



# An Introduction to Coordinated Care

Who we serve and what we offer.

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10/29/2020

# Coordinated Care



★ Headquartered in Tacoma

● Office locations in Seattle, Yakima & Wenatchee!





# Our Washington Apple Health (Medicaid) Programs



**Rewards Program\***

Earn rewards for screenings and preventive care. Visit our website or mobile app to learn more.



**Online Member Account\***

Access your benefits & claims 24/7 through your own account.



**24-Hour Nurse Advice Line**

Call anytime for medical & mental health support, & get help deciding if you should go to an ER or urgent care.



**SafeLink® Cell Phone\***

Get a cell phone with minutes, data & unlimited texting; calls to us won't count towards your minutes.



**Care Management**

Receive personalized help managing your benefits, resources & various health conditions.



**Boys & Girls Club**

Get a no-cost membership for fun after-school programs, mentoring and more.



**Healthy Kids' Club**

Kids 12 years & under have fun learning about nutrition & exercise. Members & non-members can join.



**Start Smart for Your Baby\***

Get a new car seat, breast pump, & more through our program for pregnant & new moms.



**Health Library**

Access more than 1,000 health topics on our website to guide your health decisions.

# MyHealthPays Rewards



- The MyHealthPays Rewards Program promotes wellness by rewarding our members for completing healthy activities.
- It's our way of celebrating better health!



## Rewards Program

Earn rewards for screenings and preventative care. Visit our website or mobile app to learn more.

# Start Earning Today!



ACTIVITY	REWARD AMOUNT	REWARD DETAILS
Well Child Infant Visits (birth to 15 months)	\$60 (total)	6 visits before 15 months
Well-Child Visits (age 16 mo-2 yrs)	\$10	1 per calendar year
Well-Child Visits (age 3-6)	\$40	1 per calendar year
Well-Child Visits (age 7-11)	\$10	1 per calendar year
Adolescent Well-Visits (age 12-20)	\$40	1 per calendar year
Adult Annual Well-Visit (21 years +)	\$10	1 per calendar year
Cervical Cancer Screening (Women 21-64)	\$10	1 per calendar year
Breast Cancer Screening (Women 50-74)	\$10	1 per calendar year
Diabetes Diagnostic Checks (Diagnosed members 18-75)	\$60 (total per year)	Must complete all 3 exams each year: HbA1c test, kidney screening and retinopathy screening



# It Pays to Stay Healthy



- You can use your My Health Pays Visa® Prepaid Card to purchase a variety of products and services\*:
  - Everyday items at Walmart
  - Utilities
  - Telecommunications
  - Transportation
  - Child care
  - Education
  - Rent





# Maternity Programs



Medically proven programs for our pregnant members and new moms:

- Car seat sent at no cost to members when a “Notification of Pregnancy” is completed at least 6 weeks prior to due date
- Smart Start for Your Baby® - Case management and support for your pregnancy
- No cost high quality electric breast pump
- 3 month supply of prenatal vitamins
- Puff Free Pregnancy® to help you quit smoking
- In-home medical support programs for high-risk pregnancies
- NICU Education and Supply Kit



**Start Smart for Your Baby®**

Get a new car seat, breast pump, & more through our program for pregnant & new moms.

# Teladoc Partnership



Teladoc is a way any member can receive telehealth services

- Teladoc doctors are in-network and Washington-based
- Available 24-hours for *non-emergency* issues
- Connect without having to travel
- Access via the mobile app, phone or web



[Teladoc.com/coordinatedcare](https://www.teladoc.com/coordinatedcare)

# Use it for issues like...



- Colds, flu and fevers
- Sinus problems, allergies
- Upper respiratory infections, bronchitis
- Smoking cessation
- Rash, skin conditions (dermatology)
- Behavioral health\*

# SafeLink (No Cost Phone Program)



## Members receive:

- A cell phone at no cost with **350 minutes** per month **3GB of data** per month and **unlimited** texting
- Ability to make and receive calls from doctors, nurses, 911, family and friends
- Unlimited calls to Coordinated Care Member Services or our 24-hr Nurse Advice Line
- Can purchase additional minutes at a discount for \$0.10 a minute
- Can renew every 12 months



### SafeLink® Cell Phone\*

Get a cell phone with minutes, data & unlimited texting; calls to us won't count towards your minutes.

