ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-440-1561 (TTY: 711).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-440-1561 (TTY: 711).

繁體中文 (Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-440-1561 (TTY: 711)。

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-440-1561 (TTY: 711).

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-440-1561 (TTY: 711) 번으로 전화해 주십시오.

Русский (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-440-1561 (телетайп: 711).


Українська (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-440-1561 (телетайп: 711).

柬埔寨 (Cambodian) មិន ប្រការ ប្រឈមសុខភាព។ ប្រការប្រការ សង្គមមាស សម្រាប់ក្រុមភាព ក្នុងការសម្រាប់ប្រការ ប្រការ 1-800-440-1561 (TTY: 711)។

日本語 (Japanese) 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-440-1561 (TTY: 711) まで、お電話にてご連絡ください。
Oroomiffa (Oromo/Cushite) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajajila gargaarsa afaanii, kanfaltidhaan ala, ni argama. Bilbilaa 1-800-440-1561 (TTY: 711).

Arabic (Arabia) ملاحظة: إذا كنت تتحدث اللغة، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 1-800-440-1561 (رقم هاتف الصرام والميم: 117).

Panjabi (Panjabi) ਨਿਹਾਤ ਵਿਚ: ਤੁਸੀਂ ਪਾਕਤੀ ਭਾਸ਼ਾ ਬੋਲਣ ਦੇ ਮੇਲ ਦੇਣਾ ਉਸੀ ਮੁਹਿੰਦਰ ਜੋੜਦਾ ਹੈ। 1-800-440-1561 (TTY: 711) 'ੰਤਰ ਵਾਲਾ ਵਾਲਾ।

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-440-1561 (TTY: 711).

Lao/Laotian ທ້ຫາວຍ: ถ้าคุณพูดภาษาลาวคุณสามารถได้รับบริการ援助ได้โดยไม่เสียค่าใช้จ่าย. โทรศัพท์ 1-800-440-1561 (TTY: 711).


Nepali (Nepali) ध्यान दिनुहोस्: तपाईले नेपाली बोल्नुहुन्छ भने तपाईले निस्तिं भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गनुहोस् 1-800-440-1561 (TTY: 711).

Burmese သေမင်္ဂလာပါ။ အသက်ရှင် လိုအပ်သော မိမိ၏ လိုအပ်သော သေဘ်ဂိုလ်များတွင် တိုက်တွန်းသော အမှတ်အစား သိရှိပါသည်။ သေဘ်ဂိုလ် (TTY: 711) မှ လက်နက်လုပ်ငန်းများ

French (French) ATTENTION : Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 1-800-440-1561 (TTY: 711).
Welcome to Community Health Plan of Washington and Washington Apple Health

Welcome!

You are receiving this booklet because you recently enrolled in Washington Apple Health (Medicaid). Community Health Plan of Washington works with Washington Apple Health to provide your coverage. This handbook will provide more detail about your covered benefits.

Most Apple Health clients have “managed care,” which means Apple Health pays a health plan a monthly premium for your coverage, which include preventive, primary, specialty, and other health services. Clients in managed care must see only providers who are in their plan’s provider network to treat urgent care or unless prior authorized.

Community Health Plan of Washington will get in touch with you in the next few weeks. You can ask us any questions you have, or get help making appointments. If you need to speak with us before we call you, our phone lines are open Monday through Friday, 8:00 a.m. to 5:00 p.m.

If you do not speak English, we can help. We want you to be able to access your health care benefits. If you need any information in a language other than English, call us at 1-800-440-1561 (TTY 711). We will provide language assistance at no cost to you. We will find a way to talk to you in your own language.

We can also assist you in finding a provider who speaks your language. You are entitled to language access services when you attend a health care appointment covered by Apple Health (Medicaid). Your provider is required to arrange for an interpreter to be at your appointments. Please let your health care provider know you need an interpreter when you schedule your appointment.

If you have any questions about our interpreter services program, please visit our website at https://www.chpw.org. You can also visit the HCA Interpreter Services website https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/interpreter-services or email HCA Interpreter Services at INTERPRETERSVCS@hca.wa.gov.
Call us if you need information in other formats or help to understand. If you have a disability, are blind or have limited vision, are deaf or hard of hearing, or do not understand this book or other materials, call us at 1-800-440-1561 (TTY 711). We can provide you with materials in another format or auxiliary aids, like Braille, at no cost to you. We can tell you if a provider’s office is wheelchair accessible or has special communication devices or other special equipment. We also offer:

- TTY line (Our TTY phone number is 711).
- Information in large print.
- Help in making appointments or arranging transportation to appointments.
- Names and addresses of providers who specialize in specific care needs.

Important Contact Information

<table>
<thead>
<tr>
<th>Community Health Plan of Washington</th>
<th>Customer Service Hours</th>
<th>Customer Service Phone Numbers</th>
<th>Website Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Monday – Friday 8 a.m. to 5 p.m.</td>
<td>1-800-440-1561 TTY 711</td>
<td><a href="https://www.chpw.org">https://www.chpw.org</a></td>
</tr>
<tr>
<td>Health Care Authority (HCA) Apple Health Customer Service</td>
<td>Monday – Friday 7 a.m. to 5 p.m.</td>
<td>1-800-562-3022 TRS 711 or TTY 1-800-848-5429</td>
<td><a href="https://www.hca.wa.gov/apple-health">https://www.hca.wa.gov/apple-health</a></td>
</tr>
<tr>
<td>Washington Health Benefit Exchange</td>
<td>Monday – Friday 8 a.m. to 6 p.m.</td>
<td>1-855-923-4633 TRS 711 or TTY 1-855-627-9604</td>
<td><a href="https://www.wahealthplanfinder.org">https://www.wahealthplanfinder.org</a></td>
</tr>
</tbody>
</table>

My Health Care providers

We suggest you write down the name and phone number of your doctors for quick access. We will have the information on our website in our provider directory at https://www.chpw.org/provider-search/. You can also call us and we will help.
<table>
<thead>
<tr>
<th>Health Care Provider</th>
<th>Name</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Primary Care Provider:</td>
<td></td>
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<tr>
<td>My Behavioral Health Provider is:</td>
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<td></td>
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<tr>
<td>My Dental Provider is:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>My Specialty Care Provider is:</td>
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</tbody>
</table>

This handbook does not create any legal rights or entitlements. You should not rely on this handbook as your only source of information about Apple Health (Medicaid). This handbook is intended to provide a summary of information about your health benefits. You can get detailed information about the Apple Health program by looking at the Health Care Authority laws and rules page on the Internet at: http://www.hca.wa.gov/about-hca/rulemaking.
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This handbook is your guide to services. When you have a question, check the list below for quick references and to see who can help.

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<th>Contact ...</th>
</tr>
</thead>
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• How to get Apple Health covered services not included through your plan - Page 13  
• Your ProviderOne Services card - Page 10 | HCA at: ProviderOne Client Portal is available at: https://www.waprovierone.org/client  
Or: https://fortress.wa.gov/hca/p1contactus/  
If you still have questions or need further help, call toll-free 1-800-562-3022. |
| • Choosing or changing your providers - Page 12  
• Covered services or medications - Page 19  
• Making a complaint - Page 42  
• Appealing a decision by your health plan that affects your benefits - Page 44 | Community Health Plan of Washington at 1-800-440-1561 (TTY 711) or go online to https://www.chpw.org |
| • Your medical care - Page 12  
• Referrals to specialists - Page 13 | Your primary care provider. (If you need help to select a primary care provider, call us at 1-800-440-1561 (TTY 711) or go online to https://www.chpw.org.  
The Nurse Advice Line can be reached at 1-866-418-2920 (TTY 711) |
| • Changes to your account such as:  
  • Address changes,  
  • Income change,  
  • Marital status,  
  • Pregnancy, and,  
  • Births or adoptions. | Washington Health Benefit Exchange at 1-855-WAFINDER (1-855-923-4633) or go online to: https://www.wahealthplanfinder.org. |
Getting Started

You will need two cards to access services, your plan card and your services card.

1. Your Community Health Plan of Washington ID card

   Your ID card should arrive within 30 days of your enrollment date. If anything is wrong with your ID card, call us right away. Your ID card will have your member ID number. Carry your ID card at all times and show it each time you get care. If you are eligible and need care before the card comes, contact us at 1-800-440-1561 (TTY 711) or CustomerCare@chpw.org. Your provider can also contact us to check eligibility at any time.

2. Your ProviderOne Services Card

   You will also receive a ProviderOne Services Card in the mail.

