



Welcome

to Washington Apple Health

Coverage without a managed care plan



[English] Language assistance services, including interpreters and translation of printed materials, are available free of charge. Call 1-800-562-3022 (TRS: 711).

[Amharic] የቋንቋ እገዛ አገልግሎት፣ አስተርጓሚ እና የሰነድ-ችን ትርጉም ጨምሮ በነጻ ይገኛል። 1-800-562-3022 (TRS: 711) ይደውሉ።

[Arabic] خدمات المساعدة في اللغات، بما في ذلك المترجمين الفوريين وترجمة المواد المطبوعة، متوفرة مجاناً، اتصل على رقم (TRS: 711) 1-800-562-3022.

[Burmese] ဘာသာပြန်ဆိုသူများနှင့် ထုတ်ပြန်ထားသည့် စာရွက်စာတမ်းများဘာသာပြန်ခြင်းအပါအဝင် ဘာသာစကားအထောက်အကူဆောင်ရွက်မှုများကို အခမဲ့ရရှိနိုင်ပါသည်။ 1-800-562-3022 (TRS: 711) ကိုဖုန်းခေါ်ဆိုပါ။

[Cambodian] សេវាជំនួយភាសា រួមមានទាំងអ្នកបកប្រែផ្ទាល់មាត់ និង ការបកប្រែឯកសារបោះពុម្ព គឺអាចរកបានដោយឥតគិតថ្លៃ។ ហៅទូរស័ព្ទទៅលេខ 1-800-562-3022 (TRS: 711)។

[Chinese] 免费提供语言协助服务，包括口译员和印制资料翻译。请致电 1-800-562-3022 (TRS: 711)。

[Farsi (Persian)] خدمات کمک زبانی، از جمله مترجم شفاهی و ترجمه اسناد و مدارک (مطالب) چاپی، بصورت رایگان ارائه خواهد شد. شماره 1-800-562-3022 (TRS: 711) تماس بگیرید.

[French] Des services d'aide linguistique, dont des interprètes et la traduction des documents, sont disponibles gratuitement. Appelez le 1-800-562-3022 (TRS : 711).

[Korean] 통역 서비스와 인쇄 자료 번역을 포함한 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-562-3022 (TRS: 711)번으로 전화하십시오.

[Laotian] ການບໍລິການດ້ານພາສາ, ລວມທັງນາຍແປພາສາ ແລະ ການແປເອກສານຕີພິມ, ມີໄວ້ໃຫ້ຟຣີໂດຍບໍ່ຄິດຄ່າ. ໂທຫາເລກ 1-800-562-3022 (TRS: 711).

[Pashto] په انګلیسي ژبه باندې دپوهیدلو، په شمول د ژباړونکي او د چاپ شوي موادو ژباړه کولو د مرستې خدمتونه، پرته له تادیبي په وړیا توګه شتون لري. دې خدمت ته لاسرسی موندلو لپاره دې شمېرې 1-800-562-3022 ته زنگ ووهئ (د اوریدلو یا خبرو کولو معلولیت لرونکي خلکو د زنگ و هلو شمېره (TRS): 711)

[Portuguese] Serviços de assistência linguística, incluindo interpretação e tradução de versões impressas, estão disponíveis gratuitamente. Ligue para 1-800-562-3022 (TRS: 711).

[Punjabi] ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ—ਦੁਭਾਸ਼ੀਏ ਅਤੇ ਪ੍ਰਿੰਟ ਕੀਤੀ ਹੋਈ ਸਮੱਗਰੀ ਦੇ ਅੰਨੁਵਾਦ ਸਮੇਤ—ਮੁਫ਼ਤ ਉਪਲੱਬਧ ਹਨ। 1-800-562-3022 (TRS: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

[Russian] Языковая поддержка, в том числе услуги переводчиков и перевод печатных материалов, доступна бесплатно. Позвоните по номеру 1-800-562-3022 (TRS: 711).

