



Our Apple Health Integrated Foster Care program

With Health Care Authority (HCA), Department of Children, Youth, and Families (DCYF), and Coordinated Care

Tribal Land Acknowledgement



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** or email **AHCCTeam@coordinatedcarehealth.com** for help finding a provider, scheduling appointments, and information on wellness exams.

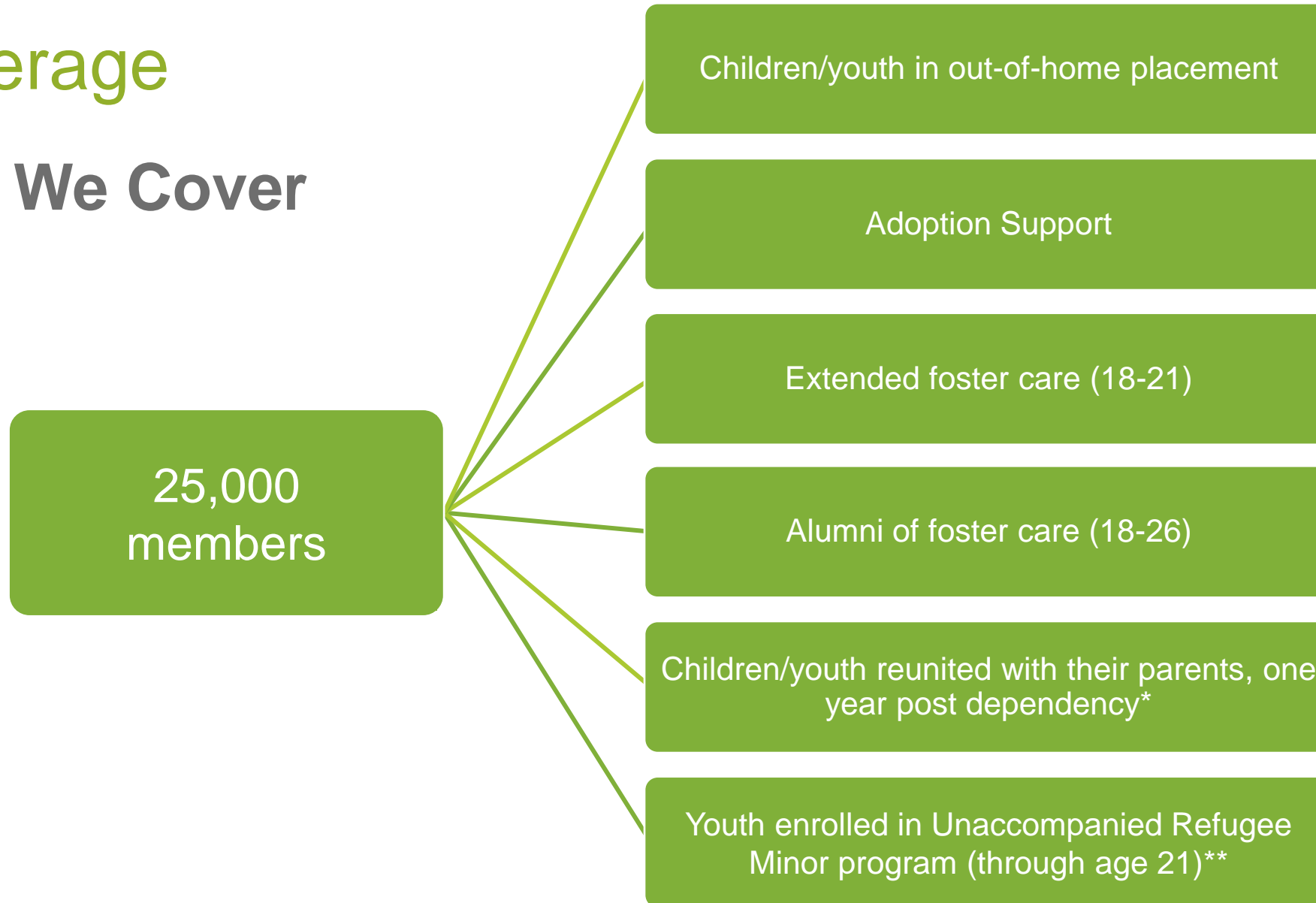
Apple Health Core Connections (AHCC)

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

AHCC Membership

Coverage

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 the HCA Foster Care Adoption Support (FCAS) team or call FCAS to apply over the phone. Calling will take just 10 minutes:

1-800-562-3022 at ext. # 15480

- There is not an online application option.