   About seven to 10 days after you are found eligible for Apple Health coverage through www.wahealthplanfinder.org, you will receive a blue Services Card (also called a ProviderOne Services card) like the one pictured here. Keep this card. If you have received a ProviderOne Services Card in the past, HCA will not send you a new one. You can continue using your old one.

   Your old card and client number is still valid, even if there is a gap in coverage. If you no longer have your ProviderOne Services card, please contact HCA for a new one. Each member of your household who is eligible for Apple Health will receive his or her own Services Card. Each person has their own ProviderOne client number.
If you need a new ProviderOne Services Card

If you don’t receive your card, the information is incorrect, or you lose your card, there are several ways to request a replacement:

- Use the ProviderOne client portal at https://www.waprovderone.org/client
- Request a change online at https://fortress.wa.gov/hca/p1contactus/Client_WebForm
  - Select the topic “Services Card.”
- Call the HCA Customer Service Center at 1-800-562-3022.

There is no charge for a new card. It takes seven to 10 days to get the new card in the mail.

Using the ProviderOne Services Card

The number on the card is your ProviderOne client number. It will always be nine digits long and end in “WA”. You can look online to check that your enrollment has started or switch your health plan through the ProviderOne Client Portal at https://www.waprovderone.org/client.

Health care providers can also use ProviderOne to see whether you are enrolled in Apple Health.

Changing health plans

You have the right to change your health plan at any time. Your new plan may start as soon as the first of the next month.

Make sure you are enrolled in the newly requested plan before you see providers in your new plan’s network.

There are several ways to switch your plan:

- Visit the Washington Healthplanfinder website. www.wahealthplanfinder.org
- Visit the ProviderOne Client Portal website https://www.waprovderone.org/client
- Request a change online at https://fortress.wa.gov/hca/p1contactus/Client_WebForm
  - Select the topic “Enroll/Change Health Plans”
- Call the HCA Customer Service Center at 1-800-562-3022.
NOTE: If you are enrolled in the Patient Review and Coordination program, you must stay with the same health plan for one year. If you move, please contact us.

Using private health insurance and your Community Health Plan of Washington coverage

Some enrollees may also have private insurance. We may coordinate with your other insurance to help cover some co-pays, deductibles and services your private health insurance does not cover. You can avoid out-of-pocket costs if you make sure your health care providers are either a member of Community Health Plan of Washington’s provider network or willing to bill us for any co-pays, deductibles, or balances that remain after your primary coverage pays your health care bill.

When you go to your doctor or other medical provider(s), show all of your cards including your:

- Private health insurance card,
- ProviderOne Services card, and,
- Community Health Plan of Washington card.

Contact Community Health Plan of Washington right away if:

- Your private health insurance coverage ends,
- Your private health insurance coverage changes, or,
- You have any questions about using Apple Health with your private health insurance.

How to get health care

How to choose your primary care provider (PCP)

You may already have a PCP, but if you don’t, you should pick one right away. If you do not choose a PCP, we will choose one for you. Each family member can have their own PCP, or you can choose one PCP to take care of all family members who have Apple Health Managed Care coverage. If you or your family want to change your PCP, we can help you choose a new one at any time.
In addition, one of our behavioral health providers will take care of your behavioral health needs including mental health services and substance use disorder (sometimes also called drug and alcohol use or substance abuse) treatment needs. If you need counseling, testing or need to see a behavioral health specialist, we will coordinate your behavioral health care needs.

Setting your first PCP appointment

Services you can get include regular check-ups, immunizations (shots), and other treatments.

Your Primary Care Provider (PCP) will take care of most of your health care needs. As soon as you choose a PCP, make an appointment to establish yourself as a patient. Establishing yourself as a patient will help you get care more easily when you need it.

It is helpful for your PCP to know as much about your physical and behavioral health history as you can tell him or her. Remember to bring your ProviderOne Services card, Community Health Plan of Washington and any other insurance cards. Write down your health history. Make a list of any:

- Medical or behavioral health concerns you have now,
- Medications you take, and,
- Questions you want to ask your PCP.

If you cannot keep an appointment, please call to let your PCP know as soon as possible.

How to get specialty care and referrals

If you need care that your PCP cannot give, he or she will refer you to a specialist. Talk with your PCP to learn how referrals work. If you think a specialist does not meet your needs, talk to your PCP. Your PCP can help if you need to see a different specialist.

There are some treatments and services that your PCP must ask us to approve before you can get them. This is called “pre-approval” or “prior authorization.” Your PCP can tell you what services require pre-approval, or you can call us to ask.

If we do not have a specialist in our network, we will get you the care you need from a specialist outside our network. We need to pre-approve any visits outside of our network. Discuss this with your PCP. Your PCP will request pre-approval from us with medical information to show us why you need this care. We must respond to your PCP within five days of the request. We will notify you of our decision no later than 14 days. If we deny this request and you disagree with our decision, you have the right to appeal. This means you can ask us to have a different person review the request. See page 44 for more information.
If your PCP or Community Health Plan of Washington refers you to a specialist outside of our network, and we give prior authorization, you are not responsible for any of the costs. We will pay for them.

**Services you can get WITHOUT a referral**

You do not need a referral from your PCP to see a provider in our network if you need:

- Crisis Response Services including:
  - Crisis Intervention, and,
  - Evaluation and Treatment services
- Family planning services
- HIV or AIDS testing
- Immunizations
- Outpatient Behavioral Health Services (see page 24 for limitations)
- Sexually transmitted disease treatment and follow-up care
- Tuberculosis screening and follow-up care
- Women’s health services including:
  - Maternity services including services from a midwife, and,
  - Breast or pelvic exams

**Telemedicine**

Community Health Plan of Washington covers telemedicine services approved for Medicaid for physical and behavioral health services. To find a telemedicine provider, visit the online provider directory or ask your provider. You can also call our Nurse Advice Line for free advice on what kind of care you may need.

**Apple Health services covered without a managed care plan (also called Fee-For-Service)**

The Health Care Authority pays certain benefits and services directly even if you are enrolled in a health plan. These benefits include:

- Dental Services,
- Eye glasses and fitting for children (age twenty and younger)
- Long term care services and supports
- Maternity support services, prenatal genetic counseling, and pregnancy terminations,
- Services for people with developmental disabilities.
You will only need your ProviderOne Services Card to access these benefits. Your PCP or Community Health Plan of Washington will help you access these services and coordinate your care. See page 19 for more details on covered benefits. If you have any questions about a benefit or service listed here, call us.

You must go to a Community Health Plan of Washington doctor, pharmacy, behavioral health provider or hospital

You must use doctors and other medical and behavioral health providers who work with Community Health Plan of Washington. We also have pharmacies you must use. Call our member service line at 1-800-440-1561 (TTY 711) or visit our website https://www.chpw.org to get a provider directory or get more information about our providers, hospitals, and pharmacies. The directory of providers, pharmacies, and hospitals includes:

- The service provider's name, location, and phone number.
- The specialty, qualifications, and medical degree.
- Medical school attended, Residency completion, and Board Certification status.
- The languages spoken by those providers.
- Any limits on the kind of patients (adults, children, etc.) the provider sees.
- Identifying which PCPs are accepting new patients.

Payment for health care services

As an Apple Health client, you have no copays for any covered services. However, you might have to pay for your services if:

- You get a service that is not covered, such as chiropractic care or cosmetic surgery.
- You get a service that is not medically necessary.
- You don’t know the name of your health plan, and a service provider you see does not know who to bill. This is why you must take your ProviderOne Services card and health plan card with you every time you need services.
- You get care from a service provider who is not in our network, unless it’s an emergency or has been pre-approved by your health plan.
- You don’t follow our rules for getting care from a specialist.

Providers should not ask you to pay for covered services. If you get a bill, please call us at 1-800-440-1561 (TTY 711). We will work with your provider to make sure they are billing you appropriately.
Quality Improvement Programs

The goal of Community Health Plan of Washington's Quality Improvement Program is to improve your quality of care and experience. We track different health programs and report on how we’re doing. We use this information to figure out how we can do better to make sure everyone gets the care and support they need.

From time to time, we will contact you by e-mail, mail or by phone to tell you about programs or services that we think might help you, remind you about important health services, or just to learn more about you so we can continue to improve. If you have questions or want more information about the Quality Improvement Program, please call our Customer Service at 1-800-440-1561 (TTY 711) or email us at CustomerCare@chpw.org.

