

Getting Care Through Medical Care Services with Community Health Plan of Washington

Including:

Choosing your primary care provider and getting care

- How to make appointments
- Getting care when your clinic is closed or you are traveling

Staying healthy: Preventive care

Getting care when you are sick

What to do in an emergency

How to Get More Information

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Contact Information

Medical Care Services with Community Health Plan of Washington

Community Health Plan Contacts

CUSTOMER SERVICE

Hours Monday-Friday 8:00 am – 5:00 pm

Voice 1-800-440-1561 toll free

TTY TTY Relay: Dial 7-1-1

Email customer care@chpw.org

OFFICE PHONE 206-521-8830 voice

WEB www.chpw.org

MAILING ADDRESS

Community Health Plan of Washington
720 Olive Way, Suite 300
Seattle, WA 98101-1830

FIND PROVIDERS

- Visit the Provider Directory Search online: On the Community Health Plan web site (www.chpw.org), click the Providers tab.
- Contact the Community Health Plan customer service team.

FREE 24-HOUR NURSE ADVICE LINE

Voice 1-866-418-1002 toll free

TTY 1-866-418-1006 toll free

Contacts Outside Community Health Plan

Medical Care Services (Medicaid)

Web hrsa.dshs.wa.gov/mcs/index.shtml

Medicaid customer service phone

- **Voice 1-800-562-3022**
- **TTY** TTY Relay: Dial 7-1-1.

WASHINGTON STATE

To learn about your rights under the law, call the **Washington State Office of the Insurance Commissioner**: 1-800-562-6900.

If you have a problem or concern, call the **Washington State Department of Health Consumer Hotline**: 1-800-525-0127.

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Getting Care: Start With Your Primary Care Provider (PCP)

As a member of Community Health Plan, you need to choose a primary care provider (PCP). If you do not choose a PCP, we will choose one for you.

Your PCP will help you manage all parts of your health. Your PCP is your main health care provider, who helps to manage all parts of your health:

- Always call your PCP first, except in an emergency.
- In an emergency, call 911 or go to the nearest hospital. For more information, see "Emergency Care."
- To see a specialist, you must get a referral from your PCP.

Contact our customer service team to tell us which primary care provider you choose or to get information about providers.

To see a list of participating providers and specialists, including their location, languages spoken, and availability:

- Visit the Community Health Plan of Washington website at www.chpw.org. Click the Providers tab, and then select the type of search you want. To get a printed report or have someone search for you, contact our customer service team.
- Phone the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

Our customer service team can also help you find information about a provider's professional qualifications, including medical school attended, residency completed, and board status.

To Change Your PCP

To change your PCP, phone the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

The change will be for the first of the month after you tell us you want to change. For example, if you call in October, we will change you in November.

When you change PCPs, referrals from your old PCP will not be good anymore. Tell your new PCP that you have been seeing a specialist. Your new PCP will make sure you get a new referral to keep seeing that specialist.

To Make an Appointment

To make an appointment, call your PCP's office.

When you call to make an appointment:

- Please tell your PCP's office if you are a new member.
- Ask for an interpreter if you need one.

Appointment Standards

Generally, you should expect to be able to see a provider in the following timelines:

- **Preventive Care:** Office visit with your PCP or other provider within 30 calendar days. Examples of preventive care are physical exams, annual women's health care, and immunizations (shots).
- **Routine Care:** Office visit with your PCP or other provider within 10 calendar days. Routine care is for medical problems that are not urgent or an emergency.
- **Urgent:** Office visit with your PCP or other provider within 48 hours. Urgent care is for medical problems that need care right away, but are not an emergency.
- **Emergency:** Available 24 hours per day, seven days per week at the nearest hospital. An emergency is when someone has a serious medical problem and needs care right away.

If you think you have an emergency, call 911 or your police department or go to the nearest hospital.

To Get Care After Clinic Hours

1. Call your primary care clinic. Most PCPs offer after-hours medical advice by phone.
2. If the clinic or your PCP is not available, call the Nurse Advice Line toll free 1-866-418-1002 (voice) or 1-866-418-1006 (TTY for speech or hearing impaired). The nurses can help you when you have questions about health concerns or need health information.
3. If your symptoms are severe or if your PCP cannot see you right away, ask your PCP if you can go to an urgent care center, where they can treat you that same day. Urgent care is covered only if you get a referral from your PCP.
4. If you cannot reach your PCP and you think you are too sick to wait, go to the nearest emergency room. (See "What to Do in an Emergency.")

