

# **Delivering Integrated Managed Care to Chelan, Douglas, and Grant clients**

# Integrated managed care

- State legislation directed the Health Care Authority to integrate the care delivery and purchasing of physical and behavioral health care for Medicaid statewide by 2020.
- Regional service areas have the choice to adopt the new payment model before 2020.
- Chelan, Douglas, and Grant counties opted to implement integrated care January 1, 2018.

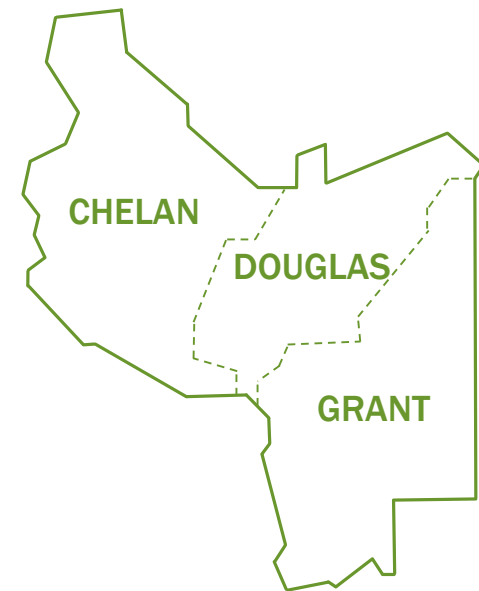
# Overview Video: Integrated Managed Care



<https://www.youtube.com/watch?v=zww1yX3czoU#action=share>

# How does this help clients?

- The transition to integrate behavioral health services, which includes mental health and substance use disorder treatment, allows clients access to the full complement of medical and behavioral health services, through a single managed care plan.
- The transition to integrated financing is a fundamental step to support clinical integration at the provider level.



# How does this help clients?

- Over the past 20 years, evidence has been strong in supporting integrated care delivery to effectively address co-morbid conditions and deliver holistic care.
- Washington is part of a national trend to remove barriers to care and support coordination.
- In Southwest Washington, the first region to adopt this model, 10 of 19 outcomes measured in the first year showed statistically significant improvement, relative to other regions.

# What changes in North Central?

- Behavioral Health Services will no longer be coordinated or authorized by the Behavioral Health Organization (BHO), and will instead will be coordinated through Apple Health plans.
- Individuals may enroll in one of the three Apple Health Managed Care Organization (MCO) plans in the region: Amerigroup, Coordinated Care and Molina
- Community Health Plan of Washington and United Health Care will no longer be available plans for this region beginning January 1, 2018
- Beacon Health Options will be the Administrative Services Organization in North Central that will coordinate the crisis system, beginning January 1, 2018

# What do providers need to know?

- For providers to serve a Medicaid client they must be contracted with an organization in the region.
  - Molina, Amerigroup, Coordinated Care, or Beacon
- Providers must also be enrolled and in good standing with the state Medicaid program.
  - Providers may find information on enrolling with the Health Care Authority at <https://www.hca.wa.gov/billers-providers/apple-health-medicaid-providers/enroll-provider>

# How can providers help clients navigate the changes?

- Providers may receive questions about which plans are accepted
  - Individuals in **Molina, Amerigroup, and Coordinated Care** do not need to do anything, as their plans will just add behavioral health benefits on Jan. 1, 2018.
  - Individuals in **Community Health Plan of Washington** and **United Healthcare** move to one of the three remaining plans.
- There are several ways a client can switch their plan:
  - Visit the ProviderOne Client Portal website:  
<https://www.waproviderone.org/client>
  - Change online at [https://fortress.wa.gov/hca/p1contactus/client\\_webform](https://fortress.wa.gov/hca/p1contactus/client_webform)
  - Call Apple Health Customer Service at **1-800-562-3022**.
- Clients with a Washington Healthplanfinder account can change plans at [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org)



# Pathways to Services

GROUP	MEDICAL SERVICES	BEHAVIORAL HEALTH SERVICES
Apple Health Clients- ( <i>unless explicitly exempted</i> )	Through a Managed Care Organization's (MCO) Apple Health Plan	Through a MCO
Exempted individuals and individuals with the option to opt-out	Through Fee-For-Service (FFS) coverage (and/or additional coverage – i.e. Medicare)	Through a MCO in a "Behavioral Health Services Only" (BHSO) benefit
Medicaid eligible American Indian or Alaska Native	May choose through a MCO or FFS	May choose through a MCO /BHSO or FFS
Foster children (unless opted-out)	Through a specific MCO (Coordinated Care)	Through a specific MCO (Coordinated Care)

# The behavioral health FFS network

- Providers who wish to serve individuals in FFS for behavioral health services must be registered with the Division of Behavioral Health Services (DBHR) in addition to Health Care Authority
  - Contact DBHR at [FFSquestions@dshs.wa.gov](mailto:FFSquestions@dshs.wa.gov) for more information on registering

# Find out more

- **North Central Information:**
  - [North Central Flyer about changes \(for clients\)](#)
  - [North Central 1-page Fact Sheet \(for providers\)](#)
  - [North Central Integrated Managed Care News Release](#)
  - [Welcome to WAH IMC booklet \(HCA 19-046\)](#)
- **Integrated Managed Care Information:**
  - [Integrated Video: Integrating physical and behavioral health](#)
  - [FAQs: Why change Apple Health to an integrated care model?](#)
  - [BH-ASO fact sheet](#)
  - [BHSO fact sheet](#)