Utilization Management Programs

Community Health Plan of Washington wants you to get care that’s right for you, without getting care you don’t need. We help make sure you get the right care by making decisions based on medical need, appropriateness, and whether it is a covered benefit. To make sure decisions are fair, we do not reward the staff who make these decisions for saying no. If you have questions about how these decisions are made, call 1-800-440-1561 (TTY 711), Monday through Friday, 8:00 a.m. to 5:00 p.m.

Information for American Indians and Alaska Natives

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 Indian health care delivery system, and to help ensure that you have access to culturally appropriate health care.

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 clinics 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 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.
Getting care in an emergency or when you are away from home

In an emergency
If you have a sudden or severe health problem that you think is an emergency, call 911 or go to the nearest emergency room.

As soon as possible afterward, call us and let us know that you had an emergency and where you received care. You do not need pre-authorization to seek care in the event of an emergency. You may use any hospital or emergency setting if you are having an emergency.

Only go to the hospital emergency room if it’s an emergency. Do not go to the emergency room for routine care.

If you need urgent care
You may have an injury or illness that is not an emergency but needs urgent care. Contact us at 1-800-440-1561 (TTY 711) to find urgent care facilities in our network or visit our website at https://www.chpw.org. You can also call our 24 hour nurse line at 1-866-418-2920 (TTY 711) for advice.

If you need care after hours
Call your primary care provider to see if they offer after-hours care.

You can also call our 24-hour nurse line and ask a nurse what to do.

Behavioral Health Crisis: Washington Recovery Help Line is a 24-hour crisis intervention and referral line for those struggling with issues related to mental health, substance abuse, and problem gambling. Call 1-866-789-1511 or 206-461-3219 (TTY), recovery@crisisclinic.org or go to https://www.warecoveryhelpline.org. Teens can connect with teens during specific hours: 866-833-6546, teenlink@crisisclinic.org, 866teenlink.org.

County crisis line phone numbers
You may call your local crisis line to request assistance for you or a friend or family member. See the county crisis number below:

<table>
<thead>
<tr>
<th>Region</th>
<th>Counties</th>
<th>Crisis Lines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Great Rivers</td>
<td>Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum</td>
<td>800-803-8833</td>
</tr>
<tr>
<td>Region</td>
<td>Areas</td>
<td>Number</td>
</tr>
<tr>
<td>-----------------</td>
<td>--------------------------------------------</td>
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</tr>
<tr>
<td>Greater Columbia</td>
<td>Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman, Yakima</td>
<td>888-544-9986</td>
</tr>
<tr>
<td>King</td>
<td>King</td>
<td>866-427-4747</td>
</tr>
<tr>
<td></td>
<td></td>
<td>or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>206-461-3222</td>
</tr>
<tr>
<td>North Central</td>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>800-852-2923</td>
</tr>
<tr>
<td>North Sound</td>
<td>Island, San Juan, Skagit, Snohomish, Whatcom</td>
<td>800-584-3578</td>
</tr>
<tr>
<td>Pierce</td>
<td>Pierce</td>
<td>800-576-7764</td>
</tr>
<tr>
<td>Salish</td>
<td>Clallam, Jefferson, Kitsap</td>
<td>800-843-4793</td>
</tr>
<tr>
<td></td>
<td></td>
<td>or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>360-479-3033</td>
</tr>
<tr>
<td>Spokane</td>
<td>Adams, Ferry, Lincoln, Pend Oreille, Spokane, Stevens</td>
<td>877-266-1818</td>
</tr>
<tr>
<td>Southwest</td>
<td>Clark, Klickitat, Skamania</td>
<td>800-626-8137</td>
</tr>
<tr>
<td>Thurston-Mason</td>
<td>Mason, Thurston</td>
<td>800-270-0041</td>
</tr>
<tr>
<td></td>
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<td>or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>360-754-1338</td>
</tr>
</tbody>
</table>

Children’s Crisis Services for Medicaid-enrolled children/youth through 20 years of age

360-480-5721
Expectations for when a health plan provider will see you

How soon you get in to see your provider depends on the care you need. You should expect to see one of our providers within the following timelines:

- **Emergency care:** Available 24 hours a day, seven days a week.
- **Urgent care:** Office visits with your PCP, Behavioral Health Provider, Urgent Care Clinic, or other provider within 24 hours.
- **Routine care:** Office visits with your PCP, Behavioral Health Provider, or other provider within ten (10) days. Routine care is planned and includes regular provider visits for medical problems that are not urgent or emergencies.
- **Preventive care:** Office visits with your PCP or other provider within thirty (30) days. Examples of preventive care are annual physicals (also called checkups), well-child care visits, annual women's health care, and immunizations (shots).

Benefits covered by Community Health Plan of Washington

This section describes services covered by Community Health Plan of Washington. It is not a complete list of covered services. Check with your provider or contact us if a service you need is not listed. Or you may check our provider directory at [https://www.chpw.org](https://www.chpw.org).

For some services, you may need to get a referral from your PCP and/or pre-approval from us before you get them, otherwise we might not pay for those services. Work with your PCP to make sure there is a prior authorization in place before you get the service.

**General Services and Emergency Care**

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Services</td>
<td>Available 24 hours per day, 7 days per week anywhere in the United States</td>
</tr>
<tr>
<td>Hospital, Inpatient and Outpatient Services</td>
<td>Must be approved by us for all non-emergency care.</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Urgent Care</strong></td>
<td>Use urgent care when you have a health problem that needs care right away, but your life is not in danger</td>
</tr>
<tr>
<td><strong>Preventive Care</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Hospital Inpatient Rehabilitation (physical medicine)</strong></td>
<td>Must be approved by us.</td>
</tr>
<tr>
<td><strong>Immunizations/ Vaccinations</strong></td>
<td>Our members are eligible for immunizations from their primary care provider, pharmacy or their local health department. Check with your provider or contact member services for more information on the scheduling of your immunization series. You may also visit the Department of Health at <a href="https://www.doh.wa.gov/youandyourfamily/immunization">https://www.doh.wa.gov/youandyourfamily/immunization</a> for further information.</td>
</tr>
<tr>
<td><strong>Skilled Nursing Facility (SNF)</strong></td>
<td>Covered for short-term (less than 30 days) services. Additional services may be available. Call us at 1-800-440-1561 (TTY 711).</td>
</tr>
</tbody>
</table>

**Pharmacy or Prescriptions**

We use a list of approved drugs. This is called a “formulary” or a “preferred drug list.” Your prescribing provider should prescribe medications to you that are preferred on this list. You can call us and ask for:

- A copy of the formulary or preferred drug list.
- Information about the group of providers and pharmacists who created the formulary.
- A copy of the policy on how we decide what drugs are covered.
- How to ask for authorization of a drug that is not on the “formulary” or “preferred drug list.”
To make sure your prescriptions are covered, you must get your medications at a pharmacy in our provider network. Call us and we will help you find a pharmacy near you. You may also obtain your medication by mail. Our mail order pharmacy can be reached at 1-800-273-3455.

Specialty medications are medications that require special handling and are only available at specialty pharmacies. Our specialty pharmacy/pharmacies can be reached at 1-800-903-8224.

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy Services</td>
<td>Must use participating pharmacies. We use the Apple Health Preferred Drug List. Call us at 1-800-440-1561 (TTY 711) for a list of pharmacies.</td>
</tr>
</tbody>
</table>

Health care services for children

Children and youth under age 21 have a health care benefit called Early and Periodic Screening, Diagnosis, and Treatment (EPSDT). EPSDT includes a full range of screening, diagnostic, and treatment services. Screenings can help identify potential physical, behavioral health or developmental health care needs which may require additional diagnostics and/or treatment.

EPSDT includes any diagnostic testing and medically necessary treatment needed to correct or improve a physical and behavioral health condition, as well as additional services needed to support a child who has developmental delay. These services can be aimed at keeping conditions from getting worse or slowing the pace of the effects of a child’s health care problem. EPSDT encourages early and continued access to health care for children and youth.

An EPSDT screening is sometimes referred to as a well-child or well-care checkup. A well-child checkup or EPSDT screening should include all of the following:

- Complete health and developmental history.
- A full physical examination, including lead screening as appropriate.
- Health education and counseling based on age and health history.
- Vision testing.
- Hearing testing.
• Laboratory tests.
• Blood lead screening.
• Talk about eating or sleeping problems.
• Oral health screening.
• Immunizations (shots).
• Mental health screening.
• Substance use disorder screening.