24-Hour Nurse Advice Line

You can call the free Nurse Advice Line to get health care information 24 hours a day, 7 days a week. The nurses can help you when you have questions about health concerns or need health information. To speak to a nurse, call toll free 1-866-418-1002 (voice) or 1-866-418-1006 (TTY for speech or hearing impaired).

Health Coverage When Away From Home

We cover medically necessary care for up to 90 days while you are away from your home in Washington state only. Community Health Plan pays for medically necessary care that cannot wait until you get home. Call your PCP to get an okay from Community Health Plan before you get the care. Community Health Plan does not pay for care you get outside of Washington State.

If you have an emergency while traveling in Washington State, call 911 or go to the nearest emergency room. Community Health Plan will cover the emergency and any medically necessary medicines needed for the emergency treatment.

Remember: You must notify your PCP within 24 hours after your emergency room or urgent care center visit or as soon as your health allows. We will pay for your follow-up care only if it is first approved by your PCP and by Community Health Plan.

If you need a 30-day supply of a prescription before you go on vacation, please ask your PCP before you leave. If you need more than a 30-day supply, please call the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

We do not cover non-emergency, out-of-state prescriptions.

Specialists, Second Opinions, and Hospital Care

Seeing a Specialist

If you and your PCP agree that you need to see a specialist or get mental health services, your PCP will write you a referral. You can see any specialist who is in the Community Health Plan network of doctors, but ask your PCP for a referral before getting specialist services unless it is an emergency.

In some cases, we also need to okay your specialist care before you get it. This is called a *prior authorization*.

To see the most current Prior Authorization List of services, drugs, and equipment that require prior authorization:

- Visit the Community Health Plan website, www.chpw.org. Click the Services tab, and then select Patient Safety. Click the link to the Prior Authorization List. You can also download a PDF of the list to print and read.
- If you want a printed Prior Authorization List sent to you, please contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

Second Opinion

As a member of Community Health Plan, you have a right to a second opinion. For the second opinion to be paid for by us, the provider must be part of our network (providers who work with Community Health Plan). Your primary care provider must also okay it (give you a referral).

To get a second opinion, ask your PCP for the name of another qualified Community Health Plan provider. To see a list of participating providers and specialists, including their location, languages spoken, and availability:

- Visit the Community Health Plan of Washington website at www.chpw.org. Click the Providers tab, and then select the type of search you want. To get a printed report or have someone search for you, contact our customer service team.
- Phone the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

Hospital Care

If you need to go to the hospital for non-emergency care, you must first get an authorization from Community Health Plan of Washington.

To find a hospital in the Community Health Plan of Washington network:

- **Search online.** On the Community Health Plan website (www.chpw.org), click the Providers tab and then select Provider, Hospital, Clinic Search. On the Provider, Hospital, Clinic Search page, under Advanced Search, select the Hospitals Only checkbox under Show Only.
- **To get a printed report or have someone search for you,** call the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

You do not need an authorization to visit a hospital in an emergency. In an emergency, call 911 or go to the hospital nearest you. For more information, see "What to Do in an Emergency."

Give the hospital your PCP's name so the hospital can tell your PCP about your emergency treatment.

Staying Healthy: Preventive Care

Preventive health services are provided at no cost to you when given by your PCP or women's health care provider. In the following sections are some guidelines that can keep you in good health.

Check-Ups When You Are Well

As an adult, you need regular visits even when you feel well. If you have not seen your PCP recently, you should schedule an exam. During that exam, you and your PCP can discuss the future visit schedule that is best for you. Be sure to ask what tests and services you may need.

Here is a list of things your PCP may review at your visit:

- Weight and height
- Blood pressure
- Cholesterol
- Tests to check for diabetes and pre-diabetes
- Colorectal cancer screening (adults 50 and older)
- Breast and cervical cancer screening
- Sexually transmitted diseases and HIV testing
- Immunizations (flu, tetanus and diphtheria, and pneumonia)

Important notes:

Please ask your provider for information about diagnostic tests, immunizations, and treatments. Community Health Plan will not pay for some extra tests. Your PCP has the list of tests, immunizations, and treatments we will pay for.

Before you get some services, you might need an okay from your provider or from Community Health Plan.

If you have questions about what Community Health Plan will cover, please call the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customer care@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

Adult Immunizations

To protect you from illness, Community Health Plan covers these shots for adults:

- Influenza vaccination (flu shot)
- Hepatitis A and hepatitis B (once in your lifetime)
- Pneumococcal vaccine

Women’s Health Care

Female Community Health Plan members have the right to see Community Health Plan providers in our network who offer women’s health care services.

