:** Get a cell phone with 350 minutes, unlimited texting and 3 GB of data. Calls to us won't count toward your minutes.
- **Care Management:** Receive personalized help managing your benefits, resources & various health conditions.
- **Health Library:** Access more than 1,000 health topics on our website to guide your health decisions.
- **Start Smart for Your Baby:** Get a new car seat, breast pump and more through our program for pregnant and new moms.
- **Boys & Girls Club Membership:** Members 6-18 years-old get a no-cost Boys & Girls Club basic membership, covered by Coordinated Care. Show your Coordinated Care member ID card to get started.

Health Care Coordination Services

Care coordination and health coaching are covered benefits and provided to you at no cost. Coordinated Care pays for these services. We provide services for many conditions, such as asthma, diabetes, ADHD, depression, anxiety, suicidal thoughts, high-risk pregnancy and many more. **Call Member Services at 1-844-354-9876 (TTD/TTY: 711).**

Our Care Coordinators can help you understand and manage your chronic health conditions like diabetes or asthma. They provide education and personal help. Disease and care management are part of your health benefits with us.

Apple Health Core Connections nurses and social workers work with you and your doctors to help get the care you need. The nurse can also set up Home Health services, refer you for a MemberConnections® visit, or help get other needed services.

In addition, you can work with a health coach and get educational materials to help you understand and take control of your health. Take advantage of the many resources we have for:

- Heart disease
- Tobacco cessation (pediatric tobacco cessation – 12-17 years old)
- Hypertension
- Weight management (pediatric obesity – 2-17 years old)
- Diabetes
- Asthma

A member can personally refer themselves for these services or have a doctor refer you. Call Member Services to find out more about our care and disease management programs.

We have many programs to help meet your needs:

- **Adoption Success** - supporting members and families with evidence-based services in the pre, during and post adoption periods
- **Adolescent to Adult (a2A)** - connecting members to resources, health education and care as they transition to adulthood
- **Alcohol and drug use** - screening, specialized care management, connection to treatment and support services
- **Autism and Applied Behavioral Analysis (ABA)** services
- **Depression management**
- **Support for LGBTQIA+** - get the most out of your health care with service to support you, your sexual orientation and gender identity
- Care management for **transgender health** and gender-affirming care
- **Zero Suicide** - our program for members to reduce suicidal thoughts and self-harm behaviors with ongoing support

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Health Home

Health Home is not a place. It is a set of services created to assist you if you have serious chronic conditions, like diabetes, asthma, heart disease, etc. Health Home provides extra help to improve your care.

HOW DO SERVICES WORK?

1. You meet with one of our Care Coordinators. They help you create a Health Action Plan.
2. The Care Coordinator stays in touch with you to keep things moving forward.
3. If you move in and out of the hospital, your Care Coordinator will help plan your transitions. They also offer family and individual support.
4. Your Care Coordinator makes sure you get the support you need by working with providers to get you quality care.

Behavioral Health

We contract directly with providers in your community and throughout Washington to provide behavioral health services.

Covered services include:

- High-intensity treatment, such as:
 - Program for Assertive Community Treatment (PACT)
 - Wraparound with Intensive Services (WiSe)
- Individual, group and family counseling services including Evidence Based Practices
- Inpatient psychiatric evaluation and treatment

- Medication management and monitoring:
 - Opiate substitution treatment services
 - Withdrawal management (detoxification)
- Mental health services provided in a residential setting
- Pregnant and Parenting Women (PPW) support services
- Psychological assessments
- Rehabilitation case management
- Screening for drug and alcohol use disorders
- Substance use disorder treatment

Coordinated Care can help you find a behavioral health provider, local resources, plan an appointment and more. Call Member Services: **1-844-354-9876** (TDD/TTY: 711).

The chart below describes Apple Health behavioral health benefits. All services must be prescribed/part of the care plan with your provider.

Outpatient Behavioral Health Covered Benefits	
Mental health medications	Medications to treat depression, ADHD, anxiety, substance use and other mental health conditions.
Non-Emergency Medical Transportation	-Rides to and from appointments are covered by Medicaid. -The hospital is responsible to get hospital admitted members to and from each type of treatment. -If a member needs more than the basic ride, the provider needs to decide what type of ride is needed.
Urgent Care	A faster way to see a doctor for minor illness or injury.
Individual, group and family counseling services	-Group or Individual counseling can occur wherever is best for the member including an office, home, or school. -The type of counseling and treatment plan is based on what the member needs. This is decided by the healthcare provider and the member.
Psychological assessments Neuropsychological Testing	Tests and assessments are covered by Medicaid as long as it helps with diagnosis and treatment.
Screening for drug and alcohol use disorders	Testing can be done to see if the member needs help with drug or alcohol use.