When a health care condition is diagnosed by a child’s medical provider, the child’s provider(s) will:

• Treat the child if it is within the provider’s scope of practice; or
• Refer the child to an appropriate provider for treatment, which may include additional testing or specialty evaluations, such as:
  • Developmental assessment,
  • Comprehensive mental health,
  • Substance use disorder evaluation, or
  • Nutritional counseling.

Treating providers communicate the results of their services to the referring EPSDT screening provider(s).

Some covered health care services may require pre-approval. All non-covered services require pre-approval either from us, or from the State, if the service is offered through Apple Health without a managed care plan. Additional services include:

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applied Behavioral Analysis (ABA)</td>
<td>Assists children age twenty (20) and younger with autism spectrum disorders and other developmental disabilities in improving their communication, social and behavioral skills</td>
</tr>
<tr>
<td>Autism Screening</td>
<td>Available for all children at 18 months and 24 months.</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Chiropractic Care</td>
<td>Benefit is for children age twenty (20) and younger with referral from your PCP.</td>
</tr>
<tr>
<td>Developmental Screening</td>
<td>Screenings available for all children at 9 months, 18 months, and between 24 and 30 months.</td>
</tr>
<tr>
<td>Private Duty Nursing or Medically Intensive Children’s Program</td>
<td>Covered for children ages 17 and younger by us. Must be approved by us. For youth ages 18 through 20, this is covered through Aging and Long-Term Support Administration (ALTSA). See page 38 for contact information.</td>
</tr>
</tbody>
</table>

**Behavioral Health**

You have access to mental health and substance use disorder treatment services. Together these services are called behavioral health services. With integrated managed care, we will coordinate your behavioral health services and your physical health services.

Behavioral health treatment is available through your benefit. To access these services, contact us at 1-800-440-1561 (TTY 711) or select a provider from our provider directory.
<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drug and Alcohol Treatment Services also referred to as Substance Use Disorder Treatment Services</td>
<td>Substance Use Disorder treatment services may include:</td>
</tr>
<tr>
<td></td>
<td>• Assessment</td>
</tr>
<tr>
<td></td>
<td>• Brief intervention and referral to treatment</td>
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<tr>
<td></td>
<td>• Withdrawal management (detoxification)</td>
</tr>
<tr>
<td></td>
<td>• Outpatient treatment</td>
</tr>
<tr>
<td></td>
<td>• Intensive outpatient treatment</td>
</tr>
<tr>
<td></td>
<td>• Inpatient residential treatment</td>
</tr>
<tr>
<td></td>
<td>• Opiate substitution treatment services</td>
</tr>
<tr>
<td></td>
<td>• Case management</td>
</tr>
<tr>
<td>Medication Assisted Treatment</td>
<td>Medications used to treat substance use disorders. Call us at 1-800-440-1561 (TTY 711) for specific details.</td>
</tr>
<tr>
<td>Mental Health, Inpatient Treatment</td>
<td>Mental health services are covered when provided by a psychiatrist, psychologist, licensed mental health counselor, licensed clinical social worker, or licensed marriage and family therapist.</td>
</tr>
<tr>
<td>Mental Health, Outpatient Treatment</td>
<td>Mental health services are covered when provided by a psychiatrist, psychologist, licensed mental health counselor, licensed clinical social worker, or licensed marriage and family therapist.</td>
</tr>
<tr>
<td></td>
<td>Mental health services may include:</td>
</tr>
<tr>
<td></td>
<td>• Intake Evaluation</td>
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<td></td>
<td>• Individual treatment services</td>
</tr>
<tr>
<td></td>
<td>• Medication management</td>
</tr>
<tr>
<td></td>
<td>• Peer support</td>
</tr>
<tr>
<td></td>
<td>• Brief intervention and treatment</td>
</tr>
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<td></td>
<td>• Family treatment</td>
</tr>
</tbody>
</table>
• Mental health services provided in a residential setting
• Psychological assessment
• Crisis Services

Evaluation and treatment/Community Hospitalization
Freestanding Evaluation and Treatment

GFS Services
General Funds-State (GFS) are state funds provided to Managed Care Organizations (MCOs) to help pay for services that are not covered by Medicaid. For example, room and board for residential behavioral health (BH) treatment is not covered by Medicaid and is reimbursed with GFS.

GFS funded services vary by region. They are usually connected to other behavioral health services for additional funding.

## Nutrition

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nutritional Therapy</td>
<td>Covered for clients age twenty (20) and younger when medically necessary and referred by the provider after an EPSDT screening.</td>
</tr>
<tr>
<td>Enteral Nutrition (products and equipment)</td>
<td>Parenteral nutritional supplements and supplies for all enrollees. Enteral nutrition products and supplies for all ages for tube-fed enrollees. Oral enteral nutrition products for clients age twenty (20) and younger.</td>
</tr>
</tbody>
</table>
Special health care needs or long-term illness

If you have special health care needs or a long-term illness, you may be eligible for additional benefits through our Health Home program, or care coordination. You may also get direct access to specialists. In some cases, you may be able to use your specialist as your PCP. Call us for more information about care coordination and care management.

Therapy

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
</table>
| Outpatient Rehabilitation (Occupational, Physical, and Speech Therapies) | This is a limited benefit. Call us at 1-800-440-1561 (TTY 711) for specific details. Limitations apply whether performed in any of the following settings:  
  - Outpatient clinic  
  - Outpatient hospital  
  - The home by a Medicare-certified home health agency  
  - When provided to children age twenty (20) and younger in an approved neurodevelopmental center. See: [https://www.doh.wa.gov/Portals/1/Documents/Pubs/970-199-NDCLList.pdf](https://www.doh.wa.gov/Portals/1/Documents/Pubs/970-199-NDCLList.pdf) |
<p>| Habilitative Services                                        | Health care services that help you keep, learn, or improve skills and functioning for daily living that were not acquired due to a congenital, genetic, or early-acquired health conditions. Call us to see if you are eligible. |</p>
<table>
<thead>
<tr>
<th>Specialty</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antigen (Allergy Serum)</td>
<td>Allergy shots</td>
</tr>
<tr>
<td>Bariatric Surgery</td>
<td>Pre-approval required for bariatric surgery. Only available in HCA-approved Centers of Excellence</td>
</tr>
<tr>
<td>Biofeedback Therapy</td>
<td>Limited to plan requirements</td>
</tr>
<tr>
<td>Chemotherapy</td>
<td>Some services may require pre-approval</td>
</tr>
<tr>
<td>Cosmetic Surgery</td>
<td>Only when the surgery and related services and supplies are provided to correct physiological defects from birth, illness, physical trauma, or for mastectomy reconstruction for post-cancer treatment.</td>
</tr>
<tr>
<td>Diabetic Supplies</td>
<td>Limited supplies available without pre-approval. Additional supplies are available with prior authorization</td>
</tr>
<tr>
<td>Dialysis</td>
<td>These services may require pre-approval</td>
</tr>
<tr>
<td>Hepatitis C Treatment</td>
<td></td>
</tr>
<tr>
<td>Organ Transplants</td>
<td>Call us at 1-800-440-1561 (TTY 711) for specific details.</td>
</tr>
<tr>
<td>Oxygen and Respiratory Services</td>
<td>Some services may require pre-approval.</td>
</tr>
<tr>
<td>Podiatry</td>
<td>This is a limited benefit. Call us at 1-800-440-1561 (TTY 711) for specific information.</td>
</tr>
<tr>
<td>Smoking Cessation</td>
<td>Covered for all clients with or without a PCP referral or pre-approval. Call Community Health Plan of Washington at 1-800-440-1561 (TTY 711) for more information.</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Transgender Health Services</td>
<td>Hormone and mental health therapy for all ages, and puberty blocking treatment for adolescents.</td>
</tr>
<tr>
<td>Tuberculosis (TB) Screening and Follow-up Treatment</td>
<td>You have a choice of going to your PCP or the local health department.</td>
</tr>
</tbody>
</table>

**Hearing and Vision**

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiology Tests</td>
<td>Hearing tests</td>
</tr>
<tr>
<td>Cochlear Implant Devices and Bone Anchored Hearing Aid (BAHA) Devices</td>
<td>Benefit is for children age twenty (20) and younger.</td>
</tr>
</tbody>
</table>
| Eye Exams | You must use our provider network. Call us for benefit information.  
For children under age 21, eyeglasses, contact lenses, and hardware fittings are covered separately under the fee-for-service program using your ProviderOne Services Card. The “Eyewear Supplier” list at [https://fortress.wa.gov/hca/p1findaprovider/](https://fortress.wa.gov/hca/p1findaprovider/). |
| Hearing Exams and Hearing Aids | |
### Family Planning/Reproductive Health

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth Control</td>
<td>See Family Planning Services</td>
</tr>
<tr>
<td>Contraceptives</td>
<td>See Family Planning Services</td>
</tr>
<tr>
<td>Family Planning Services</td>
<td>You can use our network of providers, or go to your local health department or family planning clinic.</td>
</tr>
<tr>
<td>HIV/AIDS Screening</td>
<td>You have a choice of going to a family planning clinic, the local health department, or your PCP for the screening.</td>
</tr>
</tbody>
</table>

### Health Education

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Education and Counseling</td>
<td>Examples: Health education for conditions such as diabetes and heart disease.</td>
</tr>
</tbody>
</table>

### Health Home

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Home</td>
<td>Provides additional help coordinating your care. Contact us to see if you are eligible.</td>
</tr>
</tbody>
</table>
Durable Medical Equipment and Supplies

We cover medical equipment or supplies when they are medically necessary and prescribed by your health care provider. We must pre-approve most equipment and supplies before we will pay for them. Call us for more information on covered medical equipment and supplies.