[Somali] Adeego caawimaad luuqada ah, ay ku jirto turjubaano afka ah iyo turjumid lagu sameeyo waraaqaha la daabaco, ayaa lagu helayaa lacag la'aan. Wac 1-800-562-3022 (TRS: 711).

[Spanish] Hay servicios de asistencia con idiomas, incluyendo intérpretes y traducción de materiales impresos, disponibles sin costo. Llame al 1-800-562-3022 (TRS: 711).

[Tagalog] Mga serbisyong tulong sa wika, kabilang ang mga tagapagsalin at pagsasalin ng nakalimbag na mga kagamitan, ay magagamit ng walang bayad. Tumawag sa 1-800-562-3022 (TRS: 711).

[Tigrigna] ተርጓሚትን ናይ ዝተፅሓፉ ማተርያላት ትርጉምን ሓዊሱ ናይ ቋንቋ ሓገዝ ግልጋሎት፣ ብዘይ ምንም ክፍሊት ይርከቡ። ብ 1-800-562-3022 (TRS: 711) ደውል።

[Ukrainian] Мовна підтримка, у тому числі послуги перекладачів та переклад друкованих матеріалів, доступна безкоштовно. Зателефонуйте за номером 1-800-562-3022 (TRS: 711).

[Vietnamese] Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch viên và bản dịch tài liệu in, hiện có miễn phí. Gọi 1-800-562-3022 (TRS: 711).



Table of Contents

Welcome to Washington Apple Health/ Apple Health services	[3]
Your services card	[3]
Primary care	[5]
Behavioral health plans by county	[6]
Crisis services	[8]
Behavioral health contacts	[9]
Information for American Indians and Alaska Natives	[10]
Services you may need to access health care	[11]
Your rights and responsibilities	[12]
Contacts/resources	[13]

Disclaimer about this booklet

This booklet will introduce you to your benefits and explain your rights and responsibilities and how to access services. Please be advised this booklet does not create any legal rights or entitlements. You should not rely on this booklet as your only source of information about Apple Health (Medicaid). You can get detailed information about Apple Health by looking at the Health Care Authority website on the Laws and Rules page, hca.wa.gov/about-hca/rulemaking.

Welcome to Washington Apple Health

You are receiving this booklet because you recently became eligible for Washington Apple Health (Medicaid) administered by the Washington State Health Care Authority (HCA). This booklet has information about getting Apple Health services without a managed care plan.

Apple Health services

Apple Health clients without a managed care plan are eligible for the following services:

- Appointments with a doctor or health care professional for necessary care including preventive and wellness services
- Emergency medical care
- Maternity and newborn care
- Pediatric services, including oral and vision care
- Laboratory services
- Prescription drugs
- Hospitalization
- Ambulatory patient services
- Rehabilitative and habilitative* services and devices
- Mental health services
- Eyeglasses and fitting services for children (under age 21)
- Long-term care services
- Services for individuals with developmental disabilities
- Dental services

* Available through the Apple Health for Adults program only. Call us at 1-800-562-3022 for more information.

Note: This list is for general information only and does not guarantee Apple Health will cover the service. Some eligibility programs are eligible for these services with limitations. See Washington Administrative Code (WAC) 182-501-0060.



Your services card

You will receive an Apple Health services card in the mail.

About two weeks after you become eligible for Apple Health through Washington Healthplanfinder wahealthplanfinder.org, or Washington Connection washingtonconnection.org, you will get a blue Apple Health services card (also called a ProviderOne card) like the one pictured. Keep this card. It shows you are eligible for Apple Health coverage.

Your services card will include:

- ProviderOne ID number
- Date issued
- ProviderOne website
- Customer service contact information

You do not have to activate your new services card. HCA will activate your card before we mail it to you. Each person has a different ProviderOne client number that stays with them for life.

If you don't get your services card or you lose it

If you don't get your services card within two weeks after becoming eligible for Apple Health, contact Apple Health Customer Service to request a replacement card. You can go online 24/7 at fortress.wa.gov/hca/p1contactus or call during business hours, 1-800-562-3022 (toll-free).

