



NAVIGATOR NEWS

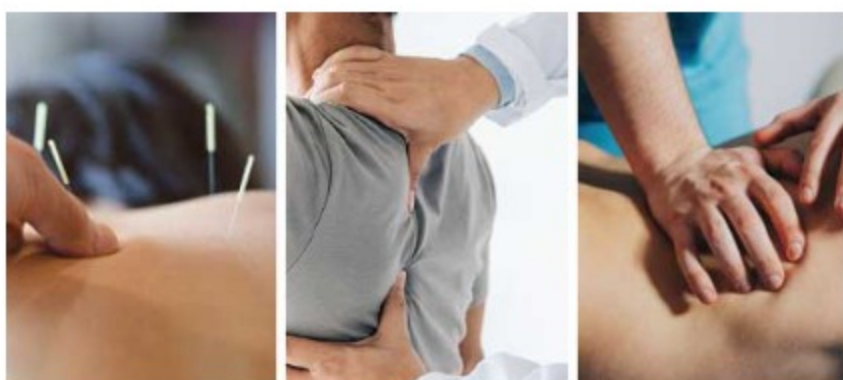


News flash!

CHPW has an exciting new value-added benefit that some of your Apple Health (Medicaid) clients might be interested to know about.

Many of our Apple Health members in the past have asked us about coverage for alternative treatments like acupuncture, chiropractic, and massage. Well, we listened and have created an **Alternative Treatments** benefit!

Effective 7/1/2022, CHPW Apple Health members can get a combined total of **20 visits a year for Acupuncture, Chiropractic, and Massage.*** And it costs them nothing.



For many people, Acupuncture, Chiropractic, and Massage can be effective, drug-free, non-invasive ways to treat chronic pain and other ailments including headaches, allergies, anxiety, and depression. Some may also find these alternative treatments to be more culturally appropriate than standard medical treatments.

We believe CHPW is the first – and so far, the only – Apple Health Managed Care Organization (MCO) to offer such a comprehensive alternative care benefit.

**Massage visits are based on session length of 30 minutes. A one-hour massage, for example, would count as two visits.*

And it's user-friendly, too!

We've made it easy for members to access this new benefit:

- No Prior Authorization required
- No referral needed
- The member can see *any* licensed provider in Washington. The provider may bill CHPW or the member can also pay up front and submit a claim to CHPW for reimbursement.

We think this be a very valuable and highly utilized benefit for our Apple Health members. More details to come soon on our website!



Questions?

Our friendly Customer Service team can answer all your questions (or connect you with someone who can). Just call **1-800-440-1561** (TTY: Dial 711), 8am – 5pm, Monday through Friday.

Once again, thanks for all your hard work serving our communities and keeping them healthier.

Stay cool and enjoy your summer!

Caitlin Duffy

Caitlin Duffy
Director, Business Development and Sales