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Equipment</td>
<td>Most equipment must get pre-approval. Call us at 1-800-440-1561 (TTY 711) for specific details.</td>
</tr>
<tr>
<td>Medical Supplies</td>
<td>Most supplies must get pre-approval. Call us at 1-800-440-1561 (TTY 711) for specific details.</td>
</tr>
</tbody>
</table>

Labs and X-rays

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radiology and Medical Imaging Services</td>
<td>Some services may require pre-approval.</td>
</tr>
<tr>
<td>Lab and X-ray Services</td>
<td>Some services may require pre-approval</td>
</tr>
</tbody>
</table>
## Women’s Health and Maternity

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breast Pumps</td>
<td>Some types may require pre-approval.</td>
</tr>
<tr>
<td>Mammograms</td>
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</tr>
<tr>
<td>Maternity and Prenatal Care</td>
<td></td>
</tr>
<tr>
<td>Women’s Health Care</td>
<td>Routine and preventive health care services, such as maternity care,</td>
</tr>
<tr>
<td></td>
<td>mammograms, reproductive health, general examination, contraceptive services, testing</td>
</tr>
<tr>
<td></td>
<td>and treatment for sexually transmitted diseases, and breast-feeding.</td>
</tr>
</tbody>
</table>

### Additional services we offer

We encourage our members to get regular and preventive care. Our wellness programs make sure they know how to access free services so they can stay well and manage their health. We reach out over the phone and through the mail to share important information about preventive screenings, tests and other health care services that can help you feel your best.

**Not feeling well?** Call our free Nurse Advice Line 24 hours a day, 7 days a week. Toll free: 1-866-418-2920 (TTY Relay: 711).

**Care and tips for a healthy pregnancy.** Pregnant mothers can find support and resources throughout their pregnancy with our New Arrivals Program. These free programs help pregnant members have a healthy pregnancy. Learn more at [https://www.chpw.org/for-members/health-and-wellness/your-pregnancy-guide](https://www.chpw.org/for-members/health-and-wellness/your-pregnancy-guide).
Get extended pregnancy care through First Steps (Maternity Support Services). This program is provided through Washington Health Care Authority. It gives access to prenatal, medical, and dental care during pregnancy, delivery, and after birth. For more information and details of full benefits visit http://www.hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaidcoverage/first-steps-maternity-and-infant-care.

Get rewards for keeping yourself and your kids healthy with Children First. Pregnant mothers and kids receive rewards for staying up-to-date on immunizations and well child and prenatal checkups. Visit https://www.chpw.org/for-members/children-first-rewards-program/ for application forms and more information.

90-Day Prescription Fills. Members taking certain long-term drugs for chronic conditions (mental health, diabetes, hypertension, coronary artery disease, or chronic heart failure) can get a 90-day fill on prescriptions. You can get a 90-day fill from your Community Health Center pharmacy and select contracted pharmacies. Check the list of drugs available for 90-day fill on https://www.chpw.org/for-members/pharmacy/.

Aunt Bertha is a single source for community-based resources across the state. Use the directory to find free or reduced cost services in your community for housing, nutrition, utility bills, legal help, clothing, and job training.

Online Mental Health Resource Center. Many people, adults and children alike, experience mental health or substance use conditions. Our online mental health resource center offers information for all ages on recognizing and managing a mental health or substance use condition.

Independent Living Program. This program helps foster kids and former foster kids get ready to live on their own. The Washington Department of Social and Health Services offers training and education to build life skills in areas like job readiness, finding housing, personal finance, personal relationships, and self-advocacy.

CHPW partners with Boys & Girls Club of Washington to offer members age 6-18 no-cost after-school access to participating clubs. This includes club access, after-school programs, snacks or a meal and free transportation.
**School Sports Physicals for Kids.** Children 18 and under can get a sports physical checkup from their PCP every year at no cost. This can be part of the annual child checkup or a separate visit.

**Care Management Programs.** CHPW Care Management programs provide extra support to members with complex or chronic medical conditions. They help members maintain their care plans, and coordinate care between doctors and other providers. Call 1-866-418-7003 (TTY: 711) for more information.

**Care Community Linkages.** The Community Linkages program goes beyond medical care. It helps with other aspects of your life that affect your health. Community Linkages can help you find stable housing, help you achieve food security, make sure you have a ride to and from your medical appointments, and connect you to other local resources.

**Case Management.** Managing multiple health issues or chronic health issues can be difficult. Our Case Management team is here to help you. Your personal case manager will help you identify and make a plan to reach your health goals. They will also be there to coordinate the different health services and programs you need to feel your best.

**Population Health.** CHPW offers one-on-one health coaching for members who are managing asthma, congestive heart failure (CHF), COPD, and/or diabetes.

**Transitions of Care.** After you get out of the hospital, you still need support to make sure you fully recover. CHPW’s Transitions of Care team works with your hospital to make sure your discharge transition is smooth. They will check in on you with a phone call after you leave the hospital. They will make sure you are able to get to your follow-up appointments and pick up the medication you need.

**You can quit. We can help.** Quit smoking with the help of a coach, aids, and web support with the Quit for Life program. Learn more at [https://www.quitnow.net](https://www.quitnow.net).

**Free Cellphone.** Members may be eligible to receive a free cellphone and free monthly call minutes and text messages. For more information visit [https://www.chpw.org/for-members/member-center/featured](https://www.chpw.org/for-members/member-center/featured).

**Check out our member center.** You can log onto www.chpw.org and print your ID card, download your member handbook, change your PCP, update your address, and more.
Health information at your fingertips with Health and Wellness A to Z. Get information for staying healthy, learn about health conditions, access information on when to get care, and more. You can find this information at https://www.chpw.org/.

Learn how the Health Homes program can make managing your care easier. Eligible members can get help with transitional care, care coordination, health education, care management, and much more. You can get more information at https://www.chpw.org/for-members/health-home-services.

Manage your mental health. The Mental Health Integration Program gives you easier access to mental health providers in your primary care clinic, for no additional fee. Care coordinators can consult with specialists and make mental health referrals for you, if needed. Speak to a Community Health Plan of Washington representative to learn more.

Youth Behavior Health Services Support. CHPW has home, school and community-based services to help children with behavioral needs. When a child’s behavior disrupts family life, school or peers, they can benefit from behavioral health support. The support includes: intensive care coordination and intensive mental health services provided in the home.

Complex Case Management Services

Complex case management is a service to help members with complex or multiple health care needs to get care and services. Case managers help to coordinate your care, with your goals in mind. A Plan representative may suggest case management based on questions answered in your first health screening (health assessment) upon enrollment. You may ask for case management services for yourself or a family member at any time. Others, such as health care providers, discharge planners, caregivers and medical management programs can also refer you to case management. You must consent to case management services. For any questions call 1-800-440-1561 (TTY 711).
Additional Care Coordination Services We May Offer

To take care of your health, you must first take care of your basic needs. Community Health Plan of Washington’s Community Linkages team connects you to local resources for some of these needs. We can identify sources of help, make referrals, and coordinate with your providers. Community Linkages can connect you with resources and programs in your community, such as: housing, transportation and food. You may ask for Community Linkages services yourself or a family member can request them for you. Others, such as your health care providers, hospital discharge planners, caregivers and our case management staff, can also refer you to Community Linkages for connection to services. We need your permission before you can receive Community Linkages services. For more information call 1-866-418-7006.

