



## Behavioral Health Services in Southwest Washington FACT SHEET

Beginning April 1, 2016, the [early adopter](#) region of Southwest Washington (Clark and Skamania counties) was the first to adopt fully integrated managed care, combining coverage for physical and behavioral health services (mental health and substance use disorder) for Apple Health (Medicaid) clients.

The Health Care Authority (HCA) contracts with Molina Healthcare (MHC) and Community Health Plan of Washington (CHPW) to coordinate these integrated services. HCA contracts with Beacon Health Options to provide behavioral health crisis services for Apple Health (Medicaid) clients and others regardless of insurance.

We at HCA want to support providers serving Apple Health (Medicaid) clients in Southwest Washington who were accustomed to referring clients seeking mental health services to Regional Support Networks (RSNs), and clients with substance use disorders to the Department of Social and Health Services, Division of Behavioral Health and Recovery (DBHR). There are also two new aspects to eligibility that physical health providers are familiar with, but may be new to behavioral health providers: primary insurance and spenddowns.

This fact sheet provides a brief guide to the most common topics providers in Southwest Washington will encounter. For more information on integrated health care, early adopters, and Beacon Health Options, as well as other recent statewide policy changes not specific to Southwest Washington, please see our [managed care](#) page or contact [hcamcprograms@hca.wa.gov](mailto:hcamcprograms@hca.wa.gov).

### BEHAVIORAL HEALTH SERVICES NOW COVERED THROUGH MANAGED CARE ORGANIZATIONS

Any client residing in these two counties will now be enrolled in either Molina Healthcare or Community Health Plan of Washington; the question is whether the plan covers all benefits or just behavioral health benefits.

For example, when you perform a benefit inquiry in ProviderOne, Molina Healthcare can appear in one of the following two ways:

Insurance Type Code ▲ ▼	PCCM Code ▲ ▼	Plan/PCCM Name ▲ ▼
HM: Health Maintenance Organization	MC: Capitated	MHC Fully Integrated Managed Care

Insurance Type Code ▲ ▼	PCCM Code ▲ ▼	Plan/PCCM Name ▲ ▼
HM: Health Maintenance Organization	MC: Capitated	MHC Behavioral Health Services Only

In the first case, all benefits are covered through MHC, and in the second case, MHC only covers behavioral health services, with all other services paid through the client’s medical benefit. For either type of enrollment, see MHC’s [provider manual](#) or call them at 800-869-7165 for billing assistance with behavioral health claims.

You may also see Community Health Plan of Washington, which can appear in one of the following two ways:

Insurance Type Code ▲ ▼	PCCM Code ▲ ▼	Plan/PCCM Name ▲ ▼
HM: Health Maintenance Organization	MC: Capitated	CHPW Fully Integrated Managed Care

Insurance Type Code ▲ ▼	PCCM Code ▲ ▼	Plan/PCCM Name ▲ ▼
HM: Health Maintenance Organization	MC: Capitated	CHPW Behavioral Health Services Only

Similarly, in the first case, CHPW covers all the client’s Medicaid benefits, while in the second case CHPW only covers behavioral health services, with all other services paid through the client’s medical benefit. For either type of enrollment, see CHPW’s [provider manual](#) or call them at 866-418-1009 for billing assistance with integrated care and behavioral health services in Clark and Skamania counties (800-440-1561 for all other CHPW services).

There are four pathways for a client enrolled in a behavioral health services only program to receive medical benefits:

- 1) Fee-for-service
- 2) [Apple Health Core Connections](#) (foster care and adoption support)
- 3) Primary Care Case Management (PCCM) available to American Indians and Alaska Natives
- 4) Medicare Advantage plans

For more information, visit the [BHSO fact sheet](#) or contact the HCA at [hcamcprograms@hca.wa.gov](mailto:hcamcprograms@hca.wa.gov).