# Medical Management



## Case Management

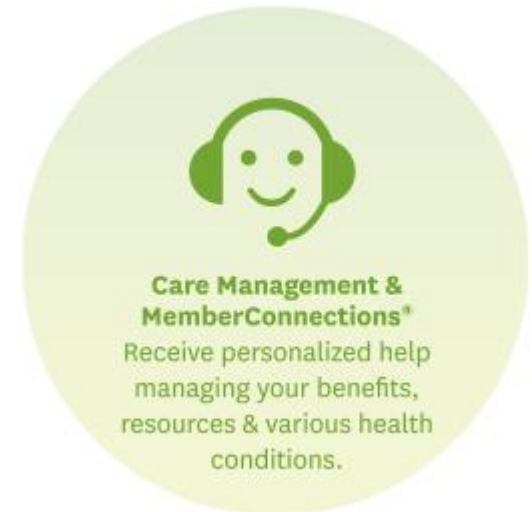
- For high risk members with episodic issues or multiple co-morbid issues that need care coordination services

## Disease Management

- Members with a chronic condition who do not need care coordination services

## Community Health Workers (CHWs)

- High risk members who are having trouble connecting to their benefits or are using services inappropriately with goal of connecting to case management or other needed services and benefits.



# Nurse Advice Line



## 24-Hour Nurse Advice Line

- Registered Nurses who are ready and eager to answer questions 24 hours a day.

The nurse advice line can help:

- Answer questions about medical situations
- Find a doctor
- Determine the best place to go for care (PCP, urgent care or ER)

**Nurse Advice Line: 1-877-644-4613**



**24-Hour Nurse Advice Line**  
Call anytime for medical & mental health support, & get help deciding if you should go to an ER or urgent care.

# Online Member Account



## From the secure portal, members can:

- Access information about recent claims, providers and general health info
- Review their Reward balance
- Change their primary care provider
- Fill out health assessments
- Order replacement member ID cards
- Send secure messages
- and more!



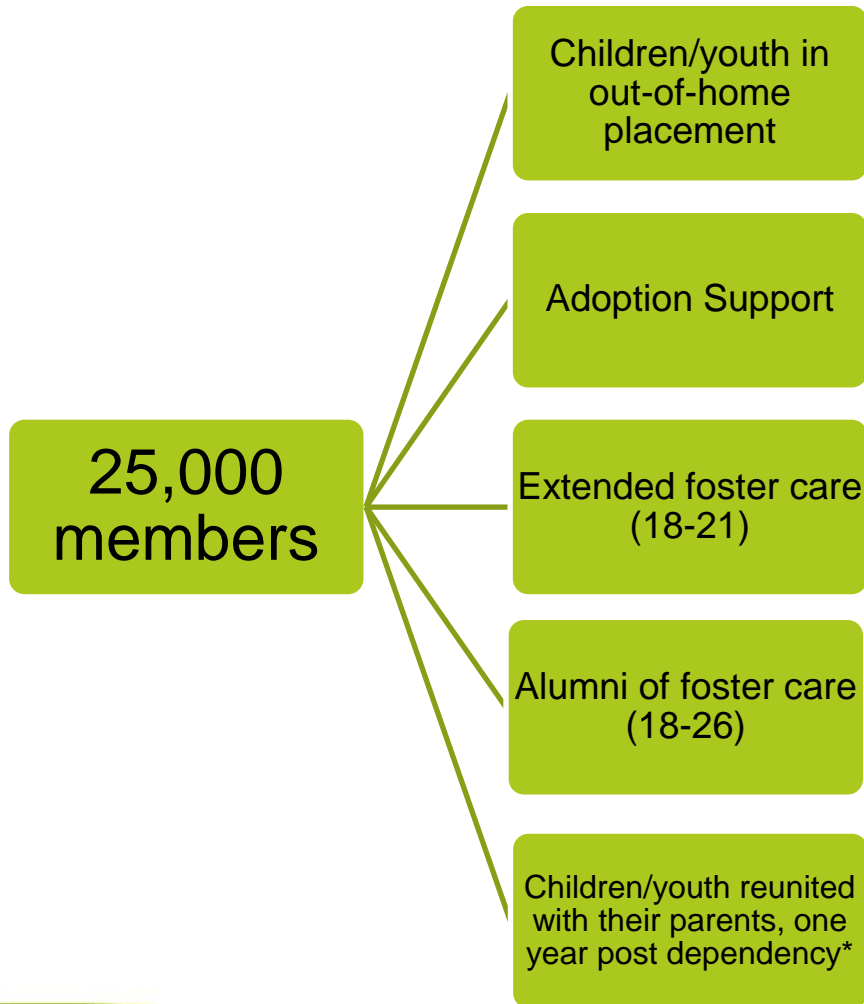
**Online Member Account**  
Access your benefits & claims  
24/7 through your  
own account.





