



Mission Statement

To be the highest quality health plan in Washington, and the health plan of choice for members and providers.

FACTS:

- * **Serving over 250,000 Washingtonians**
 - * **Medicaid**
 - * **Foster Care**
 - * **Health Benefit Exchange**
- * **First MCO to integrate a state-wide population**
- * **2018 DSHS Practice Transformation Award**
- * **NCQA Accredited as COMMENDABLE**
- * **Community Education Commitment**

Upon your release from JRA, you will have Apple Health insurance coverage. This information is specific to the plan that you will be on. You will also leave with your **Immunization records, your medical discharge summary, medications and a prescription (if you were taking medications while here), and 2 condoms.** Below, you will find your ProviderOne number, and contact information if you have any questions.

Name:

ProviderOne #:

Questions? Concerns?

Alex Goins

360-740-3437

Coordinated Care Customer Service

1-877-644-4613

Available M-F (8am-5pm)

Nurse Advice Line

1-877-644-4613

Available 27/7

Health Care Authority

1-800-562-3022

Available M-F (7am-5pm)



Green Hill School Medicaid Information





Coordinated Care:

Value-Added Member Benefits

There are no co-pays or deductibles with any Apple Health (Medicaid) coverage.

Definitions

Health Insurance: is a type of insurance coverage that pays for medical and surgical expenses. Health insurance can pay you back for expenses, or they can pay the health care provider directly.

Health Care provider: The doctor or medical professional that provides services.

Deductible: The amount you owe for covered health care services before your health insurance or plan begins to pay.

Copayment: An amount you pay as your share of the cost for a medical service or item, like a doctor's visit. Often, you pay this when you arrive at your appointment.

Premium: The amount you pay for your health insurance or plan each month.

All Washington Apple Health managed care plans must cover these standard basics:

- * **Hospitalization** – A stay in the hospital, including inpatient surgery and recovery
- * **Emergency Services** – Visits to the emergency room, including ambulance services or treatment at an urgent care facility
- * **Ambulatory Services** – Doctor visits when you're sick or injured, or outpatient clinic visits
- * **Prescription drugs** – Medicine you doctor orders
- * **Laboratory services** – X-Rays, MRIs, blood tests, etc.
- * **Maternity and newborn care** – For women who need prenatal care or help with pregnancy, complications and delivery
- * **Pediatric services, including oral and vision care** – Dental check-ups, routine eye doctor visits, eyeglasses, immunizations, and more.
- * **Preventative and wellness services, including chronic disease management** – Screening tests for things like osteoporosis and mammograms, and help living with long-term illnesses like diabetes.
- * **Mental health and substance use disorder services, including behavioral health.**
- * **Rehabilitative services and devices** – Physical therapy, speech therapy, artificial limbs and other medical equipment.
- * **Habilitative services and devices*** – Helping people with disabilities learn life skills.

**Available for newly eligible Medicaid/Apple Health for adult clients only.*



Earn Rewards: Complete preventative exams to earn dollar rewards



Start Smart for Your Baby®: Includes prenatal and postpartum support, education, home monitoring for high-risk pregnancies, no-cost breast pump and no-cost care seat.



Safelink: No-cost cell phone with 1,000 minutes per month and unlimited texting for qualifying members. Access to our staff and 24/7 Nurse Advice line do not count toward monthly minutes.



Care Management: Advocates supporting members dealing with diseases, behavioral/mental health, connecting to community resources and removing barriers to achieving better health.



Online Member Account & App: View rewards balance, change your primary care provider (your main doctor), complete forms, send secure messages or view/request ID cards.



Boys & Girls Club Membership: no-cost annual membership for 6-18 year-olds to participating clubs, where they can exercise, practice healthy habits, and build lifelong friendships.