

## Behavioral Health Treatment and Resources

### How do people with Medicaid coverage access mental health and/or substance use disorder treatment?

Washington Medicaid enrollees have access to **two** types of benefits:

1. **Through Apple Health:** All clients eligible for a Fully Integrated Managed Care (FIMC) or Behavioral Health Services Only (BHSO) are eligible for Behavioral Health services. This includes Mental Health and Substance Use Disorder (SUD) benefits and services. These programs are managed by the Health Care Authority (HCA) through contracts with the Managed Care Organizations (MCO). To access this service through Apple Health plans:
  - If your client is already enrolled in an Apple Health managed care plan, they may contact their plan directly.
  - If your client is **not** enrolled in an Apple Health managed care plan, or they don't know how to reach their plan, they can call the HCA at 1-800-562-3022 for help with finding a mental health provider that accepts Medicaid insurance. **Please see our next section on** “How do American Indians and Alaska Natives (AI/AN) access Medicaid-covered substance use disorder treatment services?”
2. **Through BH-ASOs:** This benefit is for those who need **additional mental health and substance use disorder services** not covered by the Apple Health plan, See page three for a complete list of these services. To access these services, clients may:
  - Contact the BH-ASO for their region directly.
  - Contact a BH-ASO contracted treatment agency directly.
  - Contact the 24-hour, free and confidential Washington Recovery Help Line at 1-866-789-1511 (TTY 1-206-461-3219) or visit [www.waRecoveryHelpLine.org](http://www.waRecoveryHelpLine.org). They will be referred to a BH-ASO that will connect them with a provider.

### How do American Indians and Alaska Natives (AI/AN) access Medicaid-covered substance use disorder treatment services?

- The State will assign to the Fee-For-Service (FFS) program for SUD services all individuals who self-identify as AI/AN when they:
  - Apply or recertify for Medicaid; or
  - Submit a subsequent change in the HealthPlanFinder website; or
  - Contact the HCA Medical Customer Service Center.
- Medicaid-enrolled AI/ANs will be able to request Substance Use Disorder (SUD) treatment services from any SUD provider enrolled with Medicaid as a FFS provider.

- In the FFS program, these services do not require BH-ASO or State authorization. SUD providers must continue to meet all requirements of their state-issued license or certification in order to maintain their status as a Medicaid FFS provider.
- BH-ASO fact sheet: <https://www.hca.wa.gov/assets/program/bhaso-fact-sheet.pdf>
- BH-ASO map: <https://www.hca.wa.gov/assets/free-or-low-cost/19-0040-bh-aso-map.pdf>
- Link to HCA website on BH-ASO: <https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-managed-care>
- Link to County Crisis Line phone numbers: <https://www.hca.wa.gov/health-care-services-supports/behavioral-health-recovery/mental-health-crisis-lines>
- 19-0036 Service Area Map. [https://www.hca.wa.gov/assets/free-or-low-cost/service\\_area\\_map.pdf](https://www.hca.wa.gov/assets/free-or-low-cost/service_area_map.pdf)
- Welcome to Washington Apple Health BHSO booklet: [www.hca.wa.gov/assets/free-or-low-cost/19-049.pdf](http://www.hca.wa.gov/assets/free-or-low-cost/19-049.pdf)

#### MCO Contacts:

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|---|------------------|--|
|    | Customer Service | 1-800-600-4441   |
|   | Website          | <a href="http://www.amerigroup.com">www.amerigroup.com</a>   |
|   | Provider Line    | 1-800-454-9790   |
|   | Provider Website | <a href="http://washington.joinagp.com">http://washington.joinagp.com</a>  |
|  | Customer Service | 1-800-440-1561   |
|   | Website          | <a href="http://www.chpw.org">www.chpw.org</a>   |
|   | Provider Line    | 1-800-440-1561   |
|   | Provider Website | <a href="http://www.chpw.org/for-providers">www.chpw.org/for-providers</a>   |
|  | Customer Service | 1-877-644-4613   |
|   | Website          | <a href="http://www.coordinatedcarehealth.com">www.coordinatedcarehealth.com</a>   |
|   | Provider Line    | 1-877-644-4613   |
|   | Provider Website | <a href="https://www.coordinatedcarehealth.com/providers.html">https://www.coordinatedcarehealth.com/providers.html</a>  |
|  | Customer Service | 1-800-869-7165   |
|   | Website          | <a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>   |
|   | Provider Line    | 1-800-869-7165   |
|   | Provider Website | <a href="https://www.molinahealthcare.com/providers/wa/medicaid/pages/home.aspx">https://www.molinahealthcare.com/providers/wa/medicaid/pages/home.aspx</a>  |
|  | Customer Service | 1-877-542-8997   |
|   | Website          | <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>   |
|   | Provider Line    | 1-877-542-9231   |
|   | Provider Website | <a href="http://www.uhcprovider.com/en/health-plans-by-state/washington-health-plans/wa-comm-plan-home.html">www.uhcprovider.com/en/health-plans-by-state/washington-health-plans/wa-comm-plan-home.html</a> |