



North Central Accountable
Community of Health

Okanogan County Fully-Integrated Medicaid Contracting

Okanogan Coalition for Health Improvement - June 26, 2018

Purposed Fully-Integrated Medicaid Contracting Planning Process *Okanogan County 2018*

Chelan, Douglas, and
Grant Counties,
Jan. 1, 2018 FIMC
Transition

Advisory Committee

Consumer Engagement
Workgroup

Early Warning System
Workgroup

IT/EHR
Workgroup

Managed Care Rates
Workgroup

Purposed
Okanogan County,
Jan. 1, 2019 FIMC
Transition

Okanogan Coalition for
Health Improvement:
Broad Stakeholder Input
Consumer Engagement

Okanogan FIMC
Provider Group:
Early Warning System
IT/EHR Planning

All Stakeholders:

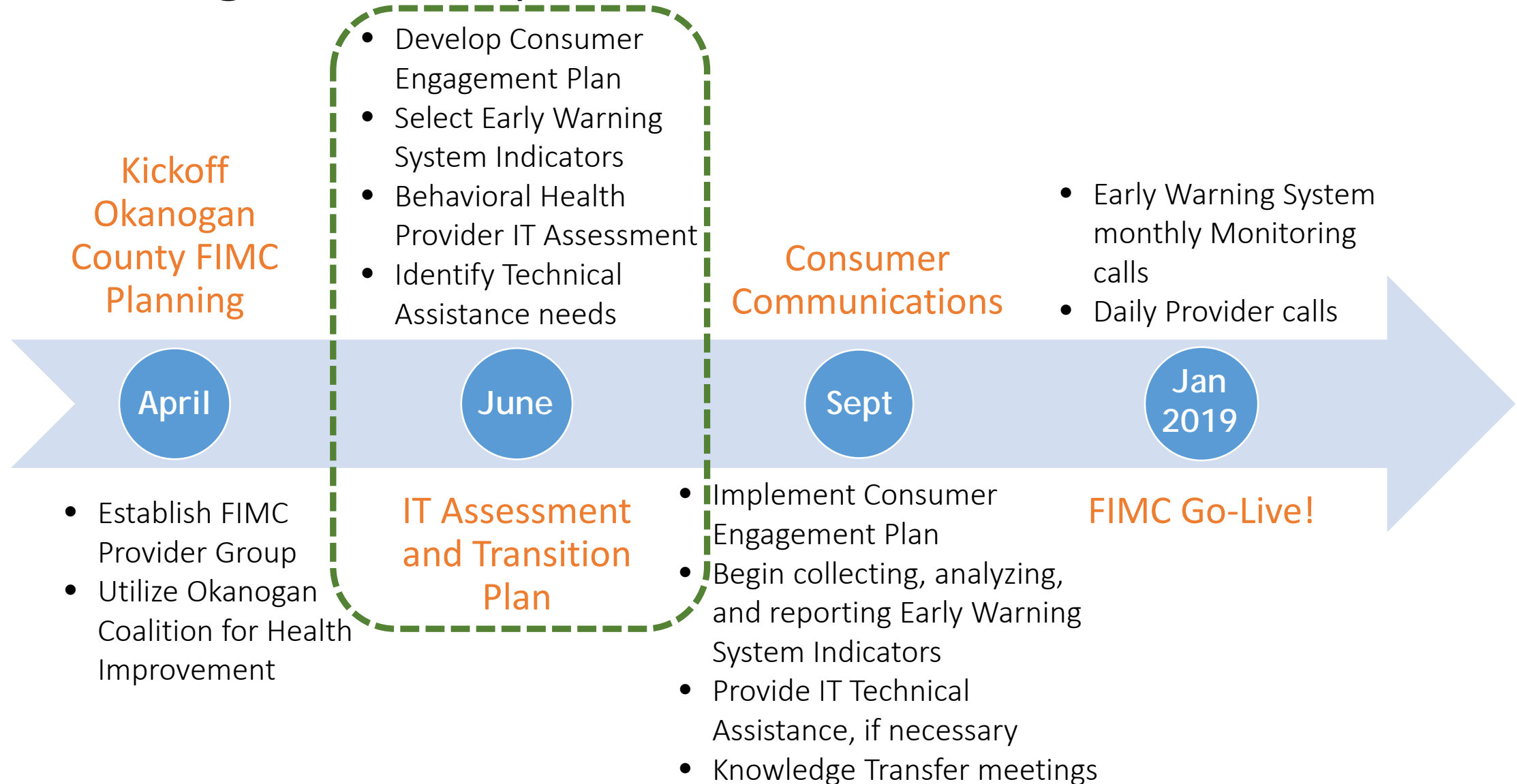
Physical Health Providers
Behavioral Health Providers
Community-Based Organizations
Managed Care Organizations
Administrative Service
Organization
Law Enforcement
Emergency Medical Services
Consumers
Criminal Justice
Ombudsman
Public Health