If you lose your services card, you can request a replacement 24/7 using one of these options:

- **Self-service phone.** Call 1-800-562-3022 (toll free) and choose option 1 for *self-service*, then option 1 for *Services Card*.
- **By computer using the client portal.** The client portal is available at waproviderone.org/client.



ProviderOne

You'll see "ProviderOne" on your services card. ProviderOne is the HCA system that helps us send you important information. The number on the card is your ProviderOne client number.

Health care providers can also use ProviderOne to make sure their patients are eligible for Apple Health. Be sure to report changes to your household information, such as a change of address, in Washington Healthplanfinder or Washington Connection.

Each member of your household who is eligible for Apple Health will receive their own services card. Each person has a different ProviderOne client number that stays with them for life.

If you had previous Apple Health coverage, you won't get a new card. Your old card is still valid, even if there is a gap in coverage. Your ProviderOne client number remains the same.

Take your services card with you when you go to a doctor, pharmacy, or other health care provider. You may also need a photo ID.

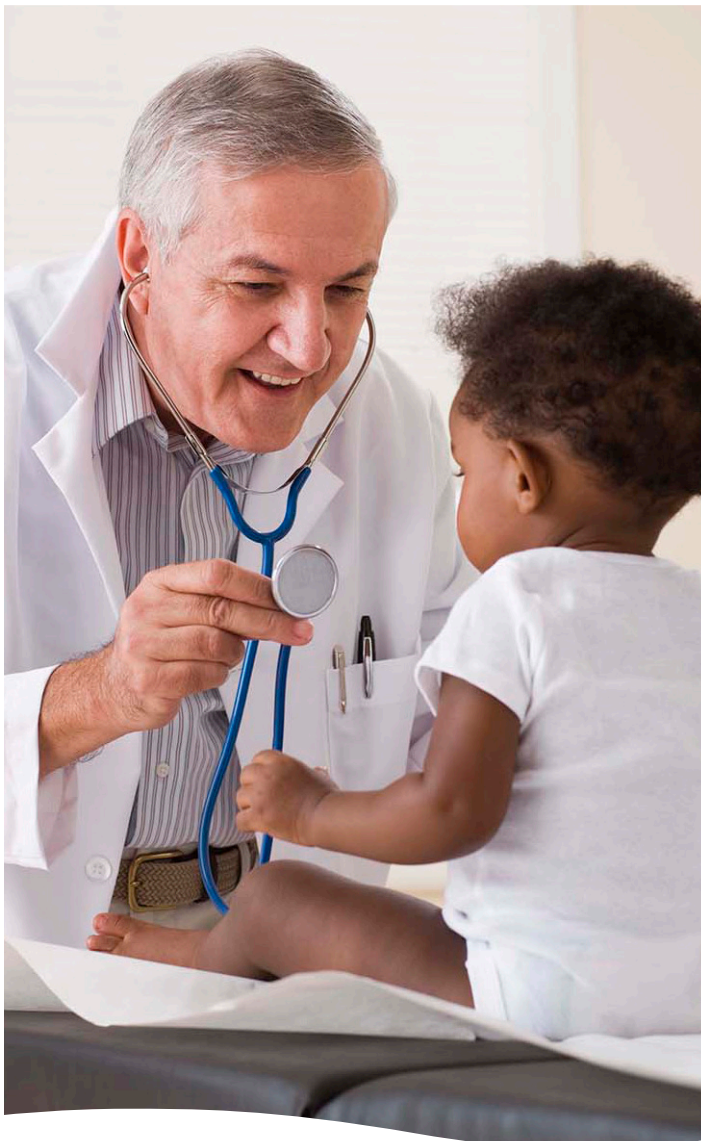
Primary care

Why a primary care provider is important

Your primary care provider (PCP) is the main health care professional you see. A PCP provides primary care services to you and your family and coordinates with other providers. Your PCP will become familiar with your health history and current health issues and help you manage your health.