*The Apple Health Integrated Foster Care program*

# AHCC Covers...



\*Parents must meet income and resource requirements. Contact FCMT for program and eligibility requirements

Other exceptions to enrollment include placement outside of Washington, incarceration, etc.

# Training Opportunities



Contact our Community Education team for in-person and web based training:  
[CommunityEducation@coordinatedcarehealth.com](mailto:CommunityEducation@coordinatedcarehealth.com)

- Topics include:
  - AHCC program overview
  - a2A (adolescent to Adult)
  - Childhood Development
  - Substance Use
  - Sexual Health in Foster Care: Skill-building for Caregivers
  - Suicide Prevention
  - Trauma-Informed Care
  - Adverse Childhood Experiences (ACE)
  - Coping with Holiday Stress
  - Whole-Brained Parenting
  - Resiliency



# Coordinated Care

*Behavioral Health and Our System of Care Team*

# Behavioral Health



## Overview

- Members do not need to receive a referral from their primary care physician (PCP) to seek mental health services.
- We help members:
  - Locate a provider
  - Schedule an appointment
  - Arrange transportation
  - Find local resources
- Ask for Care Coordination at 1-877-644-4613 or for AHCC 1-844-354-9876.


# myStrength Online Support



- Digital Behavioral Health
  - Evidenced-based and clinically reviewed tool
  - Members have lifetime access to online support
  - Invite our members through a referral link:

<https://app.mystrength.com/referral/epc?group=washingtoncare>

myStrength

  
coordinated care™

**Everyone has bad days. myStrength is here to help you have fewer of them.**

Hi Jennifer, you have been referred to myStrength by John from Coordinated Care.

Track your health, enjoy interactive activities, and become inspired by quotes and videos with myStrength. You'll find online help 24/7 for stress, sleep, substance use, chronic pain and more. myStrength is here to help. Why not give it a try?

[Try myStrength Now](#)

Questions? Please see our [FAQs](#) or email us at [customerservice@mystrength.com](mailto:customerservice@mystrength.com).

If asked for an Access Code, please enter:  
**WACC**

myStrength is provided to you by Coordinated Care.

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You are receiving this e-mail as a professional courtesy from myStrength.com.