<p>Substance use disorder treatment including:</p> <ul style="list-style-type: none"> • Outpatient treatment • Opiate Substitution Treatment Services • Intensive Outpatient Psychotherapy Services • MAT (Medication Assisted Treatment) services 	<p>Medicaid members can get help with substance use customized to their needs. Treatment may include inpatient, outpatient, or medication.</p>
<p>Rehabilitation case management</p>	<p>Case Managers help make sure members stay connected to their mental health care services and have the support outside of the hospital.</p>
<p>Pregnant and Parenting Women (PPW) support services</p>	<p>Members who are pregnant and/or parenting with a substance use disorder can receive treatment and support for themselves <i>and</i> for their families. Members can get help based on their level of need, whether it's inpatient residential treatment or outpatient treatment. The member can also get connected to outside community supports for housing or other basic life necessities.</p>
<p>Medication management and monitoring:</p> <ul style="list-style-type: none"> • Opiate substitution treatment services • Withdrawal management (detoxification) 	<p>Providers are responsible to make sure that members using prescribed medications are not having issues or negative responses to the medication. Providers will need to check in regularly to see how well the medication is working. This is also the case for medications used to help with substance use disorders.</p>
<p>Evidence Based Practices</p>	<p>Behavioral health treatments shown to help improve member outcomes.</p>
<p>Applied Behavior Analysis (ABA)</p>	<p>Applied Behavior Analysis (ABA) is an Evidenced Based Practice shown to help improve and change behavior. ABA can be customized to fit the needs of the member.</p>
<p>Cognitive Behavioral Therapy (CBT)</p>	<p>Type of talk therapy to treat problems and increase happiness by changing emotions, thoughts, and behaviors.</p>
<p>Trauma Focused Cognitive Behavioral Therapy (TF CBT)</p>	<p>TF- CBT is talk therapy that helps work through emotional and behavioral difficulties due to trauma experienced as a child or youth.</p>


Dialectical Behavior Therapy (DBT)	DBT helps the client get unstuck from unhealthy behaviors and negative self-talk. Clients get homework to practice new skills to help with their emotions, urges, and behaviors.
Intensive Family Preservation (HOMEBUILDERS)	Crisis help for families to provide support in the home to teach families new problem solving skills to keep their kids in the home.
Eye Movement Desensitization and Reprocessing (EMDR) for child trauma	Helps heal from emotional pain due to past trauma. With the help of a therapist, clients review painful memories so they become less hurtful.
Incredible Years (IY)	A training program for caregivers to teach them how to react and treat bad behaviors and emotional problems. The goal is to encourage problem solving and practical solutions caregivers can pass on to children.
Parent Child Interaction Therapy (PCIT)	Therapy built to help caregivers improve how they interact with kids, ages 2-7; helpful for children with behavior issues or have had trauma, as well as those on the autism spectrum.
Triple P: Positive Parenting Program	Built to help prevent and treat behavioral and emotional issues. The goal is for parents to build the skills and self-confidence they need to manage their family issues without more help.
High-intensity treatment, such as: <ul style="list-style-type: none"> • Wraparound with Intensive Services (WISe) • Program for Assertive Community Treatment (PACT) 	<p>WISe is for youth, 0-21, with complex behavioral health needs. The goal is to keep youth safe in their own home and community. WISe uses a team that includes natural supports like family, friends, neighbors, and experts the family works with, such as counselors and schools. The team is led by the youth, and works together to create a plan of support and services to help the youth. The youth must meet a set of criteria standards to be eligible.</p> <p>PACT is a treatment program outside of the hospital and in the community. PACT is a great option for members with severe and persistent mental health issues who did not benefit from ordinary forms of treatment. PACT puts the member at the center of their treatment. PACT offers support in multiple ways to help keep the member out of the hospital and safely in their community.</p>
Partial Hospitalization	More low key than a hospital stay, but more intense than the usual doctor or therapist office visit.

