



Apple Health Core Connections (AHCC)

The Apple Health Foster Care program with Health Care Authority (HCA), Department of Children, Youth, and Families (DCYF), and Coordinated Care of Washington, Inc.

10/27/2021

Coordinated Care can help!



All children/youth should be seen by a
Primary Care Provider (PCP)
at least once a year.

Call us at **1-844-354-9876** for help finding a
provider, scheduling appointments, and
information on wellness exams.

Apple Health Core Connections



- Who is served
- Program & benefits
 - Medical and Behavioral
 - AHCC and ProviderOne/Fee-for-service
 - Value-Added benefits
- Youth entering care
- Care Coordination
- Who and how to contact
- Questions and answers

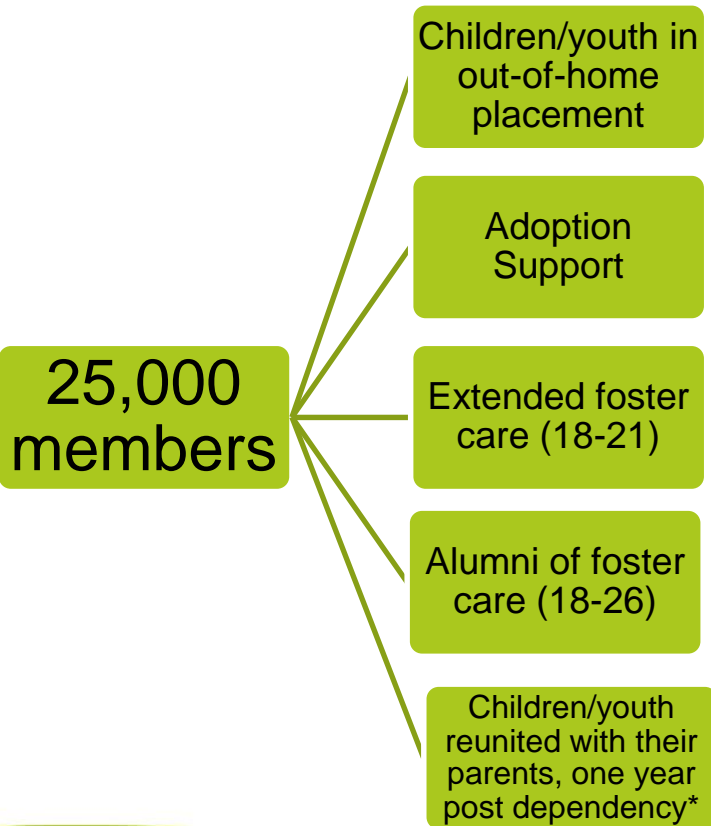
AHCC Membership

10/27/2021

Coverage and Exceptions



Who We Cover:



Exceptions to Enrollment:

Children/Young Adults...

- American Indian/Alaska Native youth (receive FFS coverage)
- Placed outside Washington
- From another state and not IV-E Eligible
 - *Apply for Medicaid through www.WAhealthplanfinder.org*
- Medicare/Medicaid eligible, aka “Dual” eligible
- Voluntary Placement Services program with Developmental Disability Administration (DDA)
- Youth without documentation of legal status (receive FFS coverage)

Incarceration

- County detention facility
- Juvenile Rehabilitation (JR)

Private Comparable Medical Insurance

- Medical Third Party Liability (i.e. TriCare, Premera Blue Cross)

In hospice

House Bill 2530 – Reunified Youth



- Up to twelve (12) months after dependency is dismissed.
- Eligible for Apple Health Coverage (Medicaid).
- HCA sends application Complete and return application to HCA Foster Care Medical Team or call FCMT to apply over the phone Calling will take just 10 minutes:
1-800-562-3022 at ext. # 15480
- No online application option.

AHCC Basics

10/27/2021

Our Goal: Make it Easier

Care Coordination team:

- Assists case workers and caregivers
- Ensures timely access to needed physical and behavioral health services



Results in...