Call or Email



1-844-354-9876

(Dial 2 for Member Services)

AHCCTeam@coordinatedcarehealth.com

Ask for **health care coordination**.

AHCC Basics

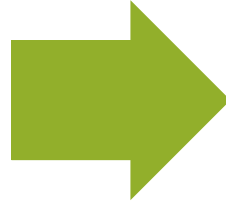
AHCC Program Objectives

- Whole-person health across our System of Care (SOC)
 - Integrated physical and behavioral coordination
- Trauma-Informed, recovery-focused
- Establish a PCP and medical home
- Increase access: right care, right time
 - WISe, behavioral, preventive and specialist
 - Best practices and Evidence Based Practices
- Address Social Determinants of Health

Our Goal: Make it Easier

Care Coordination Team...

- Assists caseworkers 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

Continuity of Care

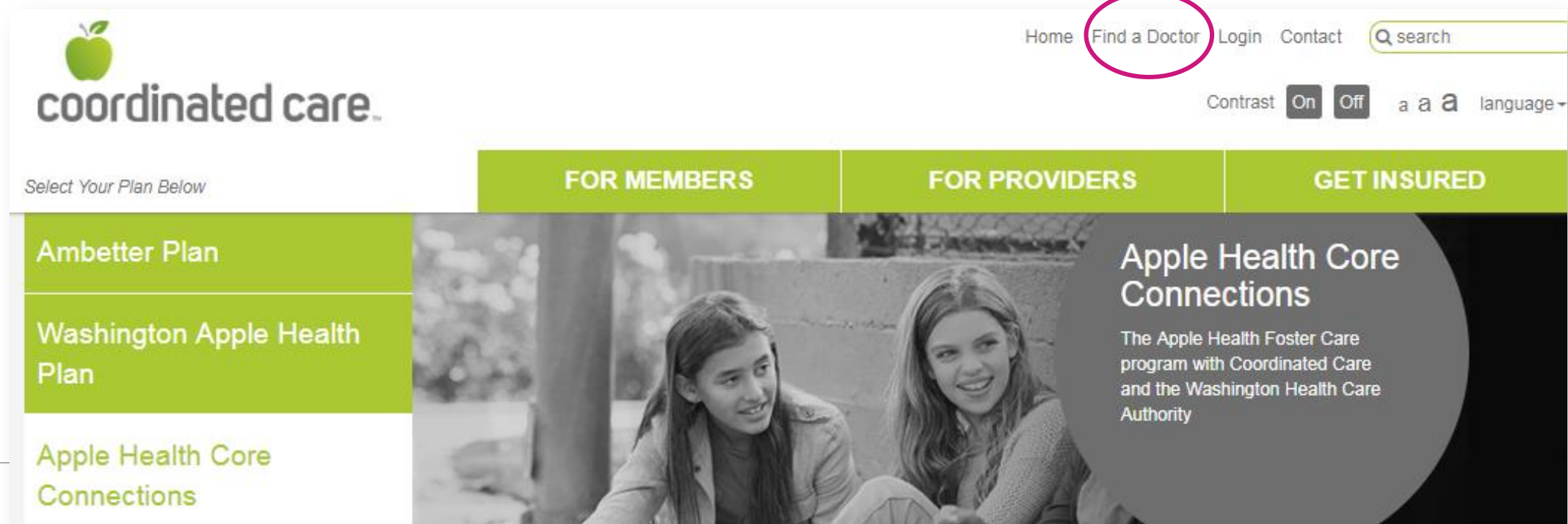
- **Priority:** kids get care
 - maintaining provider relationships
- 90-day transition period for new enrollees

Providers who want to join Coordinated Care please contact:

Contracting@CoordinatedCareHealth.com or call 1-844-354-9876

Finding Providers

- To use your benefits, visit providers in the Coordinated Care network.
- To find an in-network provider:
 - Call 1-844-354-9876 or email AHCCTeam@coordinatedcarehealth.com
 - Use the provider directory at: www.coordinatedcarehealth.com



AHCC Integrated Benefits

AHCC ID Card



coordinated care[™]
Apple Health Core Connections[™]



RXBIN: 004336
RXPCN: MCAIDADV
RXGRP: RX5435

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

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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)
- Gender Affirming Care
- Behavioral health outpatient and inpatient
- Drug and alcohol treatment (substance use disorders)

Urgent Care and ER: the right place for your medical need

Examples of when to use Urgent Care	Examples of when to use the ER
Cuts and burns	Heavily bleeding
Sprained ankle	Unconscious
You have a cold and can't get an appointment with your PCP	Severe shortness of breath/can't breathe

- **Still not sure where to go?**
 - **Call us 24/7 at 1-844-354-9876 and ask to speak to the Nurse Advice Line.**
 - Calling after hours? Press 2 for Member Services and 2 again for the Nurse Line
 - or use **Telehealth**
- **Urgent Care and ER visits are covered.**
 - You may wait longer at the ER, or be exposed to more germs, etc.

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
- 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

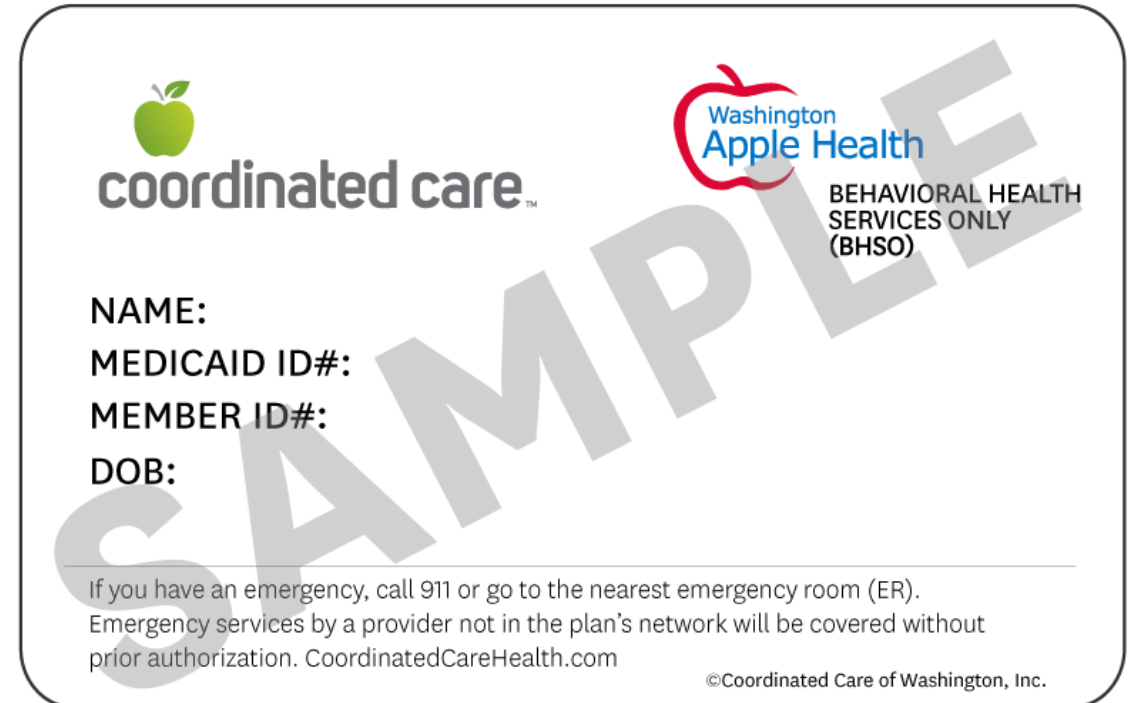
[View the Preferred Drug List](#) which includes over-the-counter (OTC) medicines and supplies

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 or email AHCCTeam@coordinatedcarehealth.com

Behavioral Health Services Only (BHSO)