Day Support	A program to help learn and use daily life skills to increase the ability to interact with others and care for oneself. Examples of skill training include healthy living, diet, money skills, and cleaning habits.
Inpatient Behavioral Health Covered Benefits	
Inpatient psychiatric evaluation and treatment	Secure hospital based treatment providing 24/7 care. For patients with severe mental health needs.
Mental health services provided in a residential setting	For those who don't need inpatient care, but still need more than outpatient care. Patients must have severe mental health needs which cannot be safely treated outside the residential setting but it's not bad enough to need hospitalization.
Withdrawal Management	Medication and mental health services to help members safely manage withdrawal symptoms as they stop or reduce drug use.
Children's Long Term Inpatient Program (CLIP)	Secure inpatient treatment for youth ages 5-18 experiencing significant behavior and psychiatric disorders. The program helps to get these youth in a good place emotionally and mentally so they can return home safely.
Crisis Behavioral Health Covered Benefits	
Crisis Stabilization at home, another setting or in a residential treatment setting	Providers go <i>to</i> the member. The provider can help in a crisis and get the member set up with longer term services.
Mobile Crisis Outreach	Teams respond to members in crisis and provide immediate help wherever the member is.
Acute Psychiatric Inpatient Treatment in community hospital or certified evaluation and treatment facility	Most intense form of inpatient care occurring in a hospital or licensed facility. This is reserved for members experiencing very serious mental health concerns and are a danger to themselves and others.
Emergency Room	Hospital area equipped and staffed for the prompt treatment of acute illness, trauma, or other medical emergencies more serious than issues treated at Urgent Care. (Broken bones, hard time breathing, etc.)
Apple Health Does <u>Not</u> Cover	
Case Aids	One-on-one care not directly related to a diagnosis or treatment plan.


Respite Care	Short-term care to give primary caregivers a break.
Placement (Housing)	Medicaid does not pay for housing. Local community and other government programs may be available.
Behavior Rehabilitation Services (BRS)	Special services for youth with high level needs who are involved in the foster care system. The service usually includes intense short term support to stabilize the child in the current home. This is covered by Department of Children, Youth, and Families (DCYF).
Transportation <i>not</i> related to medical appointments / specific medical need	Rides <i>not</i> related to medical care, are not covered by Apple Health.

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Apple Health Benefits



coordinated care
Apple Health Core Connections.



Washington
Apple Health
RXBIN: 004336
RXPCN: MCAIDADV
RXGRP: RX5435

NAME:
MEDICAID ID#:
MEMBER ID#:
DOB:

If you have an emergency, call 911 or go to the nearest emergency room (ER).
Emergency services by a provider not in the plan's network will be covered without prior authorization. CoordinatedCareHealth.com

<ul style="list-style-type: none"> • Medical services • Doctor office visits • Urgent care • Vision exams • Prescriptions • Hearing exams • Hearing aids • Durable Medical Equipment (DME) • Hospital care • Home health • Emergency Room visits • Physical therapy 	<ul style="list-style-type: none"> • Specialty therapies • Lab tests/x-rays • Transplant services • Family planning • Disease management <ul style="list-style-type: none"> – (asthma, diabetes, etc.) • Transgender Benefits • Behavioral health outpatient and inpatient • Drug and alcohol treatment (substance use disorders)
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Apple Health Benefits: Pharmacy and Prescriptions

Prescription medicine is covered by Apple Health (some restrictions apply) at in-network pharmacies.

Many **over the counter (OTC) medications** are also covered, such as:

- Pain relief (ibuprofen, aspirin, etc.)
- Antacids
- Allergy and cold medicines
- Athlete's foot cream
- Diabetic testing supplies
- Prenatal vitamins
- Lice treatment
- Depends/diapers for bed-wetting or encopresis issues, etc.

All you need is a doctor's prescription and your Coordinated Care ID number. View the [Preferred Drug List](#) online, which includes covered OTC medicines and supplies.

Coordinated Care members can get a **90-day supply of many medications with our preferred mail order pharmacy**, Homescripts, or at any contracted pharmacy.

The products listed on our [Preferred Drug List](#) with the "MP" marker are maintenance medications. These treat long-term conditions or illnesses.

If you have any issue getting medication, call 1-844-354-9876.

Two important things to know about **birth control**:

1. A 12-month supply is allowed.
 - Example, 12 packs of oral contraceptives at one time. Providers are encouraged to write prescriptions to dispense a 12 month supply.
2. Receive no cost OTC birth control methods without a prescription. Get these items at any network pharmacy by going to the pharmacy counter. These include condoms, spermicide, sponges, and FDA approved emergency contraceptive.

Apple Health Benefits: Vision

20 years and younger: Eye exam with refraction once per calendar year

- Hardware (glasses + lenses or contact lenses) with ProviderOne card.

