Apple Health - COVID-19 FAQ

1) Where can I get up to date information on COVID-19?

- Washington State Department of Health (DOH)
    - Online: doh.wa.gov/coronavirus
    - Phone: 1-800-525-0127, press #
- Centers for Disease Control and Prevention (CDC)
    - Online: cdc.gov
    - Phone: 1-800-232-4636

2) What are the general symptoms of COVID-19?

Symptoms include fever, cough, and difficulty breathing.

People diagnosed with COVID-19 have reported symptoms that may appear in as few as two days or as long as 14 days after exposure to the virus.

3) Should I get tested for COVID-19?

If you're showing symptoms, call your health care provider, who will coordinate withDOH and the CDC to determine if you need to be tested.

4) Will my COVID-19 testing be covered under Apple Health?

Yes, as long as it is determined medically necessary.

5) Should I plan ahead and order extra prescriptions?

If you or one of your household members have a chronic condition and regularly take prescription drugs, talk to your health care provider, pharmacist, and insurance providerabout keeping an emergency supply of medications at home.

This may exclude certain pharmaceuticals, so contact your plan for specifics.

6) Is telehealth/telemedicine covered under Apple Health coverage?

Yes, as long as it is determined medically necessary.

7) I lost my COVID-19 vaccination card, how do I get a replacement?

Contact the provider you received your vaccination from to receive a replacement COVID-19 vaccination card.

8) Who do I contact with questions about my Apple Health covered services?

For Apple Health coverage with a managed care plan, contact your health plan.

Managed Care Plan	Phone Number
Amerigroup (AMG)	1-800-600-4441
Community Health Plan of Washington (CHPW)	1-800-440-1561
Coordinated Care of Washington (CCW)	1-877-644-4613
Molina Healthcare of Washington, Inc. (MHW)	1-800-869-7165
United Healthcare Community Plan (UHC)	1-877-542-8997

For Apple Health coverage without a managed care plan (fee-for-service), contact the Health Care Authority at 1-800-562-3022.