We can also help connect you to treatment or services that you may need such as: Private Duty Nursing, ABA (Applied Behavioral Analysis), WISE (Wraparound with Intensive Services), PACT (Program of Assertive Community Treatment) and CLIP (Children’s Long-Term Inpatient treatment). Any of our staff can help direct you to those services. For referral or questions, call 1-800-440-1561 (TTY 711).

**Apple Health services covered without a managed care plan**

Apple Health coverage without a managed care plan (fee-for-service) or other community-based programs cover the following benefits and services even when you are enrolled with us. We and your PCP will help you access these services and coordinate your care. To access these services you need to use your ProviderOne Services card. If you have a question about a benefit or service not listed here, call us.

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Services (Air)</td>
<td>All air ambulance transportation services provided to Washington Apple Health clients, including those enrolled in a managed care organization (MCO).</td>
</tr>
<tr>
<td>Ambulance Services (Ground)</td>
<td>All ground ambulance transportation services, emergency and non-emergency, provided to Washington Apple Health clients, including those enrolled in a managed care organization (MCO).</td>
</tr>
</tbody>
</table>
| **Crisis Services** | Crisis services are available to support you, based on where you live. If there is a life-threatening emergency, please call 911. See page 17 for the numbers in your area.

For the Suicide Prevention Life Line: 1-800-273-8255, TTY Users 1-800-799-4TTY (4889)

For mental health or substance use disorder crises, please call the Behavioral Health Administrative Services organization (BH-ASO). Phone numbers can be found on page 17 above, or at: [https://www.hca.wa.gov/health-care-services-and-supports/behavioral-health-recovery/mental-health-crisis-lines](https://www.hca.wa.gov/health-care-services-and-supports/behavioral-health-recovery/mental-health-crisis-lines) |
| **Dental Services** | You must see a dental provider who has agreed to be an Apple Health fee-for-service provider. More information is available:

- Call HCA at 1-800-562-3022.

To find a provider that accepts Washington Apple Health online: [https://fortress.wa.gov/hca/p1findaprov/](https://fortress.wa.gov/hca/p1findaprov/) |
| **Eyeglasses and Fitting Services** | For children 20 years of age and younger - eyeglass frames, lenses, contact lenses, and fitting services are covered by Apple Health coverage without a managed care plan.  
For adults 21 and over - eyeglass frames and lenses are not covered by Apple Health, but if you wish to buy them, you can order them through participating optical providers at discounted prices. Visit this site to [https://www.hca.wa.gov/assets/free-or-low-cost/optical_providers_adult_medicaid.pdf](https://www.hca.wa.gov/assets/free-or-low-cost/optical_providers_adult_medicaid.pdf) |
| **First Steps Maternity Support Services (MSS) and Infant Case Management (ICM)** | MSS provides pregnant and postpartum clients preventive health and education services in the home or office to help have a healthy pregnancy and a healthy baby. ICM helps families with children up to age one learn about, and how to use, needed medical, social, educational, and other resources in the community so the baby and family can thrive.  
| **Inpatient Psychiatric Care** | Must be provided by Department of Health (DOH) certified agencies. Call us for help in accessing these services.  
We cover medications associated with substance use disorder services. |
<p>| <strong>Long-Term Care Services and Supports</strong> | See page 38 of this booklet. |</p>
<table>
<thead>
<tr>
<th>Pregnancy Termination, Voluntary</th>
<th>Includes termination and follow-up care for any complications.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sterilizations, age twenty (20) and under</td>
<td>Must complete sterilization form 30 days prior or meet waiver requirements. Reversals not covered.</td>
</tr>
<tr>
<td>Transgender Health Services</td>
<td>Services include Surgical procedures and postoperative complications.</td>
</tr>
<tr>
<td>Transportation for Non-Emergency Medical Appointments</td>
<td>Apple Health pays for transportation services to and from needed non-emergency health care appointments. Call the transportation provider (broker) in your area to learn about services and limitations. Your regional broker will arrange the most appropriate, least costly transportation for you. A list of brokers can be found at <a href="http://www.hca.wa.gov/transportation-help">http://www.hca.wa.gov/transportation-help</a></td>
</tr>
</tbody>
</table>

**Long-term services and supports**

Aging and Long-Term Support Administration (ALTSA) – Home and Community Services (HCS) provides long-term care services for people who are older and individuals with disabilities in their own homes, including an in-home caregiver, or in community residential settings. HCS also provides services to assist people in transitioning from nursing homes and assist family caregivers. These services are not provided by your health plan. To get more information about long-term care services, call your local HCS office.
ALTSA Home and Community Services must approve these services. Call your local HCS office for more information:

**REGION 1** – Adams, Asotin, Benton, Chelan, Columbia, Douglas, Ferry, Franklin, Garfield, Grant, Kittitas, Klickitat, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Walla Walla, Whitman, Yakima - 509-568-3767 or 866-323-9409

**REGION 2N** – Island, San Juan, Skagit, Snohomish, and Whatcom – 800-780-7094; Nursing Facility Intake

**REGION 2S** – King - 206-341-7750

**REGION 3** – Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce, Thurston, Skamania, Wahkiakum – 800-786-3799

Developmental Disabilities Administration (DDA) aims to help children and adults with developmental disabilities and their families get services and supports based on need and choice in their community. To get more information about services and supports, please visit [www.dshs.wa.gov/dda/](http://www.dshs.wa.gov/dda/) or call your local DDA office listed below.

**Services for People with Developmental Disabilities**

The Developmental Disabilities Administration (DDA) must approve these services. If you need information or services please contact your DDA local office:

Region 1: Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens - 800-319-7116 or email R1ServiceRequestA@dshs.wa.gov

Region 1: Adams, Asotin, Benton, Columbia, Franklin, Garfield, Grant, Kittitas, Klickitat, Walla Walla, Whitman, Yakima - 866-715-3646 or email R1ServiceRequestB@dshs.wa.gov

Region 2: Island, San Juan, Skagit, Snohomish, Whatcom - 800-567-5582 or email R2ServiceRequestA@dshs.wa.gov

Region 2: King - 800-974-4428 or email R2ServiceRequestB@dshs.wa.gov

Region 3: Kitsap, Pierce - 800-735-6740 or email R3ServiceRequestA@dshs.wa.gov
Early Learning Programs

Department of Children, Youth, and Families (DCYF) provides services and programs for children under the age of 5 including:

**ECEAP (Early Childhood Education and Assistance Program) and HeadStart** are Washington's pre-kindergarten programs that prepare 3- and 4-year-old children from low-income families for success in school and in life. ECEAP is open to any preschool aged child and family if they meet the income limits. For information on ECEAP and Head Start Preschools visit [http://www.dcyf.wa.gov/services/earlylearning-childcare/eceap-headstart](http://www.dcyf.wa.gov/services/earlylearning-childcare/eceap-headstart)

**Early Support for Infants and Toddlers (ESIT)** services are designed to enable children birth to 3 with developmental delays or disabilities to be active and successful during the early childhood years and in the future in a variety of settings—in their homes, in child care, in preschool or school programs, and in their communities. For more information [http://www.dcyf.wa.gov/services/child-development-supports/esit](http://www.dcyf.wa.gov/services/child-development-supports/esit).

**Home Visiting for Families** is voluntary, family-focused and offered to expectant parents and families with new babies and young children to support the physical, social, and emotional health of your child. For more information visit [http://www.dcyf.wa.gov/services/child-development-supports/home-visiting](http://www.dcyf.wa.gov/services/child-development-supports/home-visiting)

**Early Childhood Intervention and Prevention Services (ECLIPSE)** serves children birth to 5 years old who are at risk of child abuse and neglect and may be experiencing behavioral health issues due to exposure to complex trauma. Services are provided in King County and Yakima County. For more information visit [http://www.dcyf.wa.gov/services/child-dev-support-providers/eclipse](http://www.dcyf.wa.gov/services/child-dev-support-providers/eclipse)

Contact us and we can help connect you with these services.
**Excluded Services (NOT covered)**

The following services are not covered by us or fee-for-service. If you get any of these services, you may have to pay the bill. If you have any questions, call us.