**CLIENTS IN SPLIT ZIP CODES AND VISITORS FROM OTHER COUNTIES**

Clients residing in a ZIP code split between two counties may be assigned to a county bordering Clark or Skamania County (e.g., Cowlitz). Similarly, you may see clients who have travelled to Clark or Skamania County from other parts of Washington State, and are seeking behavioral health services. In these cases, you will see clients enrolled in a Behavioral Health Organization (BHO), either in addition to a managed care plan or another kind of medical benefit. This is an example of how a BHO will appear in ProviderOne:

Insurance Type Code ▲ ▼	PCCM Code ▲ ▼	Plan/PCCM Name ▲ ▼
HM: Health Maintenance Organization	MC: Capitated	Great Rivers BHO - Behavioral Health Organization
HM: Health Maintenance Organization	MC: Capitated	CHPW Apple Health Adult Covera

In these cases, you will need to contact the BHO to arrange payment for behavioral health services. If this results in any difficulties, contact HCA at [hcamcprograms@hca.wa.gov](mailto:hcamcprograms@hca.wa.gov) for assistance.

Note in the above example the client’s medical benefit, “CHPW Apple Health Adult Coverage,” is typical of what you may see when clients in such ZIP codes are assigned outside their county of residence in this manner. Not only will you see a BHO rather than a BHSO, you will also see other types of coverage, covering the client’s physical health benefits, since the client is outside of Clark/Skamania counties for enrollment purposes.

**HEALTH HOME SERVICES**

Be aware Health Home services continue to appear when clients are eligible for this program. For example, in addition to being enrolled in a BHSO in Clark or Skamania County, a client can be enrolled in OptumHealth, one of several Health Homes operating in the area:

Insurance Type Code ▲ ▼	PCCM Code ▲ ▼	Plan/PCCM Name ▲ ▼
HM: Health Maintenance Organization	MC: Capitated	CHPW Behavioral Health Services Only
HM: Health Maintenance Organization	MC: Capitated	OptumHealth - Health Home Only

A Health Home is a care coordination service that does not affect a client’s other benefits, and appears in the Managed Care section alongside a client’s medical coverage (in this example, the Community Health Plan of Washington’s BHSO program).

For more information, visit the Health Home [page](#) or contact the Health Home program at [healthhomes@hca.wa.gov](mailto:healthhomes@hca.wa.gov).

**CRISIS SERVICES NOW PROVIDED THROUGH BEACON HEALTH OPTIONS**

All Southwest Washington residents who need to access behavioral health crisis services will receive services through Beacon Health Options, regardless of whether or not a client receives any Apple Health benefits. Behavioral health crises are defined by Beacon’s [medical necessity criteria](#), and there is no enrollment segment in ProviderOne.

Beacon’s professional counselors are available 24 hours a day at 800-626-8137. For billing assistance, call the Beacon Health Options claims line at 800-888-3944 or see their [provider handbook](#) for more details.

**COMMERCIAL INSURANCE AND MEDICARE NOW CONSIDERED PRIMARY**

Medical health providers have always had to bill primary insurance before Medicaid, and this applies to behavioral health services. If there is another insurance carrier displayed, whether a commercial insurance plan or Medicare, it must be billed as primary before Molina, CHPW, or Beacon Health Options can be billed.

Private insurance and Medicare are displayed on the same eligibility screen as other client benefits. For more information on primary insurance and Medicare with Apple Health, see the [ProviderOne Billing and Resource Guide](#).

## **SPENDDOWN REPORTING NOW REQUIRED**

Spenddown applies when an individual's Apple Health countable income is above the Medicaid qualifying income standard. These individuals must meet a spenddown every three or six months before they are eligible for Apple Health coverage, similar to meeting an insurance deductible. Once a spenddown amount is met, Apple Health benefits come into effect until the next spenddown period begins and the process starts over.

Spenddowns are arranged directly between clients and their caseworkers, and in most cases clients ensure their medical bills are submitted to the appropriate offices for application to their spenddown assignment. Additionally, there are several ways for providers to report expenses to be applied toward spenddown for these clients if the clients do not submit their bills themselves:

- Fax to 1-888-338-7410
- Mail to:  
DSHS CSD-Customer Service Center  
P.O. Box 11699  
Tacoma, WA 98411
- Dropping the documents off at any [Community Services Office \(CSO\)](#)

For urgent handling, the individual needs to do one of the above, then call 1-877-501-2233 and request it be handled quickly, so that a message will be sent to the spenddown unit.

For more information on spenddowns, see the [Provider Spenddown Step-by-Step](#) fact sheet.