

Alternative Treatment Benefit for Members



Community Health Plan of Washington (CHPW) Apple Health (Medicaid) members can get reimbursed for acupuncture, chiropractic, and massage treatments.

CHPW Apple Health covers some services under an open network. That means we pay for treatments members receive under these conditions:

- The treatment is **acupuncture, chiropractic, or massage**
- The person who gives the service has the appropriate **Washington license**
- The provider will bill CHPW

Members **do not** need a referral from their regular doctor to use these services.

Some providers can't or don't know how to bill us. In those cases, we will pay members back for the cost of the service. (Tipping is not included in the amount we will pay.)

Fill out the form on the back (pg.2) and return to:



CHP Claims
P.O. Box 269002
Plano, TX 75026-9002

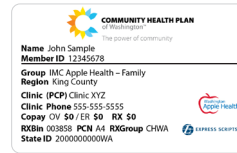
Members can send the form on
the back (pg.2) in the mail.



mychpw.chpw.org

They can also email it through CHPW's
secure online myCHPW member portal.

Questions? Call CHPW Customer Service at 1-800-440-1561 (TTY: 711), Monday through Friday, 8:00 a.m. to 5:00 p.m.



Member ID number is on the front of the CHPW card.

Member Information:

First Name

Last Name

Member ID Number

Date of Birth

Mailing Address

City, State, ZIP

Provider Information:

Provider Name *(Example: Jane Johnson)*

Facility Name *(Example: Evergreen Message Services)*

Provider and/or Facility Address

Service Information:

Date of Service

Proof of Payment *(Example: a receipt. If you're attaching your superbill, you can say so here.)*

Procedure Code

Diagnosis Code

“Where do I get provider and service information?”

After members get massage, chiropractic, or acupuncture treatment, providers should give them an invoice, also called a **superbill**. It will list these details. If CHPW members aren't sure how to get their superbill, or aren't sure it has the information they need, they can call CHPW Customer Service for help at 1-800-440-1561 (TTY: 711), Monday through Friday, 8:00 a.m. to 5:00 p.m.

TIP: We suggest that members make a copy of their superbill and send it to CHPW with this form.