



{system date}

Re: Client # {ACES HOH}

Welcome to Washington’s Health Home program! Beginning {Start date} you will have the chance to receive new Health Home care coordination services. These services are in addition to your Medicaid coverage or Medicare and Medicaid coverage if you are receiving both benefits. You don’t need to do anything right now. Your Health Home care coordinator will contact you with more details about the program and answer any questions you may have.

What is a health home? A Health Home is not a place. It is a set of new care coordination services. These services include:

- Comprehensive care management
- Care coordination and health promotion
- Comprehensive transitional planning. Transition planning includes getting help when you discharge from a hospital or other institution such as a nursing home.
- Individual and family support services. These include identifying and recognizing the role families, informal supports, and caregivers provide in supporting you to reach your health goals.
- Referral to community and social support services

Your Health Home: {Plan Name}

If there are other Health Home options in your area they are listed here:

{Plan 1 Name}	{Plan 1 Phone Number}
{Plan 2 Name}	{Plan 2 Phone Number}
{Plan 3 Name}	{Plan 3 Phone Number}
{Plan 4 Name}	{Plan 4 Phone Number}
{Plan 5 Name}	{Plan 5 Phone Number}
{Plan 6 Name}	{Plan 6 Phone Number}

Health Home services are designed to support you with your ongoing chronic conditions and assist you in meeting your health goals. These services will help you receive the right care, at the right time, in the right place. You should have fewer gaps in service and better coordination between all of your health care providers.

How does this affect what you have right now?

- Your full Medicare and Medicaid benefits do not change, including appeal rights.
- Health Home care coordination services are additional benefits.
- You maintain your choice of providers.
- Participation in a Health Home is voluntary.

ProviderOne #: {insert ProviderOne #}

How can you get more information about Health Homes?

- The *Health Home* booklet has lots of useful information.
- You can get more information on Health Homes by going to the Health Home link http://www.hca.wa.gov/health_homes.html, or calling the Medicaid number below.
- Your Health Home care coordinator will contact you to describe Health Home care coordination services and answer any of your questions.
- When your Health Home care coordinator contacts you, you may choose whether you want to participate or not.
- If you decide not to participate in the Health Home program, it will not impact your eligibility for other services.

If you have questions about Health Homes call Medicaid at **1-800-562-3022** or 1-800-848-5429 TTY/TDD or 711 (for people with hearing or speech equipment). The call is free.