- Improved functional health outcomes
- Fewer placement/treatment disruptions
- Prescription medication oversight
- Improved school performance
- Member/caregiver satisfaction

Finding Providers



- To use your benefits, visit providers in the Coordinated Care network.
- To find an in-network provider:
 - Call 1-844-354-9876
 - Use the provider directory at:

www.coordinatedcarehealth.com



Home Find a Doctor Login Contact search

Contrast On Off a a a language

Select Your Plan Below

FOR MEMBERS **FOR PROVIDERS** **GET INSURED**

Ambetter Plan

Washington Apple Health Plan

Apple Health Core Connections

Apple Health Core Connections

The Apple Health Foster Care program with Coordinated Care and the Washington Health Care Authority

AHCC Integrated Benefits

10/27/2021

AHCC ID Card



NAME:

MEDICAID ID#:

MEMBER ID#:

DOB:

If you have an emergency, call 911 or go to the nearest emergency room (ER).
Emergency services by a provider not in the plan's network will be covered without
prior authorization. CoordinatedCareHealth.com

Benefits



- Medical services
- Doctor office visits
- Urgent care
- Vision exams
- Prescriptions
- Hearing exams
- Hearing aids
- Durable Medical Equipment (DME)
- Hospital care
- Home health
- Emergency Room visits
- Physical therapy
- Specialty therapies
- Lab tests/x-rays
- Transplants
- Family planning
- Disease management
 - (Asthma, Diabetes, etc)
- Transgender Benefits
- Behavioral health outpatient and inpatient
- Drug and alcohol treatment (substance use disorders)

Teladoc Partnership



Teladoc is a way any member can receive telehealth services

- Teladoc doctors are in-network and Washington-based
- Available 24-hours for *non-emergency* issues
- Connect without having to travel
- Access via the mobile app, phone or web



[Teladoc.com/coordinatedcare](https://www.teladoc.com/coordinatedcare)

Use Teladoc for issues like...



- Colds, flu and fevers
- Sinus problems, allergies
- Upper respiratory infections, bronchitis
- Smoking cessation
- Rash, skin conditions (dermatology)
- Behavioral health*

*Behavioral Health services are available to members 18 years and older when using our Teladoc provider partner.

Pharmacy Benefits



- Prescriptions must be from an in-network pharmacy. Some...
 - require prior authorization
 - have limits on age, dosage, or quantities
- Have your prescription and Coordinated Care ID card ready at the pharmacy
- Many over-the-counter medications are covered with a prescription.
- View the [Preferred Drug List](#)
- If you have any issue getting medication call: 1-844-354-9876

Pharmacy Benefits, continued



Many over-the-counter medications are covered *with a doctor's prescription* such as:

- Over-the-counter pain relief (Ex. ibuprofen, aspirin)
- antacids
- allergy and cold medicines
- athlete's foot cream
- diabetic testing supplies
- prenatal vitamins
- Lice treatment medication
 - DCYF has contracts with lice removal services, ask your caseworker for information
- Many more
- [View the Preferred Drug List](#) which includes over-the-counter (OTC) medicines and supplies

Pharmacy Benefits – Updates for COVID-19



In response to COVID-19, Coordinated Care has made some changes to how our pharmacy program works, including:

- More medications listed on the 90 day maintenance list
- Maintenance medications can be delivered to your home through mail order through pharmacy Homescripts
- As always, you can get prescriptions filled at any contracted pharmacy


<https://www.coordinatedcarehealth.com/members/foster-care/benefits-and-services/pharmacy.html>

Rx Home Delivery

To have a medication home delivered, the medicine needs to be marked “MP” which indicates it is a part of the *maintenance medication program* and eligible for 90-day supply.

https://pharmacy.envelopehealth.com/content/dam/central/envelope-pharmacy-solutions/pdfs/PDL/FORMULARY-CoordinatedCare_Washington.pdf

ADDERALL TABS 5MG5MG-5MG-5MG (Use Amphetamine-Dextroamphetamine) NF
Age 5-8: MDD= 1.75; Age 9-11: MDD =2.25; Age 12-17:MDD = 3; Age18+: MDD = 2;AL(At least 5yrs old); MP