21 years and over: One eye exam with refraction every two calendar years

- Access an eye doctor without a PCP referral. Medically necessary eye care is covered in addition to routine eye exams.

To find an eye doctor, call Apple Health Core Connections Member Services at 1-844-354-9876.

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ProviderOne Benefits

Covered under Apple Health fee-for-service program using ProviderOne card:



<ul style="list-style-type: none"> • Long-term care services • Developmental disabilities services • Dental services • Eyeglasses and fitting for children • Early Support for Infants and Toddlers (ESIT) from birth to 3 years 	<ul style="list-style-type: none"> • Maternity Support Services (MSS) • Pregnancy terminations, voluntary • Sterilizations, under age 21 • Transportation for medical appointments • Transgender benefits
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ProviderOne Benefit: Dental Care

Dental care is also covered at no cost through Apple Health. Covered services include fluoride treatment, dental sealants, space maintainers, oral examination, X-rays, dental fillings, crowns, oral surgery procedures, extractions, root canal treatment, gum treatment and dentures (false teeth).

When you turn 21, Apple Health Dental benefits are limited but still include annual teeth cleaning exam, x-rays, fillings, extractions and more.

You must see a dentist that accepts the ProviderOne Services Card.

Coordinated Care members can call 1-844-354-9876 for help finding an Apple Health dentist in your area.

Not a Coordinated Care member? Call FCMT for help finding a dentist at 1-800-562-3022.

What about braces?

Apple Health does not usually pay for orthodontia (braces).

However, when orthodontia is determined to be “medically necessary” and you are under 20 years of age, Apple Health will cover the services using your ProviderOne card. Coordinated Care members can call for help coordinating this service.

ProviderOne Benefit: Non-Emergency Medical Transportation through a Regional Broker

- No-cost rides or gas money for medically necessary services to and from:
 - Doctor's office
 - Dentist
 - Hospital
 - Drug store
- If eligible, transportation is provided for services covered by Medicaid.
 - Your Regional Broker will arrange the most appropriate, least costly type of transportation: www.hca.wa.gov/medicaid/transportation/pages/phone.aspx

Coordinated Care Community Training & Education

The Coordinated Care **Community Education Team** delivers program education and support across the state. No-cost trainings are offered in-person and online to anyone who works with children and youth impacted by the child welfare system. This includes caregivers, CASA, medical providers, schools and community agencies.

Training topics include:

- ACEs (Adverse Childhood Experiences)
- Adolescent 2 Adult program overview (a2A)
- AHCC Overview
- Child Development
- Coping with Holiday Stress
- Resiliency
- Sexual Health in Foster Care
- Substance Use Disorder
- Suicide Prevention
- Supporting LGBTQIA+ Youth in Foster Care
- Things I Wish My Therapist Knew (about the foster care system)
- Trauma-Informed Care for Educators and School Counselors
- Trauma-Informed Care for Caregivers
- Whole Brained Parenting

For future trainings and events in your area, visit our site: <https://tinyurl.com/AHCCtraining>.

To schedule a training, please email CommunityEducation@CoordinatedCareHealth.com.

Durable Medical Equipment & Non-Durable Medical Supplies & Equipment: Covered or Not Covered?

Understanding what is and is not a covered Medicaid benefit.

COVERED MEDICAID BENEFITS

NOT COVERED MEDICAID BENEFITS

<p>Ambulatory Aids (canes, crutches, walkers) Antiseptics and germicides Bandages, dressings and tapes Bathtub / toilet wall rails* Bedding items (As of July 2020) Bilirubin light or light pad (Jaundice) Blood Pressure Cuff* Communication devices/speech generating devices* Continuous glucose monitoring (age 18 & younger)** Diabetes testing and supplies DME Repairs *Enteral Formula oral example PediaSure (age 20 & younger)** Positioning cushion/pillow/wedge* Hospital beds* Mattresses for hospital beds* Orthopedic braces, belts and supportive devices Orthopedic footwear/shoes Ostomy supplies Patient lifts/traction /transfer boards/fracture frames Positioning car seat Positioning devices Power operated vehicles* Protective helmet* Replacement batteries for covered equipment Replacement batteries for wheelchairs Safety equipment (belt, harness or vest) Sling or seat, patient lift Syringes and needles Urological (incontinence) Supplies: diapers, pull ups, gloves, pads, catheter supplies Vehicle positioning seat* Wheelchair repairs* Wheelchair*</p>	<p>Bath/Shower Chair, transfer bench for tub or toilet Bed pans, urinals Clothing protectors, surgical masks Clothing and accessories Commode Chair Compression stockings Diaper wipes Eating and feeding utensils Heat and cold applications Home improvements and modifications to the home Life vests (cardiac) Medication dispensers Over the bed tables/trays Personal comfort items Personal care items that do not meet DME definition Sharps Containers Shoe lifts less than 1 inch, arch supports, non-orthopedic shoes Sitz bath chair or other Sitz type bath or equipment TENS Unit Therapeutic light box Therapeutic swimming pools Thermometers Toothbrushes/ periodontal devices Transport chairs Work covered by warranties</p>
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***requires Prior Authorization (PA)**