Your PCP may be a provider, such as:

- Advanced registered nurse practitioner
- Family physician
- Naturopathic doctor
- Obstetrician/gynecologist
- Pediatrician
- Physician's assistant



Choosing a primary care provider

Your PCP should be someone you feel comfortable with. You can specify what gender you would prefer for your PCP. You can choose a PCP who may also speak your language, specialize in your disability, or understand your culture.

If you already have a PCP you like, or have heard about a provider you want to try, ask the provider if they accept Apple Health fee-for-service. If they do, you can continue to see that provider. If they do not accept Apple Health fee-for-service, you may need to find another PCP. You can see any provider who will accept the Apple Health services card.

Getting a referral for specialty services

Sometimes you need to see a specialist such as a cardiologist for your heart or a podiatrist for your feet. Your PCP will give you a referral for these specialty services.

Note: Some specialty services require prior authorization from HCA before you get the service. Your provider will request the prior authorization so that you can get the service.

How to make an appointment

Once you have chosen a PCP, call to make an appointment. For most services, you must have an appointment to see a provider. If you have urgent health concerns or needs, you should be able to see your PCP within a few days. Even if you don't have urgent health concerns, make an appointment for a general check-up (also called a wellness check). It will usually take longer to get an appointment for a general check-up so don't put it off. Getting a wellness check-up is important because finding problems early can keep you from getting sick.

If you need care

It is always best to see your PCP for routine or preventive care. If you have an urgent health care need and cannot wait for an appointment with your PCP, go to an urgent care center for care, and follow up with your PCP.

For emergency care – call 911 or go to the nearest place where an emergency provider can help. Examples of an emergency are: heart attack, broken bones, or severe allergic reaction.



Behavioral health

If you have a services card, you are eligible to receive mental health and substance use disorder treatment services (together known as “behavioral health services”). You can access behavioral health services in the following ways:

- Contact the Behavioral Health Services Only (BHSO) managed care plan for your county. [See page 9.](#)
- Call the Apple Health Customer Service Center at 1-800-562-3022.

Be sure to let your behavioral health professional know if you move.

Reminder: If you go to a provider who is not under contract to serve Apple Health clients, you may have to pay.

For more information about behavioral health treatment and services funded by HCA, visit hca.wa.gov/mental-health-and-addiction-services.

Other resources:

- For tips on preventing underage use of alcohol and cannabis. [StartTalkingNow.org](https://starttalkingnow.org).
- Help for teens (a teen-answered help line): 866teenlink.org or 1-866-833-6546.



Substance use disorder treatment services may include:

Assessment—An “interview” by a health provider to decide the services you need.

Brief intervention treatment—Time limited, to reduce problem use. You do not need an outpatient substance use disorder assessment before this service.

Withdrawal Management (Detoxification)—Help with decreasing your use of alcohol or other drugs over time, until it is safe to stop using. You do not need an outpatient substance use disorder assessment before this service. This service does not include hospital based treatment.

Outpatient Treatment—Individual and group counseling sessions in your community.

Intensive Outpatient Treatment—More frequent individual and group counseling sessions.

Inpatient Residential Treatment—A comprehensive program of individual counseling, group counseling, and education, provided in a 24 hour-a-day supervised facility.

Opiate Substitution Treatment Services—Provides outpatient assessment and treatment for opiate dependency. Includes approved medication and counseling.

Case Management—Help with finding medical, social, education, and other services.



Mental health services may include:

Outpatient Mental Health Assessment—Identifies your needs and goals, and helps your mental health care provider to recommend other services and plan treatment.

Individual Treatment Services—Counseling and/or other activities designed to meet your goals in your service plan.

Medication Management—Licensed staff prescribing medicine and talking to you about side effects.

Medication Monitoring—Services to check on how your medication is working and to help you to take it correctly.

Group Treatment Services—Counseling with others who have similar challenges.

