



Changes are coming to Washington Apple Health (Medicaid) in 2019 for the North Sound Region

Counties: Island • San Juan • Skagit • Snohomish • Whatcom

We are making a shift to better care

Apple Health is shifting to whole-person care. This means care is coordinated so that people get the help they need, for physical and behavioral health (mental health and substance use disorder treatment).

As part of our commitment to deliver better care, managed care plans available in your county, may change beginning Jan. 1, 2019. We recognize change can be disruptive, but we have put in place resources so the transition is as smooth as possible. This change will not reduce any benefits. Apple Health clients will continue to receive all of the same services they currently receive.

Available plans

In 2019, Apple Health managed care plans, including Apple Health Core Connections which covers the statewide foster care program, will start to cover behavioral health treatment services, along with physical health services.*

Most clients will remain with the same health plan; however, there are a few places where plans will no longer be an available choice within a county (see the next page for more information). Clients will stay enrolled in their current plan, unless that plan will not be an option in 2019. In that case, HCA will auto-enroll clients to one of the offered plans.

**This change applies to Apple Health managed care programs. This does not apply to individuals receiving Apple Health coverage without a managed care plan. These individuals will continue to receive physical health services as they do today. For more information about access to behavioral health services for these individuals, view the BHSO fact sheet at www.hca.wa.gov/assets/program/bhso-fact-sheet.pdf.*

We will keep you informed

We will share information with clients and the wider community so that people are prepared for the change and clients have time to choose another plan if they want to.

Here are some key dates for clients:

October 1, 2018 – HCA sends a letter to Apple Health clients to summarize the changes to behavioral health services that start in January

November 20, 2018 – HCA begins enrollment process for Jan. 1, 2019

Late November, early December – HCA sends a letter to clients with the name of their health plan, a link to their benefits booklet, and how to change their plan.

December 1, 2018 – HCA's website and customer service phone lines will be available to assist clients

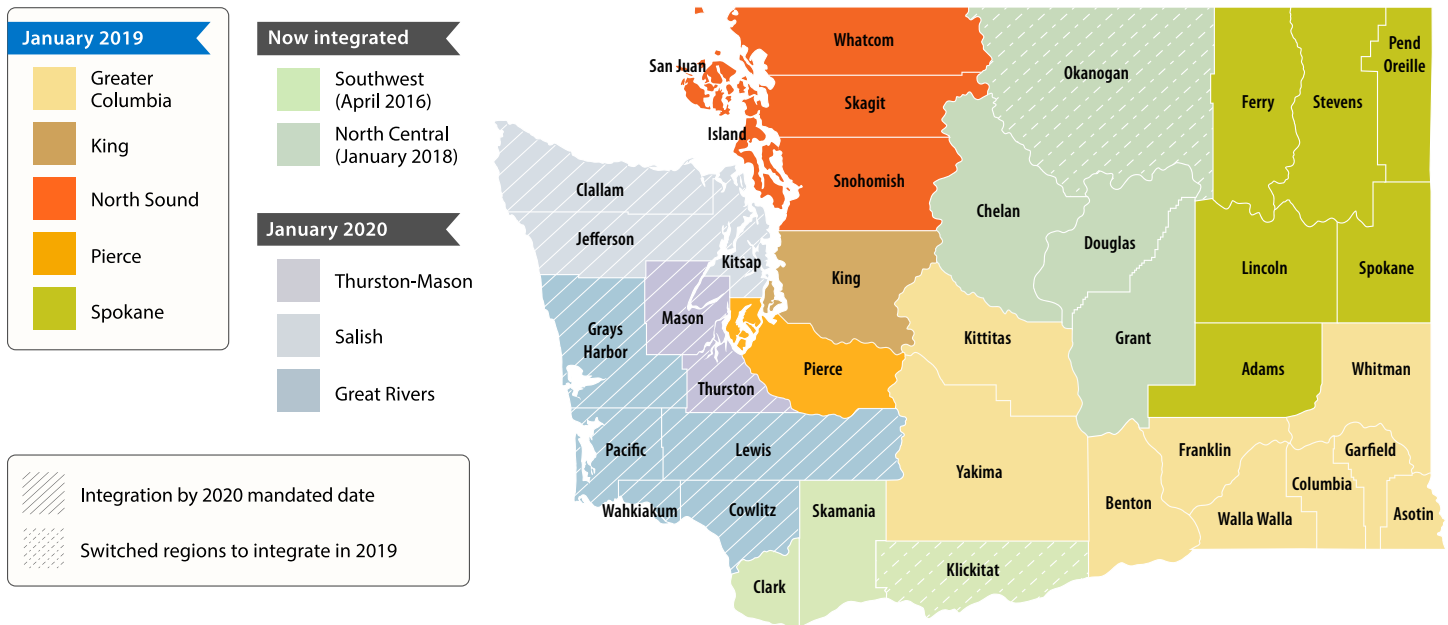
How to contact us

Phone: 1-800-562-3022

Email: askmedicaid@hca.wa.gov

The following map and table provides a brief overview you can use with your clients to explain which integrated managed care plans will be available starting January 2019.

Integrated managed care regions



Managed care organizations by region

Managed care region	Amerigroup	Community Health Plan	Coordinated Care	Molina Healthcare	United Healthcare
Greater Columbia	●	●	●	●	
King	●	●	●	●	●
North Central	●		●	●	
North Sound	●	●	●	●	●
Pierce	●		●	●	●
Spokane	●	●		●	
Southwest	●	●		●	

Note: Apple Health Foster Care is a statewide program, provided through Apple Health Core Connections (Coordinated Care of Washington).

HCA complies with all applicable federal and Washington state civil rights laws and is committed to providing equal access to our services. If you need an accommodation or require documents in another format or language, please call **1-800-562-3022 (TRS: 711)**.

[Spanish] Hay servicios de asistencia con idiomas, incluyendo intérpretes y traducción de materiales impresos, disponibles sin costo. Llame al **1-800-562-3022 (TRS: 711)**.

[Russian] Языковая поддержка, в том числе услуги переводчиков и перевод печатных материалов, доступна бесплатно. Позвоните по номеру **1-800-562-3022 (TRS: 711)**.