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



Behavioral Health Benefits

- 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

ProviderOne Benefits



ProviderOne Benefits

Covered under Apple Health fee-for-service 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
- Gender Affirming Care

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:
<https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/transportation-services-non-emergency#transportation-broker-directory>

When Youth Enter Foster Care

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 coverage is being processed by Foster Care Adoption Support (FCAS) at HCA
- Call 1-844-354-9876 or email AHCCTeam@coordinatedcarehealth.com 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.
- **The Interim Voucher is for pharmacy and well-child exams. If BH services are needed, contact AHCC for support.**

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

We Can Help

Apple Health Core Connections (AHCC) health care coordination staff can help find providers and assist with scheduling appointments!



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

Examples

1. A three-year-old came into care with respiratory problems and is diagnosed with asthma. The caregiver needs education and/or support to understand the child's needs.
2. A teenager with diabetes rebels against their caregivers by refusing to monitor their blood sugars. The family may benefit from education and/or therapeutic intervention.
3. A premature infant, who requires follow-up by a GI specialist and neurodevelopmental specialist, was just court-ordered to be placed with her 23-year-old aunt in Omak.

Call or Email



1-844-354-9876

(Dial 2 for Member Services)

AHCCTeam@coordinatedcarehealth.com

Ask for **health care coordination**.

What to Include When You Call or Email

- Youth's first and last name (we call youth "members")
- Date of birth
- ProviderOne number (if you have it)
- Best phone number
 - Whose number is it? Caseworker, caregiver, youth?
- What needs does the youth have? What services are you looking for?
 - Please be as specific as you can. "We need a therapist" isn't going to get you everything you want.
- What's the timeline?
 - Immunization records for school admission – ASAP
- Ongoing care coordination – setting up time for our **Health Risk Screening**
 - Who is the best person to complete the screening? Caseworker, caregiver, youth? Make sure we have their contact information.
 - More about the Health Risk Screening on the next slide.

Health Risk Screening

- To open a Care Coordination case, we need to do a **Health Risk Screening** (HRS) by phone.
 - The screening covers physical and behavioral health, Social Determinants of Health, cultural considerations, and more.
- Depending on the needs of the youth, it can take up to 45 minutes to complete.
 - ***This is a good use of your time.***
 - The sooner it can be completed, the better.
 - We can work around your schedule to complete it.
- The HRS is how we build the Care Plan for each member.

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

Population Health: Programs for All AHCC Members



Care Management

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



Boys & Girls Club

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



Rewards Program

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



Healthy Kids' Club

Kids 12 years & under have fun learning about nutrition & exercise. Members & non-members can join.



Start Smart for Your Baby®

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



24-Hour Nurse Advice Line

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

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.



Coordinated Care Harvest Bucks™

- NEW value-added benefit available for Coordinated Care members
- Partnership with the WA DOH & Safeway
- Designed to address food insecurity by increasing access to fruit and vegetables



Coordinated Care Harvest Bucks™

- Vouchers are \$10 each
- Used at any Safeway in Washington to buy fruits and vegetables that are:
 - fresh
 - canned (*no added sugar or salt*)
 - frozen (*no added sauces or fried potatoes*)
- Send questions or referrals to FoodRx@coordinatedcarehealth.com




coordinated care
Harvest Bucks™ Rx

Fruit and Vegetable Prescription

With this prescription, you can get \$10 off of the price of fruits and vegetables at any Safeway store.

You can buy any variety of fruits and vegetables that are:

FRESH - All Fresh Produce
CANNED - No Added Sugar or Salt
FROZEN - With no added sauces or Fried Potatoes

No purchase required.

SAFEWAY  Rx Voucher Expires _____

\$10 OFF



Fruit and Vegetable Prescription

Valid for purchase of fruits and vegetables*

* Any variety of fresh fruits and vegetables
* Canned vegetables with "NO SUGAR", "NO SALT ADDED"
* Frozen fruit and vegetables (plain), no added fats, sugars or salts
No "Seasoned", "In Sauces", Fried Potatoes



 coordinated care. Harvest Bucks™ Rx

AHCC Programs



a2A (adolescent to Adult)

Outreach to members prior to their 18th birthday. A customized tool is used to assist CM's in identifying life areas of particular importance to young adult members. CM's also help connect the member to resources, health education and health care. This program includes no cost cell phone and financial incentives for healthy behaviors through the rewards program.