Peer Support—Help with navigating the mental health system and reaching your recovery goals, provided by a trained individual who is in recovery from mental illness.

Brief Intervention and Treatment—Short term counseling that is focused on a specific problem.

Family Treatment—Family centered counseling to help build stronger relationships and solve problems.

High Intensity Treatment—Services provided by a team of mental health providers to help you meet your goals in your individual plan.

Therapeutic Psychoeducation—Education about mental illness, mental health treatment choices, medications and recovery, including supports and/or supportive services.

Day Support—Intensive program to learn or assist with independent living skills.

Evaluation and Treatment/Community

Hospitalization—Medically necessary inpatient crisis care including overnight or longer stays in a hospital, or other setting to provide intensive care for behavioral treatment. You do not need an outpatient behavioral health assessment before this service.

Stabilization Services—Provided in your home or home-like setting to help prevent a hospital stay. You do not need an intake evaluation before this service.

Rehabilitation Case Management—Coordination between your inpatient and outpatient mental health services. This might be part of your intake evaluation.

Mental Health Services provided in Residential Settings—Services provided where you live if you live in a group setting.

Special Population Evaluation—Treatment planning assistance from a specialist who works with children, older adults and individuals from multi-cultural backgrounds.

Psychological Assessment—Testing that helps with diagnosis, evaluation and treatment planning.





Crisis services

Crisis services are 24-hour services intended to stabilize you if you are in crisis, provided in a location that is best suited to meet your needs. You do not need an outpatient behavioral health assessment for these services.

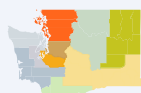
- For immediate help, call 911 or go to the nearest hospital emergency room.
- Call 988 for a mental health emergency. You do not need an authorization for crisis services.
- For a list of State Crisis Lines, visit: hca.wa.gov/mental-health-crisis-lines.
- For the Washington Recovery Help Line: waRecoveryHelpLine.org. If you need treatment, call the 24-hour, free and confidential line 1-866-789-1511 (TTY 1-206-461-3219).
- For the National Suicide Prevention Lifeline: call or text 988 or call 1-800-273-8255 (TTY users 1-800-799-4889).

Behavioral Health services only contacts

Managed care plans	Main phone	Website
Community Health Plan of Washington (CHPW)	1-800-440-1561	chpw.org
Coordinated Care (CC)	1-877-644-4613	coordinatedcarehealth.com
Molina Healthcare of Washington (MHW)	1-800-869-7165	molinahealthcare.com
UnitedHealthcare Community Plan (UHC)	1-877-542-8997	uhcommunityplan.com
Wellpoint Washington (WLP)	1-833-731-2167	wellpoint.com/wa/medicaid

Managed Care Organizations (for Behavioral Health Services Only benefits)

County	Community Health Plan of Washington	Coordinated Care	Molina Healthcare of Washington	United Healthcare of Washington	Wellpoint Washington (previously Amerigroup)
Adams	X	X	X		X
Asotin	X	X	X		X
Benton	X	X	X		X
Chelan	X	X	X		X
Clallam	X	X	X	X	X
Clark	X	X	X		X
Columbia	X	X	X		X
Cowlitz	X	X	X	X	X
Douglas	X	X	X		X
Ferry	X	X	X		X
Franklin	X	X	X		X
Garfield	X	X	X		X
Grant	X	X	X		X
Grays Harbor	X	X	X	X	X
Island	X	X	X	X	X
Jefferson	X	X	X	X	X
King	X	X	X	X	X
Kitsap	X	X	X	X	X
Kittitas	X	X	X		X
Klickitat	X	X	X		X
Lewis	X	X	X	X	X
Lincoln	X	X	X		X
Mason	X	X	X	X	X
Okanogan	X	X	X		X
Pacific	X	X	X	X	X
Pend Oreille	X	X	X		X
Pierce	X	X	X	X	X
San Juan	X	X	X	X	X
Skagit	X	X	X	X	X
Skamania	X	X	X		X
Snohomish	X	X	X	X	X
Spokane	X	X	X		X
Stevens	X	X	X		X
Thurston	X	X	X	X	X
Wahkiakum	X	X	X	X	X
Walla Walla	X	X	X		X
Whatcom	X	X	X	X	X
Whitman	X	X	X		X
Yakima	X	X	X		X
Foster Care (statewide)		X			