Providers:

Okanogan Behavioral Health Care
Confluence Health
Family Health Centers
Mid-Valley Clinic
Mid-Valley Hospital
North Valley Hospital
Three Rivers Hospital
Health Care Authority
North Central Accountable
Community of Health
Others as necessary



Fully-Integrated Medicaid Contracting Okanogan County Timeline

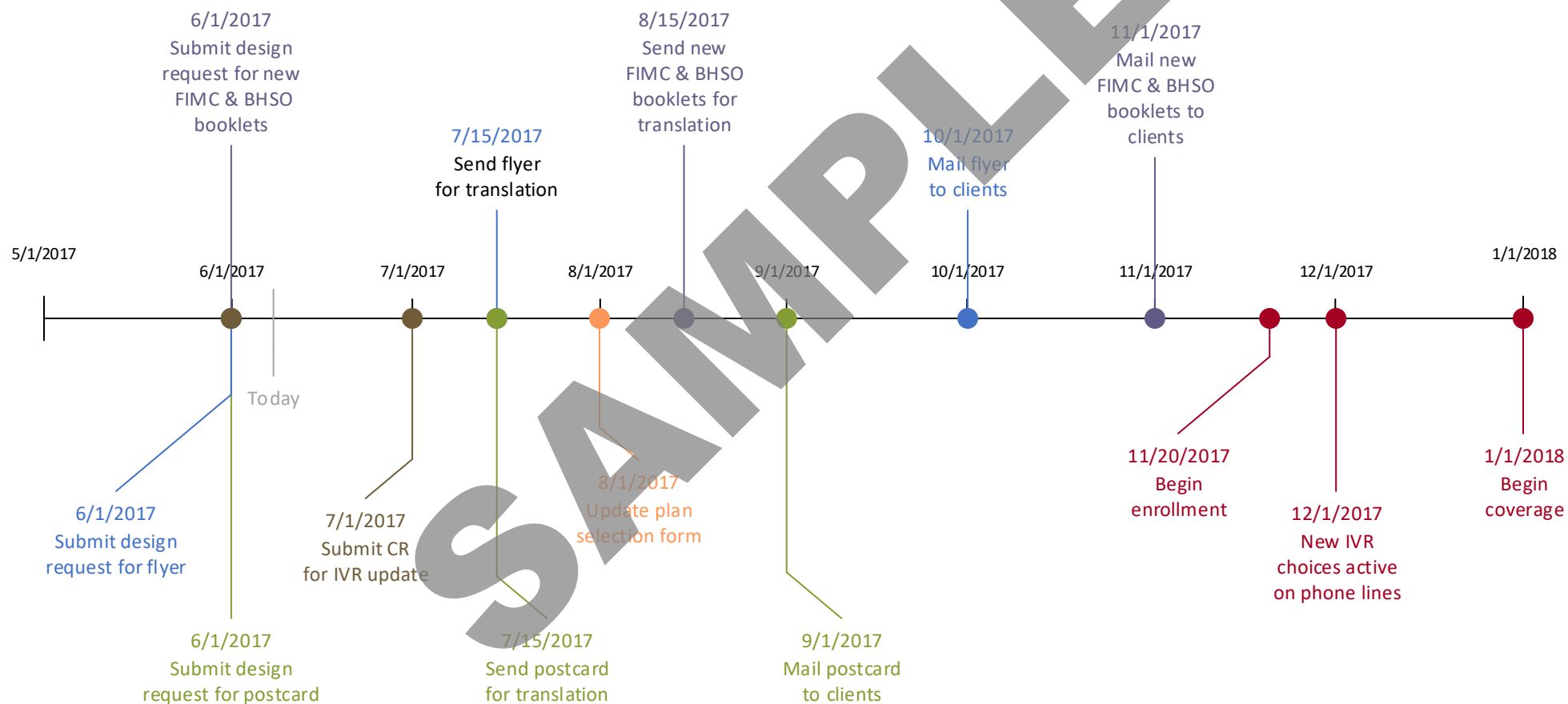


Note: the following packet was created for Chelan, Douglas, and Grant counties in 2017. It is provided as context for what to expect in Okanogan County 2018.