Services may include:

- Women’s health care exams
- Treatment of some reproductive problems
- Contraceptive services
- Testing and treatment for sexually transmitted diseases

Your women’s health care provider can also continue to treat you without a PCP referral for routine services and follow-up treatment for problems found during your women’s health care exam.

You can get these services without a PCP referral from an in-network women's health care provider. If you need to see a women's health care provider who is not with Community Health Plan, you must get a referral from your PCP. Community Health Plan must approve the referral before you see a women's health care provider who is not with Community Health Plan.

It is important to get regular women's health exams, such as screenings for breast and cervical cancer. These screenings look for cancer before a woman has any symptoms. This can help find cancer early.

It is important to know that your PCP does not necessarily think you have cancer if he or she suggests a screening test. Screening tests are given when you have no cancer symptoms.

Screening Tests: Breast Cancer

Breast cancer screenings mean checking a woman's breasts for cancer before there are signs or symptoms of the disease.

Three main tests are used to screen the breasts for cancer:

- **Mammogram.** A mammogram is an X-ray of the breast. A mammogram is a method used to detect breast cancer early when it is easier to treat and before it is big enough to feel or to cause symptoms.
- **Clinical breast exam.** A clinical breast exam is an examination by a provider, who uses his or her hands to feel for lumps or other changes.
- **Breast self-exam.** A breast self-exam is when you check your own breasts for lumps, changes in size or shape of the breast, or any other changes in the breasts or underarm (armpit).

Talk to your PCP about which tests are right for you and when you should have them. Your provider can tell you which tests will be paid for by Community Health Plan.

Screening Tests: Cervical Cancer

Frequently, if cervical cancer is found early it can be cured. Regular Pap tests identify precancerous conditions as well as cervical cancer. Getting Pap tests can cut a woman's risk of getting cervical cancer.

What is a Pap test?

The Pap test, also called the Pap smear, is a cervical cancer screening test. It is not used to detect other kinds of cancer. It is done in a PCP's or women's health specialist's office or clinic.

When should I get a Pap test?

You should have a Pap test for cervical cancer as part of a routine check-up:

- By 21 years of age or within three years of sexual activity.
- Depending on your risk factors, if your previous tests results were normal the test should be done every one to three years until you are 70 years old. (*Risk factors* are things that may increase your risk of getting a disease, such as your family history or your age.)

You should talk with your PCP about when to start having Pap tests, how often to have them, and when you can stop. This is very important if you are at high risk.

If You Are Pregnant or Think You Might Be Pregnant

Medical Care Services does not cover pregnancy services.

If you are pregnant, contact your local Community Service Office (CSO) caseworker right away to fill out a Change of Circumstances form. Take proof of your pregnancy. The CSO caseworker can discuss how to cover your medical care related to the pregnancy.

Getting Care When You Are Sick

When you are sick, call your PCP. The PCP can often treat small problems faster than the emergency room. Plus, most PCPs offer after-hours medical advice by phone.

You can also call the free Nurse Advice Line to get health care information 24 hours a day, 7 days a week. The nurses can help you when you have questions about health concerns or need health information. To speak to a nurse, call toll free 1-866-418-1002 (voice) or 1-866-418-1006 (TTY for speech or hearing impaired).

If symptoms are severe or if your PCP cannot see you right away, ask your PCP if you can go to an urgent care center, where they can treat you that same day.

If you cannot reach your PCP and you think you are too sick to wait, go to the nearest emergency room. You or someone you know must tell your PCP about your emergency room visit by the next business day or as soon as your health allows. For more information, see "What to Do in an Emergency."

Take an Active Part in Your Health Care

Community Health Plan wants you to take an active part in your health care.

Ask if you have questions or concerns. Choose a primary care provider (PCP) you feel comfortable talking with. Tell your PCP if you do not understand the answers given to you. You can also take a friend or relative to your appointments to help you understand the answers your PCP gives you. (For more information about choosing a PCP, see "Getting Care: Start With Your PCP.")

Keep a list of all medicines you take. Tell your PCP and pharmacist what medicines you take, including herbal medicine and supplements. Your PCP also needs to know what medicine you buy at the drug store, such as aspirin and vitamins. It is a good idea to get or make your own medication record card. A medication record can help you keep track of what medicines you take. You can ask your PCP or nurse for help creating a medication record card.

Make sure you get the results of tests and procedures. Ask when and how you will get test results. If you have not yet heard about the results of the test or procedure, call your PCP and ask for the results. Be sure to ask what the results mean for your health.