This example comes from Page 10 of the comprehensive preferred drug list

Vision Health Benefits





- **20 years and younger:** Eye exam with refraction once per calendar year
 - Hardware (glasses + lenses or contact lenses) with ProviderOne card.
- **21 years and over:** One eye exam with refraction every two calendar years
- Access an eye doctor without a PCP referral
- Medically necessary eye care is covered in addition to routine eye exams
- To find an eye doctor, call Apple Health Core Connections Member Services at 1-844-354-9876

Behavioral Health Services Only (BHSO)



- Dual Eligibles:
Medicaid/Medicare
- Third Party Liability
(TPL), Comparable
Coverage
- American Indian/Alaska
Native must opt-in



NAME:
MEDICAID ID#:
MEMBER ID#:
DOB:

If you have an emergency, call 911 or go to the nearest emergency room (ER).
Emergency services by a provider not in the plan's network will be covered without
prior authorization. CoordinatedCareHealth.com

Behavioral Health Benefits (IFC and BHSO)



- Wraparound with Intensive Services (WISe)
- Program of Assertive Community Treatment (PACT)
- Substance Use Disorder Treatment
 - Outpatient (OP)
 - Intensive Outpatient (IOP)
 - Residential
 - Detox
 - Medication Assisted Treatment (MAT)

What about crisis services?



- Behavioral Health-Administrative Services Organization (BH-ASO)
 - BH-ASO administers crisis services for ALL residents in service area regardless of payment type
 - Coordinated Care contracts with the BH-ASO to administer crisis services on behalf of our members
 - 9 regional crisis lines

ProviderOne/Fee for Service Benefits

10/27/2021

ProviderOne Benefits



ProviderOne Benefits



Covered under Apple Health fee-for-service program using ProviderOne card:

- Long-term care services
- Developmental disabilities services
- Dental services
- Eyeglasses and fitting for children
- Early Support for Infants and Toddlers (ESIT) from birth to 3 years
- Maternity Support Services (MSS)
- Pregnancy terminations, voluntary
- Sterilizations, under age 21
- Transportation for medical appointments
- Transgender benefits

Non-Emergency Medical Transportation through a Regional Broker



- No-cost rides or gas money for medically necessary services to and from:
 - doctor's office
 - dentist
 - hospital
 - drug store
- If eligible, transportation is provided for services covered by Medicaid.
 - Your Regional Broker will arrange the most appropriate, least costly type of transportation:
www.hca.wa.gov/medicaid/transportation/pages/phone.aspx

When Youth Enter Foster Care

10/27/2021

Before AHCC Coverage Starts - Interim Voucher



- AHCC Member ID or ProviderOne numbers are not available and health care services are needed because:
 - Child placed after hours
 - Child's medical coverage is being processed by Foster Care Medical Team (FCMT) at HCA
- Call 1-844-354-9876 for questions about AHCC Member ID number(s)

Interim Voucher



Voucher Form: Interim Pharmacy and Healthcare Services for Foster Children



Pharmacist or Physician:

As of April 1, 2016 Coordinated Care of Washington, Inc. serves all children and youth in out of home placements with the Department of Children, Youth and Families (DCYF) or by Tribal Indian Child Welfare programs, who have opted-in to Coordinated Care. Youth in foster care, with the exception of American Indian/Alaska Native youth, are auto-enrolled with Coordinated Care, in the Apple Health Core Connections program for healthcare coverage. Youth who are auto-enrolled or opted in have coverage beginning the first of the month they are eligible for Medicaid.

When verification is delayed in ProviderOne and/or the Coordinated Care Provider Portal, this voucher serves as proof of the youth's eligibility as a Coordinated Care enrollee.

Please do not withhold health care services, including filling prescriptions, based on lack of verified eligibility in ProviderOne or Coordinated Care's Provider Portal for a youth in foster care. The billing, coverage, and reimbursement policies applicable to services for youth with Coordinated Care apply to services for a child in foster care.

