

May 2017

Dear Apple Health client,

You are receiving this notice because someone in your household has been identified as an American Indian or Alaska Native eligible for Washington Apple Health (Medicaid) coverage. We want you to know about a change happening on July 1, 2017 in how you access mental health services through Apple Health. This change was requested by the Washington State Tribes.

How do I access mental health benefits now?

Currently, your options to access mental health benefits include one of the following:

- 1 You have coverage with a Tribal or Urban Indian Health Program (UIHP);
- 2 You have coverage directly with Apple Health (ProviderOne)*:
 - a. Find a provider that accepts your Apple Health (ProviderOne) coverage by:
 - Phone: 1-800-562-3022
 - Online: <https://fortress.wa.gov/hca/p1findaprovider/>
 - b. Contact your local behavioral health organization to be referred for services. Contact information can be found at:
 - Online: https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/BHO/BHO_Contacts_For_Services.pdf

*You will have one card for coverage – ProviderOne card (turquoise).



- 3 You have opted into Apple Health with managed care and see your primary care provider for a referral to a behavioral health specialist.**

Managed care organizations under Apple Health include: Amerigroup, Community Health Plan of Washington, Coordinated Care, Molina or United Health Care.

You will have two cards. One from the managed care organization card (white) **AND one ProviderOne card (turquoise).

How will I access mental health benefits starting July 1, 2017?

As of July 1st, your new options for accessing mental health services will include one of the following:

- 1 You can still receive care from your Tribal or Urban Indian Health Program (UIHP);
- 2 You can receive care directly with Apple Health (ProviderOne)*.
 - a. You can find a provider in the tribal network that accepts your Apple Health (ProviderOne) coverage by:
 - Phone: 1-800-562-3022
 - Online: <https://www.dshs.wa.gov/bha/services-american-indians-and-alaska-natives> (available mid-June 2017)

*You will have one card for coverage - ProviderOne card (turquoise).

- 3 You can opt into Apple Health with managed care and see your primary care provider for a referral to a behavioral health specialist.**

Managed care organizations under Apple Health include: Amerigroup, Community Health Plan of Washington, Coordinated Care, Molina or United Health Care.

You will have two cards. One from the managed care organization card (white) **AND one ProviderOne card (turquoise).

- 4 You can opt into your regional behavioral health organization to receive behavioral health services.

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What do I need to do?

As of July 1st, 2017, you will **automatically be opted out** of behavioral health coverage from behavioral health organizations providing mental health services to coverage under Apple Health.

You DO NOT need to take any action if:	You would like to seek mental health services from a tribal health program or directly seek services from a participating provider.
	You would like to seek mental health services from a participating non-Tribal provider.
You WILL need to take action to opt in if:	You would like to seek services or continue services through a behavioral health organization.
	You would like to seek services through managed care and you are not currently enrolled.

If you are currently receiving behavioral health services, please contact your provider to find out if you need to take action to guarantee you can continue to receive services with your provider.

How do I opt back in to a behavioral health organization or in to Apple Health managed care?

If you are connected or partnered with a Tribal Assister through a Tribal or UIHP, please contact them for assistance. The Health Care Authority can answer your questions and also assist you with opting in to a behavioral health organization or Apple Health managed care by calling 1-800-562-3022.

Thank you.

[Russian] ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-562-3022 (TRS: 711).

[Spanish] ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-562-3022 (TRS: 711).

The Health Care Authority and Department of Social and Health Services comply with all applicable federal and Washington state civil rights laws and are 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).

MAILING INDICIA

**Important information
doesn't always come
in an envelope.
Please open and read.**

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HCA 12-382 (4/17)