

Medicaid-Funded Behavioral Health Treatment Guide for Individuals and Families

How do I access Medicaid-funded treatment?

If you receive health insurance through Medicaid, you have **two** types of benefits for mental health and substance use treatment services (also referred to as **behavioral health**):

- **Through Apple Health:** This benefit is for **lower intensity outpatient mental health treatment only**. This service is managed by the Washington State Health Care Authority (HCA). To access this service through HCA Apple Health plans:
 - If you are already enrolled in an Apple Health managed care plan, contact your plan directly.
 - If you are **not** enrolled in an Apple Health managed care plan, or don't know how to reach your plan, call the HCA at 1-800-562-3022 for help with finding a mental health provider that accepts Medicaid insurance.
- **Through Behavioral Health Organizations (BHOs):** This benefit is funded by DSHS for **higher intensity mental health services** not covered by the Apple Health plan, and for **substance use treatment**. To access these services, you may:
 - Contact the [BHO for your region](#) directly; or
 - Contact a BHO-contracted treatment agency directly; or
 - Contact the 24-hour, free and confidential Washington Recovery Help Line at 1-866-789-1511 (TTY 1-206-461-3219), or visit www.waRecoveryHelpLine.org. You will be referred to a BHO that will connect you with a provider.
 - For more information about addiction treatment and mental health services funded by DSHS, visit www.dshs.wa.gov/mental-health-and-addiction-services.

What if I live in Clark or Skamania County?

If you live in Clark or Skamania County, contact your Apple Health plan directly to request treatment. For more information call Apple Health Customer Service at 1-800-562-3022.

How do American Indians and Alaska Natives (AI/AN) access substance use treatment?

For substance use treatment services only, if you self-identify as AI/AN when you apply for or renew your Medicaid coverage, **and you don't live in Clark or Skamania County**, you may contact any of the DSHS-funded agencies on this list: https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/Providers/SUD_Fee-for-Service_Providers.pdf.

What if I don't qualify for Medicaid?

If you are experiencing a crisis, you can get help regardless of insurance coverage. Crisis services do not require an intake assessment. Contact your BHO for a referral, or the Washington Recovery Help Line at 1-866-789-1511.



What if I have Medicare or private insurance?

While BHOs do not oversee services under Medicare or for private insurance, some treatment agencies may accept this coverage. Some publicly-funded treatment for substance use is covered by resources other than Medicaid. Contact your BHO to see what may be available.

How do BHOs provide better services?

BHOs have a large network of treatment providers so you can get treatment, with little or no waiting, in or near your community. BHO care coordinators and treatment agencies can also help you find a primary care provider and will coordinate all of your health care.

What can I expect when I contact my BHO?

You may talk with a care coordinator about any questions you have, and get a referral to a treatment agency in your community for an assessment. Your provider will then recommend which services you need.

What types of services do BHOs provide?

BHOs contract with local treatment providers for the full range of services in the Medicaid state plan. A complete listing is available in the BHO Benefits Book: www.dshs.wa.gov/bha/division-behavioral-health-and-recovery/behavioral-health-benefits-book.

Substance use disorder services may include:

- **Assessment** – An interview by a health provider to decide the services you need.
- **Brief Intervention and Referral to Treatment** – Time limited, to reduce problem use.
- **Withdrawal Management (Detoxification)** – Help with decreasing your use of alcohol or other drugs over time, until it is safe to stop using (this service does not include hospital 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 supervised facility.
- **Opiate Substitution Treatment Services** – Outpatient assessment, approved medication, and counseling for opiate dependency.
- **Case Management** – Help with finding medical, social, education and other services.

Mental health services may include:

- **Intake Evaluation** - Identifies your needs and goals, and helps you and your mental health care provider to recommend other services and plan treatment.
- **Individual Treatment Services** - Counseling and/or other activities to meet service plan goals.
- **Medication Management** - Licensed staff prescribing medicine and talking to you about side effects.
- **Medication Monitoring** - To check how medication is working and to help you to take it correctly.
- **Crisis Services** – 24-hour services to help stabilize you, in a location that meets your needs. You do not need an intake evaluation before this service.
- **Group Treatment Services** – Counseling with others who have similar challenges.
- **Peer Support** – Help with getting services and reaching your goals from a trained person in recovery.
- **Brief Intervention and Treatment** - Short term counseling focused on a specific problem.
- **Family Treatment** - Family centered counseling to help build stronger relationships and solve problems.