If the youth in foster care remains on the Apple Health (Medicaid) coverage without a Managed Care Plan (aka fee-for-service program), we will inform you how to submit for payment to the Health Care Authority (HCA) for services provided.

Please **FAX** this voucher to Coordinated Care, as a record of providing services or prescriptions.

- **Pharmacists fax this voucher to 1-866-270-0122**
- **Providers fax this voucher to 1-855-678-6980**

To determine Coordinated Care Member eligibility and coverage:

- *In-network* providers: view Member IDs in the provider portal at <https://provider.coordinatedcarehealth.com> or call 1-844-354-9876
- *Out-of-network* providers: call 1-844-354-9876.
- *Pharmacists*: call Coordinated Care's Pharmacy Department: 1-877-644-4613 Ext. 69622
- Once a Coordinated Care ID number is available, providers may bill within the timely filing limit of 365 days from date of service, to receive reimbursement.
- To view our Provider Directory, visit: <http://apps.coordinatedcarehealth.com/findadoc>
- To check the Coordinated Care Preferred Drug List visit: www.coordinatedcarehealth.com/for-providers/pharmacy-program
- To reach Apple Health Core Connections Member Services, call 1-844-354-9876.

4/29/2020
HCA 2020-260/MK082_v3

Voucher Form: Interim Pharmacy and Healthcare Services for Foster Children



Please complete as much of the information below as possible. It is not necessary to have the youth's ProviderOne number or Coordinated Care member ID in order to deliver services and treatment.

Fax this form to the numbers provided on the first page, and we'll work with you to ensure appropriate billing and payment when services are delivered.

NOTICE: Walgreens' system is unable to process this interim voucher. Once a Coordinated Care Member ID is assigned, prescriptions can be transferred to Walgreens.

DCYF or Tribal Caseworker's Name:	
Caseworker's Phone:	
Youth's ProviderOne ID Number:	
Youth's Name:	
Youth's Date of Birth:	
Date of Service:	
Caregiver's Name:	
Address:	
City, Zip:	Phone (include area code):
Provider's Fax Number (include area code):	
Provider Contact Name:	
Provider Contact Telephone Number (include area code):	
Pharmacy Name:	
Pharmacy Phone (include area code):	

4/29/2020
HCA 2020-260/MK082_v3

If the voucher doesn't work...



- This should not happen, but if it does:
 - Ask the provider to call number on the voucher
 - If the provider is not willing, you may call us
 - **1-844-354-9876** –it's the same number.
- Staff is ready to help 24/7 with our Nurse Advice Line.
 - Press 2 for Member Services then press 2 for a nurse.

Welcome Calls



- New members receive a welcome call
 - During this call we can help:
 - Confirm a member's Primary Care Provider (PCP)
 - Answer benefit questions about Apple Health Core Connections
 - Identify health care coordination needs
 - Get answers to their health and wellness questions

Care Coordination

10/27/2021

We Can Help!



Apple Health Core Connections (AHCC) health care coordination staff can help find providers and schedule appointments for you!



Call or Email



1-844-354-9876

(Dial 2 for Member Services)

AHCCTeam@coordinatedcarehealth.com

Ask for **health care coordination.**

Examples

1. A child's PCP made a referral to an endocrinologist, but the specialist doesn't have any openings for six months.
2. The judge denied your request for ADHD medication and ordered the child be seen by a naturopath.
3. A teen needs behavioral health therapy, but is fearful of men and would not match well with a male therapist.

We can help...



- Coordinate or manage care for a child with multiple needs, services and providers.
- Members and caregivers understand and deal with chronic diseases such as:
 - Asthma
 - Diabetes
 - Childhood obesity
 - Sickle cell

Health Care Coordination

- Staff can help to set up:
 - Home Health care
 - Durable Medical Equipment and medical supplies
 - Making connections to community resources and supports
 - Suicide prevention and safety planning



Health Care Coordination



- Our staff will
 - Partner with caseworkers and caregivers to identify goals and
 - Determine how to achieve those goals together
- Health Care Coordination can be
 - A one-time request
 - Ongoing until issues are resolved
 - Reopened at any time

Value-Added Benefits

10/27/2021

Population Health: Programs for All AHCC Members



Care Management & MemberConnections®

Receive personalized help managing your benefits, resources & various health conditions.