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternative Medicines (except for Acupuncture)</td>
<td>Christian Science practice, faith healing, herbal therapy, homeopathy, massage, or massage therapy.</td>
</tr>
<tr>
<td>Chiropractic Care for Adults (21 and over)</td>
<td></td>
</tr>
<tr>
<td>Elective Cosmetic or Plastic Surgery</td>
<td>Including face lifts, tattoo removal, or hair transplants.</td>
</tr>
<tr>
<td>Diagnosis and Treatment of Infertility, Impotence, and Sexual Dysfunction</td>
<td></td>
</tr>
<tr>
<td>Marriage Counseling and Sex Therapy</td>
<td></td>
</tr>
<tr>
<td>Nonmedical Equipment</td>
<td>Such as ramps or other home modifications.</td>
</tr>
<tr>
<td>Personal Comfort Items</td>
<td></td>
</tr>
<tr>
<td>Physical Exams Needed for Employment, Insurance, or Licensing</td>
<td></td>
</tr>
<tr>
<td>Services Not Allowed by Federal or State Law</td>
<td></td>
</tr>
<tr>
<td>Services Provided Outside of the United States</td>
<td></td>
</tr>
<tr>
<td>Weight Reduction and Control Services</td>
<td>Weight-loss drugs, products, gym memberships, or equipment for the purpose of weight reduction.</td>
</tr>
</tbody>
</table>
If you are unhappy with us

You or your authorized representative have the right to file a complaint. This is called a grievance. We will help you file a grievance.

Grievances or complaints can be about:

- A problem with your doctor’s office.
- Getting a bill from your doctor.
- Being sent to collections due to an unpaid medical bill.
- The quality of your care or how you were treated.
- Any other problems you may have getting health care.

We must let you know by phone or letter that we received your grievance or complaint within two working days. We must address your concerns as quickly as possible but cannot take more than 45 days. You can get a free copy of our grievance policy by calling us.

Ombuds

An Ombuds is a person who is an available option to provide free and confidential assistance with resolving concerns related to your behavioral health services. They can help if you have a behavioral health grievance, appeal, or fair hearing to resolve your concerns at the lowest possible level. The Ombuds is independent of your health plan. It is provided by a person who has had behavioral health services, or a person whose family member has had behavioral health services.

Use the phone numbers below to contact an Ombuds in your area:

<table>
<thead>
<tr>
<th>Region</th>
<th>Counties</th>
<th>Ombuds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Great Rivers</td>
<td>Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum</td>
<td>In Cowlitz, Pacific and Wahkiakum Counties:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>360-414-0237</td>
</tr>
<tr>
<td></td>
<td></td>
<td>In Lewis and Grays Harbor:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>833-721-6011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>360-266-7578</td>
</tr>
<tr>
<td>Greater Columbia</td>
<td>Asotin, Benton, Columbia, Franklin, Garfield, Kittitas</td>
<td>833-783-9444</td>
</tr>
<tr>
<td>Area</td>
<td>Counties/Departments</td>
<td>Phone Numbers</td>
</tr>
<tr>
<td>---------------------</td>
<td>------------------------------------------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td>Walla Walla, Whitman, Yakima</td>
<td>Or 509-783-9444</td>
<td></td>
</tr>
<tr>
<td>King</td>
<td>King</td>
<td>800-790-8049 #3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>or 206-477-0630</td>
</tr>
<tr>
<td>North Central</td>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>800-572-4459 ext. 237</td>
</tr>
<tr>
<td></td>
<td></td>
<td>or 509-886-0700 ext. 237</td>
</tr>
<tr>
<td>North Sound</td>
<td>Island, San Juan, Skagit, Snohomish, Whatcom</td>
<td>888-336-6164</td>
</tr>
<tr>
<td></td>
<td></td>
<td>or 360-416-7004</td>
</tr>
<tr>
<td>Pierce</td>
<td>Pierce</td>
<td>800-531-0508</td>
</tr>
<tr>
<td>Salish</td>
<td>Clallam, Jefferson, Kitsap</td>
<td>888-377-8174</td>
</tr>
<tr>
<td></td>
<td></td>
<td>or 360-692-1582</td>
</tr>
<tr>
<td>Spokane</td>
<td>Adams, Ferry, Lincoln, Pend Oreille, Spokane, Stevens</td>
<td>866-814-3409</td>
</tr>
<tr>
<td></td>
<td></td>
<td>or 509-477-4666</td>
</tr>
<tr>
<td>Southwest</td>
<td>Clark, Klickitat, Skamania</td>
<td>800-696-1401</td>
</tr>
<tr>
<td>Thurston-Mason</td>
<td>Mason, Thurston</td>
<td>800-658-4105</td>
</tr>
<tr>
<td></td>
<td></td>
<td>or 360-763-5793</td>
</tr>
</tbody>
</table>
Important information about denials, appeals, and administrative hearings

You have the right to ask for a review of a decision if you think it was not correct, not all medical information was considered, or you think the decision should be reviewed by another person. This is called an appeal. We will help you file an appeal.

A denial is when your health plan does not approve or pay for a service that either you or your doctor asked for. When we deny a service, we will send you a letter telling you why we denied the requested service. This letter is the official notice of our decision. It will let you know your rights and information about how to request an appeal.

An appeal is when you ask us to review your case again because you disagree with our decision. You may appeal a denied service. You may call to let us know, but you must send your appeal in writing with your signature. We can help you file an appeal. Your provider or someone else may appeal for you if you sign to say you agree to the appeal. You only have 10 days to appeal if you want to keep getting a service that you are receiving while we review our decision. We will reply in writing telling you we received your request for an appeal within 5 calendar days. In most cases we will review and decide your appeal within 14 days. We must tell you if we need more time to make a decision. An appeal decision must be made within 28 days.

We are required to receive your appeal in writing. Send it to us at 1111 Third Ave, Suite 400, Seattle, WA 98101 or Fax (206) 652-7040 or email CustomerCare@chpw.org. We can help you file your appeal. Call us at 1-800-440-1561 (TTY 711).

NOTE: If you keep getting a service during the appeal process and you lose the appeal, you may have to pay for the services you received.

If it’s urgent. For urgent medical conditions, you or your doctor can ask for an expedited (quick) appeal by calling us. If your medical condition requires it, a decision will be made about your care within 3 calendar days. To ask for an expedited appeal, tell us why you need the faster decision. If we deny your request, your appeal will be reviewed in the same time frames outlined above. We must make reasonable efforts to give you a prompt verbal notice if we deny your request for an expedited appeal. You may file a grievance if you do not like our decision to change your request from an expedited appeal to a standard appeal. We must mail a written notice within two calendar days of a decision.

If you disagree with the appeal decision, you have the right to ask for an administrative hearing. In an administrative hearing, an administrative law judge who does not work for us or the Health Care Authority will review your case.
You have 120 calendar days from the date of our appeal decision to request an administrative hearing. You only have 10 calendar days to ask for an administrative hearing if you want to keep getting the service that you were receiving before our denial.

To ask for an administrative hearing:

1. Call the Office of Administrative Hearings (www.oah.wa.gov) at 1-800-583-8271,
   
   OR
   
2. Write to:
   
   Office of Administrative Hearings
   
   P.O. Box 42489
   
   Olympia, WA 98504-2489
   
   AND
   
3. Tell the Office of Administrative Hearings that Community Health Plan of Washington is involved; the reason for the hearing; what service was denied; the date it was denied; and the date that the appeal was denied. Also, be sure to give your name, address, and phone number.

You may talk with a lawyer or have another person represent you at the hearing. If you need help finding a lawyer, visit http://www.nwjustice.org or call the NW Justice CLEAR line at:

   1-888-201-1014.

The administrative hearing judge will send you a notice explaining their decision. If you disagree with the hearing decision, you have the right to appeal the decision directly to the Health Care Authority’s Board of Appeals or by asking for a review of your case by an Independent Review Organization (IRO).

**Important Time Limit:** The decision from the hearing becomes a final order within 21 calendar days of the date of mailing if you take no action to appeal the hearing decision.

If you disagree with the hearing decision, you may request an Independent Review. You do not need to have an independent review and may skip this step and ask for a review from Health Care Authority’s Board of Appeals.
An IRO is an independent review by a doctor who does not work for us. To request an IRO, you must call us and ask for a review by an IRO within twenty-one (21) days after you get the hearing decision letter. You must provide us any extra information within 5 days of asking for the IRO. Call 1-800-440-1561 (TTY 711) for help. You may ask for a quick decision if your health is at risk. If you ask for this review, your case will be sent to an Independent Review Organization (IRO) within three working days. You do not have to pay for this review. We will let you know the IRO's decision.