Adoption Success

For members who are adopted; preparing members and families with the coping skills and resources to prevent disruption from their home back to out of home placement. Specialized support from CMs experienced in foster care adoption, behavioral health and family wrap-around services.



Zero Suicide

A Suicide Prevention Protocol to quickly assess members at high risk of suicide, self-harm, overdose. Upon identification of a high-risk member outreach is made, screening occurs, and a safety plan is developed. A CM continues to provide services, outreach, screenings and update the member's safety plan until the CM and member agree services are no longer needed. Member is then reassessed quarterly and on an as-needed basis for high-risk behaviors.

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.

Foster Care Centers of Excellence (FCCOE)

A FCCOE 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
- Help 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**



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

- Visit our Krames Health Library
- Access thousands of printable health sheets and virtual resources
- Available in Spanish and English

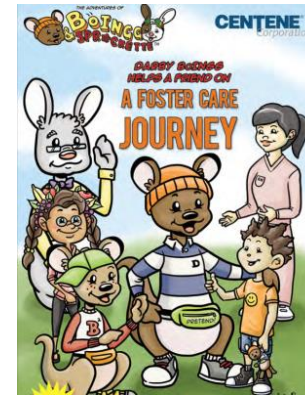
CoordinatedCareHealth.kramesonline.com

The screenshot shows the Coordinated Care Krames Online Health Library website. At the top, there is a navigation bar with the Coordinated Care logo and a breadcrumb trail: "Krames Online Home > HealthSheets™ > Medications > Health Videos > Interactive Tools". Below this is a search bar with the text "Library Search" and a magnifying glass icon, followed by a link to "Advanced Search". The main heading is "Krames Online". A welcome message states: "Welcome to Krames Online, the most up-to-date patient education resource. Coordinated Care has made The Krames library and interactive tools available to you because a patient's wellbeing is the highest priority. We realize sometimes questions slip your mind when visiting with your healthcare provider, and now you can search for more than 4,000 topics relating to health and medication, Krames Online allows you and your family the ability to find answers to most questions, both big and small and our commitment to making sure you get the care you need, the answers you deserve, and the resources to make it happen." Below the welcome message is a section titled "BROWSE the Library". This section contains two main categories: "HealthSheets™" and "Medications". Each category has a small image, a brief description, and a row of letters from A to Z for browsing. The "HealthSheets™" description reads: "Adhering to the principles of health literacy, this extensive library of evidence-based, peer-reviewed information was written specifically for patients and covers diseases and conditions, diagnoses and treatments, surgeries and procedures, and wellness and safety for people of all ages and walks of life." The "Medications" description reads: "This comprehensive drug reference answers your medication questions: 33,000 prescriptions, over-the-counter products, and nutraceuticals."

Healthy Kids' Club

- Children's health books with parent guide, mailed
- Healthy Kids Club 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 and unlimited texting. Calls to us won't count toward 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

Accountability & Transparency

Contacts:

Health Care Authority (HCA) Contract Manager: Janelle Harp (360) 725-1517
HCAMCPrograms@hca.wa.gov

Apple Health Core Connections Senior Director, Operations: Maureen Sorenson
Maureen.Sorenson@coordinatedcarehealth.com

Coordinated Care Vice President of Medicaid: Kelsey Potter
KPotter@coordinatedcarehealth.com

Department of Children Youth and Families (DCYF)
Systems Integration/Mental Health Program Manager: Angela Pelfrey
(509) 818-7896 angela.pelfrey@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 Adoption Support (Eligibility and Enrollment)

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

AHCC Liaisons



Region 1/2: Michelle Wiley-Bunting 509-774-7297,
Michelle.M.WileyBunting@coordinatedcarehealth.com

Region 3/4: Kristina Greene 206-601-8326,
Kristina.Greene@coordinatedcarehealth.com

Region 5/6: Senior Liaison 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: Nathan LaChine

Nathaniel.LaChine@coordinatedcarehealth.com

Thank You!