Boys and Girls Club

Get a no-cost membership for fun after-school programs, mentoring and more.



24-Hour Nurse Advice Line

Call anytime for medical & mental health support, & get help deciding if you should go to an ER or urgent care.



Rewards Program

Earn rewards for screenings and preventative care. Visit our website or mobile app to learn more.



Healthy Kids' Club

Enroll your kids 12 years & under in this fun club that teaches them about nutrition & exercise.



Start Smart for Your Baby®

Get a new car seat, breast pump, & more through our program for pregnant & new moms.




Put your health first.

Get to know our programs & services & take full advantage of them.


AHCC Programs

AHCC Liaisons



Coordinated Care has Liaisons to the Department of Children, Youth, and Families in each of the DCYF regions. The Liaisons are here if you need assistance coordinating with AHCC staff, health care providers, or with other issues that may arise. Liaisons are focused on promoting effective communication between DCYF, Coordinated Care, members, caregivers, parents, and physical and behavioral health providers.

AHCC Community Educators



Located throughout the state to provide no cost training for caregivers, adoptive parents, DCYF caseworkers, and providers on topics related to the needs of children in the child welfare system. Training topics include trauma, resiliency, and evidenced based treatment.

AHCC Programs



Foster Care Center of Excellence

designated by **Coordinated Care**

Foster Care Centers of Excellence

A Foster Care Center of Excellence serves as an integrated and trauma informed hub. The FCCOE can provide services to members on a one-time basis or serve as a Primary Care Provider. They can provide specialized services for AHCC members including:

- **An EPSDT/Well Child exam ideally within 5 days but no later than within 30 days of entering care** (Or, if needed, an Initial Health Screening within 5 days.)
- Behavioral health services
- Referrals to specialists
- Assistance with getting Durable Medical Equipment
- Referrals to vision and dental services
- Prescriptions
- Lab tests and x-rays



Foster Care Center of Excellence

designated by **Coordinated Care**



UW Medicine

HARBORVIEW
MEDICAL CENTER

FOSTER CARE CENTER OF EXCELLENCE

Harborview Pediatrics Clinic

- Seattle
- (206) 744-3344 (press 1, then hold for a scheduler)