If you do not agree with the decision of the IRO, you can ask to have a review judge from the Health Care Authority's Board of Appeals to review your case. You only have 21 days to ask for the review after getting your IRO decision letter. The decision of the review judge is final. To ask a review judge to review your case:

- Call 1-844-728-5212,
- Write to:
  HCA Board of Appeals
  P.O. Box 42700
  Olympia, WA 98504-2700

Your rights

As an enrollee, you have a right to:

- Make decisions about your health care, including refusing treatment. This includes physical and behavioral health services
- Be informed about all treatment options available, regardless of cost.
- Choose or change primary care providers.
- Get a second opinion from another provider in your health plan.
- Get services in a timely manner.
- Be treated with respect and dignity. Discrimination is not allowed. No one can be treated differently or unfairly because of his or her race, color, national origin, gender, 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.
• How we pay your providers for your medical care.
• All options for care and why you are getting certain kinds of care.
• How to get help with filing a grievance or complaint about your care or help in asking for a review of a denial of services or an appeal.
• Our organizational structure including policies and procedures, practice guidelines, and how to recommend changes.

• Receive plan policies, benefits, services and Members’ Rights and Responsibilities at least yearly.
• Make recommendations regarding your rights and responsibilities as a Community Health Plan of Washington member.
• Receive a list of crisis phone numbers.
• Receive help completing mental or medical advance directive forms.

Your responsibilities

As an enrollee, you agree to:

• Talk with your Providers about your health and health care needs.
• Help make decisions about your health care, including refusing treatment.
• Know your health problems and take part in agreed-upon treatment goals as much as possible.
• Give your providers and Community Health Plan of Washington complete information about your health.
• Follow your provider’s instructions for care that you have agreed to.
• 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 be paid for providing services to you.
• Bring your ProviderOne Services card and health plan ID card to all of your appointments.
• Learn about your health plan and what services are covered.
• Use health care services when you need them.
• 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-emergency care. You must stay in the same plan for at least 12 months.
• Inform the Health Care Authority if your family size or situation changes, such as pregnancy, births, adoptions, address changes, or you become eligible for Medicare or other insurance.
• Renew your coverage annually using the Washington Health Benefit Exchange at https://www.wahealthplanfinder.org, and report changes to your account such as income, marital status, births, adoptions, address changes, and becoming eligible for Medicare or other insurance.

Advance directives

What is an advance directive?

An advance directive puts your choices for health care into writing. The advance directive tells your doctor and family:

• What kind of health care you do or do not want if:
  • You lose consciousness.
  • You can no longer make health care decisions.
  • You cannot tell your doctor or family what kind of care you want.
  • You want to donate your organ(s) after your death.
  • You want someone else to decide about your health care if you can’t.

Having an advance directive means your loved ones or your doctor can make medical choices for you based on your wishes. There are three types of advance directives in Washington State.

1. Durable power of attorney for health care. This names another person to make medical decisions for you if you are not able to make them for yourself.
2. Healthcare directive (living will). This written statement tells people whether you want treatments to prolong your life.
3. Organ donation request.
Talk to your doctor and those close to you. You can cancel an advance directive at any time. You can get more information from us, your doctor, or a hospital about advance directives. You can also:

- Ask to see your health plan’s policies on advance directives.
- File a grievance with your plan or the Health Care Authority if your directive is not followed.

The Physician Orders for Life Sustaining Treatment (POLST) form is for anybody who has a serious health condition, and needs to make decisions about life-sustaining treatment. Your provider can use the POLST form to represent your wishes as clear and specific medical orders. To learn more about Advance Directives contact us.

**Mental Health Advance Directives**

**What is a mental health advance directive?**

A mental health advance directive is a legal written document that describes what you want to happen if your mental health problems become so severe that you need help from others. This might be when your judgment is impaired and/or you are unable to communicate effectively.

It can inform others about what treatment you want or don’t want, and it can identify a person to whom you have given the authority to make decisions on your behalf.

If you have a physical health care advance directive you should share that with your mental health care provider so they know your wishes.

**How do I complete a mental health advance directive?**

You can get a copy of the advance directive form and more information on how to complete it at [https://www.hca.wa.gov/health-care-services-and-supports/behavioral-health-recovery/mental-health-advance-directives](https://www.hca.wa.gov/health-care-services-and-supports/behavioral-health-recovery/mental-health-advance-directives). A model “fill-in-the-blanks” form was included in the state law and it is probably the best and easiest way to create a mental health advance directive.

Community Health Plan of Washington, your behavioral health care provider, or your Ombuds can also help you complete the form. Contact us for more information.
Preventing Fraud Waste and Abuse

Program integrity is everyone’s responsibility. When Fraud, Waste and Abuse goes unchecked it cost taxpayer dollars. These dollars could be used for coverage of critical Apple Health benefits and services within the community. As enrollees you are in a unique position to identify fraudulent or wasteful practices. If you see any of the following please let us know:

- If someone offers you money or goods in return for your ProviderOne Services card or if you are offered money or goods in return for going to a health appointment.
- You receive an explanation of benefits for goods or services that you did not receive.
- If you know of someone falsely claiming benefits.
- Any other practices that you become aware of that seem fraudulent, abusive or wasteful
- If you suspect fraud, waste or abuse, you can report it to us online or by email or fax. You have the option to report anonymously. To report online go to https://forms.chpw.org/#/fraud. To report by email, mail or fax you can download a “Potential Fraud Report form and use the contact information listed on the form. The form can be found at https://www.chpw.org/fraud-and-identity-theft.

Send your report and any documentation by any of the following methods:
Email: compliance.incident@chpw.org
Fax: (206) 521-8834
Mail: Compliance Officer
Community Health Plan of Washington
1111 3rd Ave, Suite 400
Seattle, WA 98101

You can also call our Customer Service department at 1-800-440-1561 (TTY 711).
We protect your privacy

We are required by law to protect your health information and keep it private. We use and share your information to provide benefits, carry out treatment, payment, and health care operations. We also use and share your information for other reasons as allowed and required by law.

Protected health information (PHI) refers to health information such as medical records that include your name, member number, or other identifiers used or shared by health plans. Health plans and the Health Care Authority share PHI for the following reasons:

- **Treatment** — Includes referrals between your PCP and other health care providers.
- **Payment** — We may use or share PHI to make decisions on payment. This may include claims, approvals for treatment, and decisions about medical needs.
- **Health care operations** — We may use information from your claim to let you know about a health program that could help you.

We may use or share your PHI without getting written approval from you under certain circumstances.

- **Disclosure of your PHI to family members, other relatives and your close personal friends is allowed if:**
  - The information is directly related to the family or friend’s involvement with your care or payment for that care; and you have either orally agreed to the disclosure or have been given an opportunity to object and have not objected.

- The law allows HCA or Community Health Plan of Washington to use and share your PHI for the following:
  - When the U. S. Secretary of the Department of Health and Human Services requires us to share your PHI.
  - Public Health and Safety which may include helping public health agencies to prevent or control disease.
  - Government agencies may need your PHI for audits or special functions, such as national security activities.
  - For research in certain cases, when approved by a privacy or institutional review board.
  - For legal proceedings, such as in response to a court order. Your PHI may also be shared with funeral directors or coroners to help them do their jobs.
• With law enforcement to help find a suspect, witness, or missing person. Your PHI may also be shared with other legal authorities if we believe that you may be a victim of abuse, neglect, or domestic violence.

• To obey Workers’ Compensation laws.

Your written approval is required for all other reasons not listed above. You may cancel a written approval that you have given to us. However, your cancellation will not apply to actions taken before the cancellation.

If you want to access your protected Health Information (PHI), complete and return the Request to Access Protected Health Information form found on https://www.chpw.org/. You may also request a copy of the form by calling Community Health Plan of Washington’s Customer Service department at 1-800-440-1561. If you are hearing or speech impaired, please call TTY 711.

If you believe we violated your rights to privacy of your PHI, you can:

• Call us and file a complaint. We will not take any action against you for filing a complaint. The care you get will not change in any way.

• File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or write to:

U.S. Department of Health and Human Services
200 Independence Ave SW, Room 509F, HHH Building
Washington, D.C 20201

OR:

Call 1-800-368-1019 (TDD 1-800-537-7697)

Note: This information is only an overview. We are required to keep your PHI private and give you written information annually about the plan’s privacy practices and your PHI. Please refer to your Notice of Privacy Practices for additional details. You may also contact us at 1-800-440-1561 (TTY 711), our address 1111 Third Ave, Suite 400, Seattle, WA 98101, our email CustomerCare@chpw.org, our website https://www.chpw.org for more information.