If you need hospital care, talk with your PCP about your options. Ask your PCP which hospital is best for you. Before you leave the hospital, ask about follow-up care and make sure you understand the instructions.

If you need surgery, make sure you understand what will happen. Ask your PCP who will take charge of your care. If you have questions about what will happen during and after the surgery, talk to your surgeon.

Outpatient Mental Health Services

To get outpatient mental health services, you must contact your PCP first.

If you have mental health concerns, your PCP will refer you to a care coordinator at your clinic for screening. If the care coordinator decides that you meet criteria for care, you will receive mental health services through the care coordinator at your clinic. You may also qualify to receive mental health services through a community mental health agency (CMHA). The care coordinator will determine if a referral to a CMHA is necessary.

Substance Abuse Treatment

Alcohol and drug abuse treatment is paid for by the Division of Behavioral Health and Recovery. For detailed information about services and approved providers, call 1-800-662-9111.

Disabilities

If you or your PCP believes that you may not be able to work for a year or more, ask your PCP to refer you to the clinic care coordinator or Community Health Plan Case Management. The Community Health Plan case manager will help you find out if you are eligible for additional health care services.

What to Do in an Emergency

If you cannot reach your PCP, and you think you are too sick to wait, call 911 or your police department or go to the nearest emergency room.

An emergency is:

"A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, serious impairments to bodily functions, or serious dysfunction of any bodily organ or part." (Washington State law)

You do not need a referral from your PCP for an emergency room visit. However, you or someone you know should tell your PCP about your emergency room visit by the next business day or as soon as your health allows. Tell your PCP what happened. Make a follow-up appointment with your PCP, if necessary.

Follow-up services to make sure you are stable after emergency room care are covered based on what the emergency room physician tells us you need. You must get approval from Community Health Plan of Washington (prior authorization) or your PCP (a referral) for follow-up visits.

Community Health Plan covers emergency care in a provider's office, clinic, urgent care center, or a hospital emergency room.

Urgent Care Center Visits

If symptoms are severe or if your PCP cannot see you right away, ask your PCP if you can go to an urgent care center, where they can treat you that same day.

Important note about urgent care centers: Emergency room visits do not require a referral or okay from your doctor or from Community Health Plan. However, if you go to an urgent care center, get a referral from your primary care provider before you go if you can. If you cannot get the referral from your PCP before you go, call your PCP the next day and get the referral then.

Using an Out-of-Network Pharmacy in an Emergency

If you have an emergency while traveling in Washington State, call 911 or go to the nearest emergency room. You must tell your PCP within 24 hours after your emergency room or urgent care center visit or as soon as your health allows.

We will pay for a limited supply of drugs from a pharmacy outside of our network when you get it for emergency treatment and you cannot find an in-network pharmacy. If you have to pay for the drug, Community Health Plan will pay you back.

If you had to pay for your prescriptions in an emergency, ask for a reimbursement form by calling the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1. You can also get this form online.

Fill out the form and send it with your receipt for the prescription to:

Express Scripts, Inc.
Attn: Claims Dept.
P.O. Box 390873
Bloomington, MN 55439-0873

HOW TO GET MORE INFORMATION

You can learn more about Medical Care Services, about Community Health Plan of Washington, and about how to use your plan.

We send you information:

We send you printed information when you become a member, annually during the time you are a member, and at other times to make sure you get the most out of your health care.

You can request printed information:

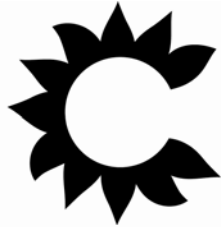
This packet includes a postcard to order printed information about specific topics or a booklet that includes all of your member information. You can get this information anytime you want it.

You can request information in another language or another format:

You can also ask us to translate the information into the language you prefer to read. If your vision is impaired or you have difficulty reading, we can read the information to you.

To get more information about your plan:

- The *How to Find Important Information* sheet enclosed in this package lists information available to you and tells you how to find the information or get a printed copy sent to you.
- To find a provider, pharmacy, clinic, or hospital, visit the Community Health Plan of Washington website at www.chpw.org. Click the Providers tab and select the type of search you want. To get a printed report or have someone search for you, contact our customer service team. (Contact information below.)
- You can also search our formulary (approved drug list) to find out if your prescription is covered. Visit our website, www.chpw.org. Click the Providers tab and select Formulary Search. To get a printed report or have someone search for you, please contact our customer service team. (Contact information below.)
- Contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.



**COMMUNITY
HEALTH PLAN**
of Washington™

Committed to your health.™