Excelsior Family Medicine

- Spokane
- (509) 467-1100

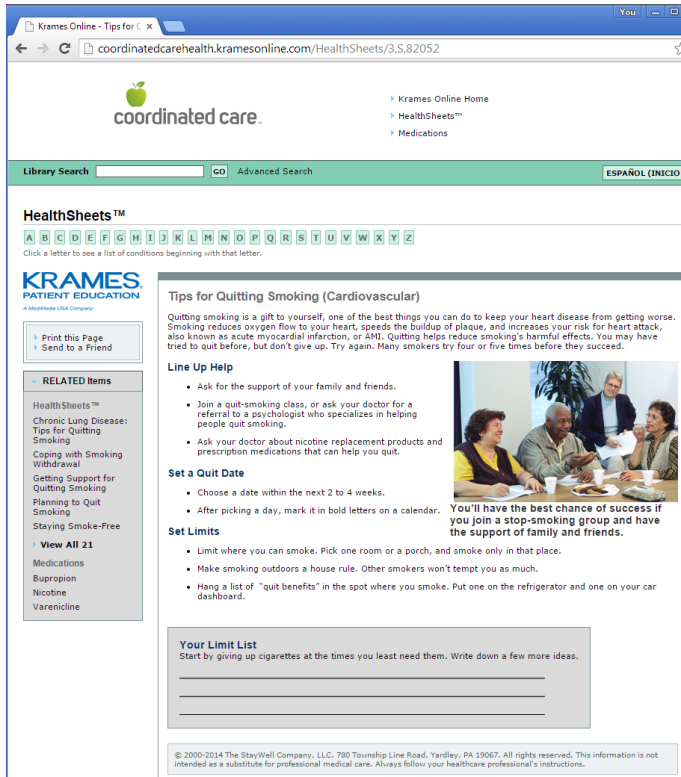
COMMUNITY
HEALTH
Care

FOSTER/ADOPTION CLINIC

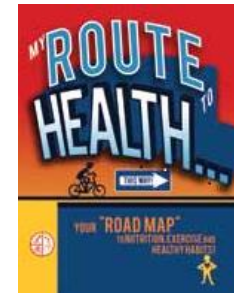
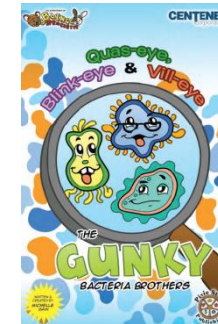
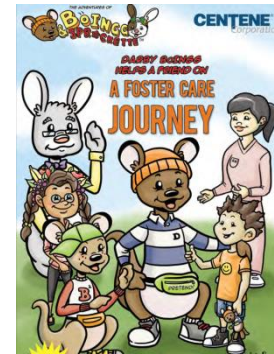
Community Health Care Foster Adoption Clinic

- Tacoma
- (253) 722-1771

Health Library



The screenshot shows a web browser window with the URL coordinatedcarehealth.kramesonline.com/HealthSheets/3,5,82052. The page features the Coordinated Care logo and navigation links for 'Krames Online Home', 'HealthSheets™', and 'Medications'. A search bar is visible with the text 'Library Search' and 'GO'. Below the search bar, there is a 'HealthSheets™' section with an alphabetical index. The main content area displays the title 'Tips for Quitting Smoking (Cardiovascular)' and a brief introduction: 'Quitting smoking is a gift to yourself, one of the best things you can do to keep your heart disease from getting worse. Smoking reduces oxygen flow to your heart, speeds the buildup of plaque, and increases your risk for heart attack, also known as acute myocardial infarction, or AMI. Quitting helps reduce smoking's harmful effects. You may have tried to quit before, but don't give up. Try again. Many smokers try four or five times before they succeed.' The page includes a 'Line Up Help' section with bullet points: 'Ask for the support of your family and friends.', 'Join a quit-smoking class, or ask your doctor for a referral to a psychologist who specializes in helping people quit smoking.', and 'Ask your doctor about nicotine replacement products and prescription medications that can help you quit.' There is also a 'Set a Quit Date' section with instructions to choose a date within the next 2 to 4 weeks and mark it on a calendar. A 'Set Limits' section lists: 'Limit where you can smoke. Pick one room or a porch, and smoke only in that place.', 'Make smoking outdoors a house rule. Other smokers won't tempt you as much.', and 'Hang a list of "quit benefits" in the spot where you smoke. Put one on the refrigerator and one on your car dashboard.' A 'Your Limit List' section provides a template for writing down times when cigarettes are least needed. A sidebar on the left contains 'RELATED Items' such as 'Chronic Lung Disease: Tips for Quitting Smoking', 'Coping with Smoking Withdrawal', and 'View All 21 Medications' including Bupropion, Nicotine, and Varenicline. A footer note states: '© 2000-2014 The StayWell Company, LLC, 780 Township Line Road, Yardley, PA 19067. All rights reserved. This information is not intended as a substitute for professional medical care. Always follow your healthcare professional's instructions.'



Visit our Krames Health Library to access thousands of printable health sheets and virtual resources available in Spanish and English: CoordinatedCareHealth.kramesonline.com

Healthy Kids' Club



- Children's health books with parent guide mailed
- Member ID card
- E-newsletter
- Health-related coloring pages, word searches, mazes and crossword puzzles
- Invite CC the Panda to your next community (or virtual) event!

www.CoordinatedCareHealth.com/healthykidsclub



Programs for Alumni and Adoption Support



SafeLink® Cell Phone*

Get a cell phone with minutes, data & unlimited texting; calls to us won't count towards your minutes.



Online Member Account*

Access your benefits & claims 24/7 through your own account.

To protect the security of members in foster care, these programs are available only to Adoption Support and Alumni members at this time.