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

Information for American Indians and

Alaska Natives

If you are American Indian or Alaska Native, you may be able to get health care services through an **Indian Health Service facility, tribal health care program or Urban Indian Health Program (UIHP)** such as the Seattle Indian Health Board or NATIVE Project of Spokane. The providers at these facilities know your culture, community, and health care needs.

They will give you the care you need or refer you to a specialist. They may also help you with decisions you need to make about whether to choose a managed care plan, (which may be a Behavioral Health Services Only [BHSO] plan), or Apple Health coverage without a managed care plan (this is also called Apple Health fee-for-service). If you have questions about your health care or your health care coverage, your tribal or UIHP staff may be able to help you.



Primary Care Case Management

Some IHS facilities, tribal health care programs, and UIHPs offer Primary Care Case Management (PCCM) if you choose Apple Health coverage without a managed care plan. PCCM is an Apple Health program that supports management and coordination of your health care, including referring you to a specialist and sharing

your medical and health information with specialists when necessary, for evaluation and treatment. If you are interested in the PCCM program, you can ask your IHS facility, tribal health program, or UIHP if they participate in the PCCM program and if you can enroll. You can enroll or dis-enroll from the PCCM program at any time, but your enrollment or dis-enrollment will not take effect until the next available month.

Ways to receive health care

HCA gives American Indians and Alaska Natives in Washington a choice between Apple Health managed care or Apple Health coverage without a managed care plan. HCA does this to comply with federal rules, in recognition of the complexity of the Indian health care delivery system, and to help ensure that you have access to culturally appropriate health care.

- In Apple Health coverage without a managed care plan, you may choose any provider who participates in the Apple Health fee-for-service program and currently accepts patients. These providers must meet all requirements of their state-issued licenses. To find an Apple Health fee-for-service health provider, visit fortress.wa.gov/hca/p1findaprovider.

This choice can make sense if your care is already being managed, such as by a tribal health program or UIHP.

- With Apple Health managed care, your health care is managed by a managed care organization (MCO). This means that the MCO serves as your single point of contact to get services and helps coordinate your care.

This choice can make sense if you do not have anyone managing your care.

You can change your selection(s) at any time, but the change will not take effect until the next available month. If you are connected or partnered with a Tribal Assister through an IHS facility, Tribal health program or UIHP, they can help you make your decision. You can also contact the Health Care Authority at 1-800-562-3022 to let us know of your choice(s), including any change you wish to make, and to ask questions.

Services you may need to access health care



If you have a disability

If you have a speech or hearing disability or a mobility issue, you should tell the receptionist when you make your appointment. The receptionist will help you make any necessary arrangements.



You might need an interpreter

If English is not your preferred language or you are Deaf, DeafBlind, or Hard of Hearing, professional interpreters are available in many languages, including sign language, at no cost to you. When you make a health care appointment, let the receptionist know if you need an interpreter. Spoken language interpreters can go to the provider's office, be on video, or be on the phone during your appointment. Sign language interpreters can go to the provider's office or be on video during your appointment.

It's better to use one of these professional interpreters than to bring a family member or friend to interpret for you. The interpreters are trained to understand health care terms. They will help you and your provider understand each other. Learn more at hca.wa.gov/interpreter-services.



You can get help with transportation

You may be eligible for help with transportation to your health care appointment at no cost to you. The appointment must be for services covered by Apple Health. The most common types of transportation available include: public bus, gas vouchers, client and volunteer mileage reimbursement, volunteer drivers, taxi, wheelchair van or accessible vehicle, and commercial bus and air. A list of brokers can be found at hca.wa.gov/transportation-help.