FIMC NCWA Client Communications Timeline

GOALS:

1. Send postcard (e.g., 19-048) to all North-Central clients advising they will no longer receive BH benefits through a BHO, and will begin receiving them through either managed care or a BHSO beginning 1/1/18
2. Send flyer (e.g., 22-050) to all North-Central clients with more information, including list of all plans available
3. Update plan selection form (e.g., 2015-MC 083) to reflect new choices
3. Send *Apple Health Integrated Managed Care* booklet (e.g., 19-046), including plan selection form, to new clients in managed care plans
4. Send *Apple Health Behavioral Health Services Only* booklet (e.g., 19-049), including plan selection form, to new fee-for-service clients
5. Update IVR plan choices for both FIMC and BHSO clients on MACSC phone lines





Important news coming soon!

Beginning **January 1, 2018** people with Washington Apple Health coverage in **Grant, Douglas** or **Chelan** County will have a managed care health plan that coordinates all of their care, including services for physical health, mental health, and drug and alcohol treatment.

Next month, the Health Care Authority, which administers Apple Health, will send a letter with more information.

Watch your mailbox!



¡Espere noticias importantes muy pronto!

A partir del **1 de enero de 2018**, las personas con cobertura de Washington Apple Health en los condados de **Grant, Douglas y Chelan** contarán con un plan de salud de cuidado administrado que coordinará todo su cuidado, incluyendo los servicios de salud física, salud mental y tratamiento por drogas y alcohol.

El mes próximo, la Health Care Authority, que administra Apple Health, le enviará una carta con más información.

¡Esté pendiente de su buzón!



**WASHINGTON STATE
HEALTH CARE AUTHORITY**
P.O. Box 45530 • Olympia, WA 98504-5530

October 2017

Dear Washington Apple Health client:

On January 1, 2018, behavioral health coverage will change for Apple Health (Medicaid) clients who live in Chelan, Douglas, and Grant counties. This coverage includes:

- Mental health services
- Drug and alcohol use disorder treatment

You will still get the same benefits you get today. We are only changing how they are approved and paid for.

How will my coverage change?

The North Central Washington Behavioral Health Organization will continue approving and paying for these services through December 31, 2017. We will then transfer this coverage to a health plan on January 1, 2018.

Where can I get more information?

We will send you a new Apple Health client booklet in December. It will include a letter telling you the name of the health plan that will cover your behavioral health services beginning January 1. If you prefer another health plan, the letter will explain how you can make a change.

For questions about these changes, please contact us.

Phone: 1-800-562-3022

Email: askmedicaid@hca.wa.gov

Online: https://fortress.wa.gov/hca/p1contactus/Client_WebForm

Thank you.



Things to know about changes to Washington Apple Health (Medicaid)

in Chelan, Douglas, and Grant counties

Changes are coming January 1, 2018 to Apple Health (Medicaid)

This change will not reduce any benefits. Apple Health clients will continue to have access to all of the same services they currently do, but the state will pay for them differently.

What's changing

Three Apple Health plans will be available in Chelan, Douglas, and Grant counties:

- Amerigroup
- Coordinated Care
- Molina Healthcare

These plans will also cover mental health and drug/alcohol treatment services. Clients that are already enrolled in one of these plans don't need to do anything.

Two plans will not be available in Chelan, Douglas, and Grant counties: Community Health Plan of Washington and United Healthcare of Washington. Clients enrolled in either plan will move to Amerigroup, Molina Healthcare or Coordinated Care. The change will be automatic so that no one loses coverage, and you will have the option to change plans.

Learn more

Apple Health will send information about health plan enrollment before January 1. It will help you use your benefits and explain how clients may change a health plan.



Lo que debe saber sobre los cambios a Washington Apple Health (Medicaid)

en los condados de Chelan, Douglas y Grant

Se harán cambios a Apple Health (Medicaid) el 1 de enero de 2018

Este cambio no reducirá ninguno de sus beneficios. Los clientes de Apple Health continuarán recibiendo acceso a todos los mismos servicios que tienen actualmente, pero el estado los pagará de una manera distinta.

Lo que cambiará

Habrán tres planes de Apple Health disponibles en los condados de Chelan, Douglas y Grant:

- Amerigroup
- Coordinated Care
- Molina Healthcare

Estos planes también cubrirán servicios de salud mental y de tratamiento para drogas y alcohol. Los clientes que ya estén afiliados a uno de estos planes no necesitan hacer nada.

Dos planes no estarán disponibles en los condados de Chelan, Douglas y Grant: Community Health Plan of Washington y United Healthcare of Washington. Los clientes afiliados a cualquiera de estos planes serán transferidos a Amerigroup, Molina Healthcare o Coordinated Care. El cambio será automático para que nadie pierda su cobertura y usted tendrá la opción de cambiar de plan.

Más información

Apple Health enviará información sobre la inscripción en planes de salud antes del 1 de enero. Esta le ayudará a utilizar sus beneficios y le explicará cómo pueden los clientes cambiarse de plan de salud.