****requires Exception to Rule (ETR) for requests outside age limitation**

All items must be:

- ✓ Medically necessary as defined in WAC 182-500-0005 through 182-500-0120
- ✓ Prescribed and signed or cosigned by a physician and within the scope of the practitioner's licensure. (see guide for exceptions)
- ✓ Provided and used within accepted medical or physical medicine community standards of practice
- ✓ Coded with a HCPCS code. The best way to get this is from a DME Provider

Some items:

- ✓ Are only covered for certain age groups
- ✓ Have quantity and time limits (if requesting beyond the covered quantity or timespan, PA is required)

All covered benefits have limitations and restrictions that may apply. (i.e. quantity and age related restrictions).

An easy way to get DME and supplies is to use a mail order service from a Coordinated Care of Washington, Inc. partner vendor.

To learn more about DME vendors, visit:

- [CoordinatedCareHealth.com/members/medicaid/resources/dme](https://www.coordinatedcarehealth.com/members/medicaid/resources/dme) or
 - Use the Find a Doctor tool: [ProviderSearch.CoordinatedCareHealth.com](https://www.coordinatedcarehealth.com/providersearch)
- Select "Detailed Search"
 - Then select type of provider *Ancillary* then *Durable Medical Equipment & Supplies*. Items related to medications and the delivery of medications can be received at a pharmacy. Equipment is received from a DME vendor.

Pharmacy Program Covered Items: see the list of over the counter items in the [Preferred Drug List](#) at [CoordinatedCareHealth.com](https://www.coordinatedcarehealth.com). Examples: Asthma spacers, peak flow, masks, antifungals, eye drops, lice treatment, pain and fever relievers, vitamins, calcium, insect repellent, condoms, antihistamines, oral electrolytes, dry mouth solution, gauze pads & dressings.

This list is not complete. It provides examples of what is and is not *typically* covered by Medicaid. To see a full list, visit the **HCA Billing Guides:** <https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/provider-billing-guides-and-fee-schedules>

Scroll down the page and click on the link for:

- Medical Equipment and Supplies *and/or*
- Prosthetic and Orthotics.

Then click on the most current billing guide.

Get help or more information about anything in this document by contacting AHCC at 1-844-354-9876, dial 2 and ask for Healthcare Coordination or email AHCCTeam@coordinatedcarehealth.com

Additional State Programs

Our team is here to help connect you to state provided benefits and services to help your family.

Social Security Insurance (SSI)

Supplemental Security Income (SSI) is a Federal income supplement program funded by general tax revenues (not Social Security taxes). It is designed to help aged, blind, and disabled people, who have little or no income; and it provides cash to meet basic needs for food, clothing, and shelter. Source <https://www.ssa.gov/ssi>

Department of Social Health and Services (DSHS): Food Assistance, Child Care Subsidy, Long-Term Care Services, WIC, TANF

Find out what services you may be eligible for at <https://www.washingtonconnection.org/home/> www.ParentHelp123.org or Help Me Grow Washington Hotline 1-800-322-2588

Developmental Disabilities Administration (DDA)

The DDA Mission: Transforming lives by providing support and fostering partnerships that empower people to live the lives they want to live. DDA programs help individuals with developmental disabilities and their families get services and supports based on need and choice. They offer a range of safe, high-quality community, employment and residential services. <https://www.dshs.wa.gov/dda>

Foundational Community Supports (FCS): Supported Employment and Supported Housing (18 years old and older)

Living with a mental illness or a disability can make it hard for someone to find a job or a place to live. FCS gives you a chance to live the life you want, with personalized support along the way. FCS starts with your housing and employment coordinator. They'll get to know you and your care team — doctors, counselors, caretakers and family. Together with your provider, you'll set goals and figure out what services you need to meet them.

Source: <https://www.myamerigroup.com/washington-fcs/home.html>

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