

About Your Health Plan



Table of Contents

Welcome to Community Health Plan!	1
About Community Health Plan	1
About Your Enrollment	2
Getting More Information.....	2
Your Community Health Plan ID Card.....	3
Frequently Asked Questions	3

Welcome to Community Health Plan!

The content in the *GA-U Medical Benefits Summary* will tell you about the health care you can get as a Community Health Plan member.

You may get this information printed in a book, the *GA-U Medical Benefits Summary*, in the language you speak. You may also get it in large print or have it read to you.

If you have questions at any time, please call the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday, from 8 a.m. to 5 p.m. If you are hearing or speech impaired, please call TTY 1-866-816-2479 (toll free) or local 206-613-8875.

About Community Health Plan

Community Health Plan was created in 1992 by a group of community health centers across Washington State that wanted to provide an alternative to profit-oriented health plans. The health plan collaborates with community health centers and other providers statewide to provide comprehensive, quality, primary health care services. Its primary care providers focus on treating the entire person.

One way Community Health Plan measures success is by the health care dollars it is able to return to its communities, such as continually reinvesting in health centers so they can provide better care to more people and funding measures that improve service quality.

Community Health Plan's network includes more than 300 primary care clinics, 1,600 providers, 9,000 specialists, and 90 hospitals.

About Your Enrollment

Your health is important to us. We want you to get the best care from providers you know and trust in your own neighborhood. That's why Community Health Plan is the only insurer providing affordable health care services through a network of high-quality, local providers, hospitals, and pharmacies throughout the state.

If you want to end your enrollment in Community Health Plan, either write to DSHS or call the DSHS toll-free enrollment number, 1-800-562-3022 Monday through Friday, 7 a.m. to 5 p.m. If you end your enrollment, your Community Health Plan coverage will stop at the end of the month when you asked it to end.

Getting More Information

To learn about specific services you get with Community Health Plan:

- See the [GA-U Medical Benefits Summary](#) online at www.chpw.org/en/member/docs/index.php.
- Ask for information or ask us to mail a printed *GA-U Medical Benefits Summary* by calling Community Health Plan customer at 1-800-440-1561 (toll free). If you are hearing or speech impaired, please call TTY 1-866-816-2479 (toll free) or local 206-613-8875.
- Ask your Community Service Office (CSO) or clinic staff for a printed *GA-U Medical Benefits Summary*.

You may get other detailed information about your plan, including:

- The physical and mental health treatment guidelines that we expect your providers to follow. You can get these guidelines by calling the Community Health Plan customer service team (see contact information following this list).
- Who does what at Community Health Plan and how we do it. To get this information, call the Community Health Plan customer service team (see contact information following this list).

To get more detailed information or to ask questions, please call the Community Health Plan customer service team Monday through Friday, from 8:00 a.m. to 5:00 p.m., at 1-800-440-1561 (toll free). If you are hearing or speech impaired, please call TTY 1-866-816-2479 (toll free) or local 206-613-8875.

For more information about our history and unique mission, see [About Community Health Plan](#).

Your Community Health Plan ID Card

When you enroll in Community Health Plan, you will be sent an ID card.

You will need to show the Community Health Plan ID card *and* your DSHS Services card each time you get medical care. That includes medical visits, specialist visits, mental health visits, hospital visits, and pharmacy prescriptions.

Frequently Asked Questions

Q: If I am a GA-U member, do I need my DSHS Services card in addition to my Community Health Plan ID card?

A: Yes. You will need to show both your Community Health Plan ID card and your DSHS Services card each time you get medical care or pick up a prescription.

Q: What if I lose my Community Health Plan ID card?

A: We will send you a new ID card. Call the Community Health Plan customer service team at 1-800-440-1561 (toll free). If you are hearing or speech impaired, please call TTY 1-866-816-2479 (toll free) or local 206-613-8875.

Q: What if I move?

A: Let your DSHS Community Service Office (CSO) know right away so your records can be updated. Then call Community Health Plan so we can help you choose a new PCP if necessary. Call the Community Health Plan customer service team at 1-800-440-1561 (toll free). If you are hearing or speech impaired, please call TTY 1-866-816-2479 (toll free) or local 206-613-8875.

Q: What if I want another provider's opinion about my health care?

A: Tell your PCP you want a second opinion about your health care and the reason for it. Your PCP can also refer you to another Community Health Plan provider. Or call Community Health Plan to get a referral to another Community Health Plan provider.

Q: What if I am injured in a car accident?

A: If you are injured in a car accident and you are covered by a car insurance plan that pays for medical care, tell your PCP when you go for medical care. No matter who has caused the accident, file a claim right away with your car insurance company. You should also tell Community Health Plan when you file an insurance claim.

Q: What if I get care from a provider who is not with Community Health Plan?

A: Check with your PCP first. You may have to pay if you get services from providers who are not with Community Health Plan. You may also have to pay if you get care or services that are not covered by GA-U or other DSHS Medical Assistance programs.

If you have questions about whether a particular health care service will be paid for, call the Community Health Plan customer service team at 1-800-440-1561 (toll free). If you are hearing or speech impaired, please call TTY 1-866-816-2479 (toll free) or local 206-613-8875.