Changes are coming to Washington Apple Health (Medicaid) in 2018

for Chelan, Douglas, and Grant counties

We are making a shift to better care

Apple Health is shifting to whole-person care. This means care is coordinated so that people get the help they need, for body (physical health) and mind (mental health), including substance use.

As part of our commitment to deliver better care, Apple Health plans in Grant, Chelan and Douglas counties, will change beginning Jan. 1, 2018. We recognize change can be disruptive, but we have put in place resources so the transition is as smooth as possible. This change will not reduce any benefits. Apple Health clients will continue to receive all of the same services they currently receive.

Available plans

Apple Health coverage will continue to be available through Amerigroup, Coordinated Care, and Molina Healthcare in 2018. These plans will also start to cover behavioral health treatment services.

In 2018, Apple Health coverage through Community Health Plan of Washington or United Healthcare of Washington will not be offered in Chelan, Douglas, and Grant counties. Clients enrolled in either of those plans will move to one of the offered plans. Apple Health will send clients information about the health plan they will be enrolled in before January 1. The mailing will explain how to make a change if the client wants to.

Beacon Health Options will manage the behavioral health crisis system for the region.

We will keep you informed

We will share information with clients and the wider community so that people are prepared for the change and clients have time to choose another plan if they want to.

Here are some key dates for clients:

October 1, 2017 – HCA sends a letter to Apple Health clients to summarize the changes to behavioral health services that start in January

November 20, 2017 – HCA begins enrollment process for Jan. 1, 2018

Late November, early December – HCA sends a benefits booklet to clients

December 1, 2017 – HCA's website and customer service phone lines will be available to assist clients

How to contact us

Phone: 1-800-562-3022

Email: askmedicaid@hca.wa.gov

The following table provides a brief overview you can use with your clients enrolled in the various plans. It helps explain how they can expect to get care starting January 1, 2018.

If you have the following type of Apple Health Plan:	Starting January 1, 2018:
Amerigroup	You will remain with the same health plan. It will cover and coordinate your physical and behavioral health (mental health and drug and alcohol treatment) services.
Community Health Plan of Washington	<p>This health plan will no longer be offered in your area. You will be assigned to either Amerigroup, Molina Healthcare or Coordinated Care. That plan will cover and coordinate your physical and behavioral health (mental health and drug and alcohol treatment) services.</p> <p>You will get a letter from the Health Care Authority in late November or December telling you what health plan you will be moving to. At first, HCA will make the change so that no one loses coverage. If you prefer another health plan, the letter will explain how you can make a change.</p>
Coordinated Care	You will remain with the same health plan. It will cover and coordinate your physical and behavioral health (mental health and drug and alcohol treatment) services.
Molina Healthcare	You will remain with the same health plan. It will cover and coordinate your physical and behavioral health (mental health and drug and alcohol treatment) services.
United Healthcare	<p>This health plan will no longer be offered in your area. You will be assigned to either Amerigroup, Molina Healthcare or Coordinated Care. That plan will cover and coordinate your physical and behavioral health (mental health and drug and alcohol treatment) services.</p> <p>You will get a letter from the Health Care Authority in late November or December telling you what health plan you will be moving to. At first, HCA will make the change so that no one loses coverage. If you prefer another health plan, the letter will explain how you can make a change.</p>
Fee-for-Service/ No Health Plan	<p>If your physical health care coverage is <u>not</u> through an Apple Health plan, you will continue to receive medical services as you have been. However, you will be enrolled in either Amerigroup, Molina Healthcare or Coordinated Care for your behavioral health (mental health and drug and alcohol treatment) coverage. This is called a “Behavioral Health Services Only” plan.</p>
American Indian/Alaska Native Fee-for-Service	<p>American Indian/Alaska Natives individuals: If you aren’t in one of the plans above, but you had chosen to have your behavioral health services covered by the Behavioral Health Organization, you will be enrolled in either Amerigroup, Molina Healthcare, or Coordinated Care for your behavioral health (mental health and drug and alcohol treatment) coverage. This is called a “Behavioral Health Services Only” plan. You will get a letter from the Health Care Authority in late November or December telling you the health plan you will be in. If you prefer another health plan, the letter will explain how you can make a change.</p>

HCA complies with all applicable federal and Washington state civil rights laws and is 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)**.

[Spanish] Hay servicios de asistencia con idiomas, incluyendo intérpretes y traducción de materiales impresos, disponibles sin costo. Llame al **1-800-562-3022 (TRS: 711)**.

[Russian] Языковая поддержка, в том числе услуги переводчиков и перевод печатных материалов, доступна бесплатно. Позвоните по номеру **1-800-562-3022 (TRS: 711)**.



North Central Accountable Community of Health

Contact

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<http://www.mydocvault.us/okanogan-county-fimc.html>