Who to Contact and Where to Get Updates

10/27/2021

Accountability & Transparency



Contacts:

- **Health Care Authority (HCA) Contract Manager:** Sylvia Soto
(360) 725-1517 HCAMCPrograms@hca.wa.gov
- **Apple Health Core Connections Senior Director, Operations:**
Maureen Sorenson Maureen.Sorenson@coordinatedcarehealth.com
- **Coordinated Care Executive Director of Medicaid:** Kelsey Potter
KPOTTER@coordinatedcarehealth.com
- **Department of Children Youth and Families (DCYF) Systems Integration/Mental Health Program Manager:** Wendy Skarra
(360) 706-3544 wendy.skarra@dcyf.wa.gov

Keeping You Updated



- [CoordinatedCareHealth.com/AppleHealthCoreConnections](https://www.coordinatedcarehealth.com/applehealthcoreconnections)
- **Medicaid Events** (Community meetings, trainings, webinars)
<https://www.coordinatedcarehealth.com/members/foster-care/medicaid-events.html>
- **AHCC Liaisons** work directly with DCYF staff and help facilitate issue resolution and training needs.
- **AHCC Community Educators** provide ongoing program education and support across the state.

Need More Information?



Apple Health Core Connections:

1-844-354-9876

Save this number in your phone.

AHCCTeam@coordinatedcarehealth.com

HCA Foster Care Medical Team (Eligibility and Enrollment)

1-800-562-3022 ext. 15480 FCMT@hca.wa.gov

AHCC Liaisons



Region 1/2/3: Michelle Wiley-Bunting

509-774-7297, Michelle.M.WileyBunting@coordinatedcarehealth.com

Region 4/5/6: Jen Estroff

206-492-9019, JEstroff@coordinatedcarehealth.com

Community Educators



Please consult our website for monthly training webinars and events:

<https://www.coordinatedcarehealth.com/members/foster-care/medicaid-events.html>

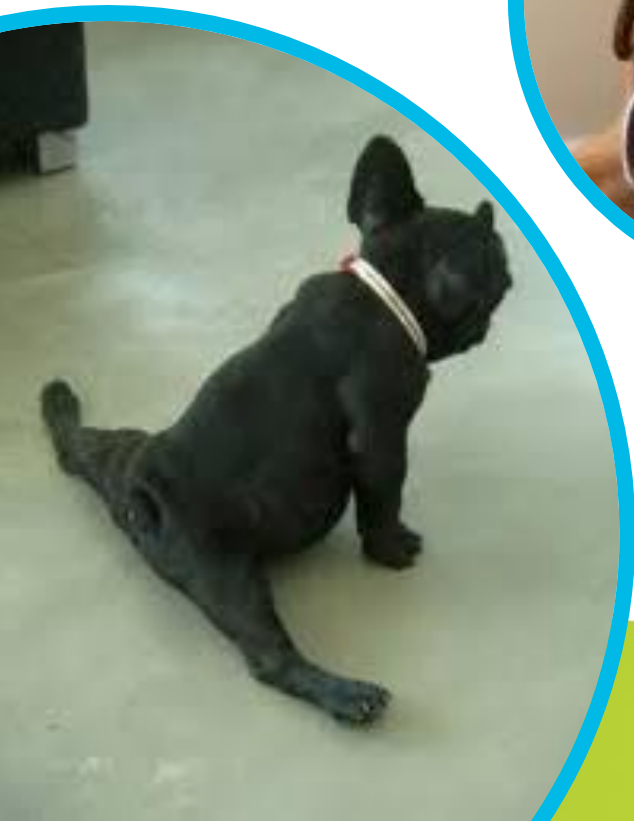
Contact CommunityEducation@CoordinatedCareHealth.com or the Educator in your area for more information.

Central & Eastern WA: Zia Freeman

509-202-7894, Zia.F.Freeman@coordinatedcarehealth.com

Western WA: Lindsey Greene

206-200-4902, Lindsey.C.Greene@coordinatedcarehealth.com



Thank You!