Your rights and responsibilities

By law, you have rights regarding the health care services you receive, and you also have certain responsibilities to help maintain and improve your health and avoid unnecessary costs. If you don't keep your provider appointments, and cooperate with your primary care provider, your provider may refuse to see you. Please contact us if you'd like more information.



You have the right to:

- Help make decisions about your health care, including refusing treatment.
- Be informed about all treatment options available, regardless of cost.
- Get services without having to wait too long.
- Be treated with respect and dignity. Discrimination is not allowed. No one can be treated differently or unfairly because of their race, color, national origin, gender, gender identity, sexual preference, age, religion, creed, or disability.
- Speak freely about your health care and concerns without any bad results.
- Have your privacy protected and information about your care kept confidential.
- Ask for and get copies of your medical records.
- Ask for and have corrections made to your medical records when needed.
- Ask for and get information about:
 - » Your health care and covered services.
 - » Your provider and how referrals are made to specialists and other providers.
 - » All options for care and why you are getting certain kinds of care.
 - » How to ask for a fair hearing if you disagree with eligibility or coverage decision.
- Get mental health and substance use disorder services.
- Receive a list of crisis phone numbers.
- Receive help completing mental or medical health advance directive forms.

You have the responsibility to:

- Help make decisions about your health care, including refusing treatment.
- Keep appointments and be on time. Call your provider's office if you are going to be late or if you have to cancel the appointment.
- Give your providers information they need to get paid for providing services to you.
- Show your providers the same respect you want from them.
- Bring your services card to all of your appointments.
- Use health care services when you need them.
- Know your health problems and take part in making agreed-upon treatment goals as much as possible.
- Give your providers complete information about your health so you can get the care you need.
- Follow your provider's instructions for care that you have agreed to.
- Use health care services appropriately. If you do not, you may be enrolled in the Patient Review and Coordination Program. In this program, you are assigned to one primary care provider, one pharmacy, one prescriber for controlled substances, and one hospital for non-emergent care.
- Inform us right away if your family size changes (such as pregnancy, births, adoptions) or your circumstances change (such as a new address, change in income, or becoming eligible for Medicare or other insurance).
- Renew your coverage annually using the Washington Healthplanfinder website at wahealthplanfinder.org or Washington Connection website at washingtonconnection.org. You also use these websites to report changes to your account.

Where to get answers to your questions

If you have any questions about	Resource
<ul style="list-style-type: none"> Your Washington Apple Health (Medicaid) coverage 	<p>Online: hca.wa.gov/apple-health</p>
<ul style="list-style-type: none"> Eligibility for health care services Services card Choosing a provider Covered services 	<p>Apple Health Customer Service at 1-800-562-3022 and choose option 3 for Client Services or send your questions to fortress.wa.gov/hca/p1contactus, or see our website at: waproviderone.org/client.</p>
<ul style="list-style-type: none"> Changes to your account, such as: address, income, marital status, pregnancy, births, or adoptions. 	<p>Coverage for children, individual adults, pregnant individuals, parents/ caretakers: wahealthplanfinder.org or call 1-855-923-4633 (TRS: 711)</p> <p>Coverage for individuals who are aged, blind, or disabled or in need of long-term services and supports: washingtonconnection.org or call 1-877-501-2233 (TRS: 711)</p>

A note about privacy

Your services card does not contain any personal information except your name, your ProviderOne number, and the issue date. This maintains your privacy if the card is lost or stolen. The Health Care Authority (HCA) will never contact you directly asking for your personal information to get or replace a services card. Never give personal information, such as a Social Security number, to someone who calls or emails you asking for it.

HCA uses and shares protected health information with your health care providers to provide health benefits; to carry out treatment, payment, and health care operations; and for other reasons allowed and required by law. But HCA is required to keep your health information private.

To read HCA's privacy policy go to hca.wa.gov and click on "Privacy" at the bottom of the page.



P.O. Box 42719
Olympia, WA 98504-2719
HCA 19-065 EN (12/24)