Our mailing address is:

# Outreach Map Info



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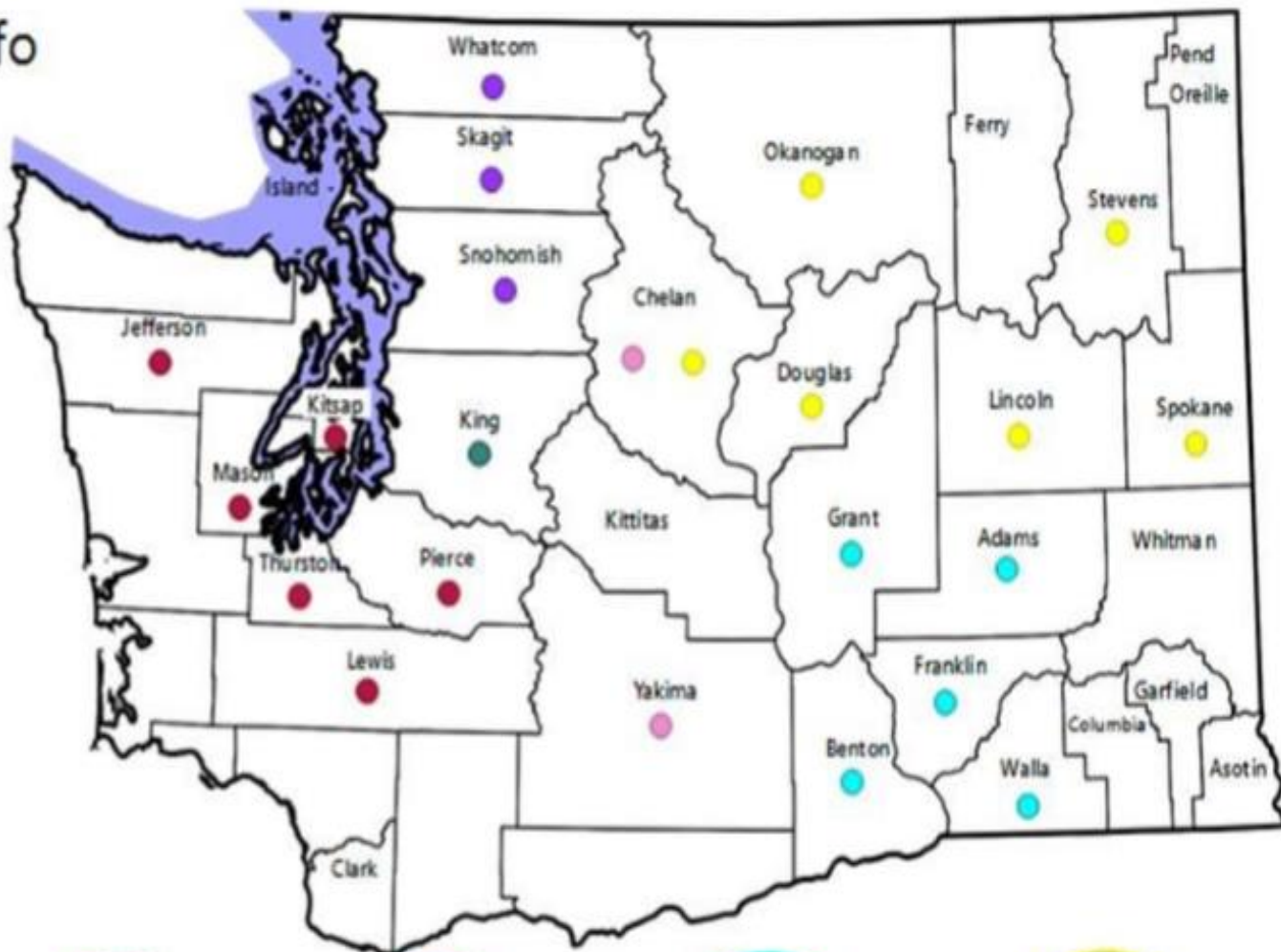
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# WA Outreach Team Contacts



## Navigator landing Page

[Ambetter.CoordinatedCareHealth.com/Navigators](https://Ambetter.CoordinatedCareHealth.com/Navigators)

- **North Sound:** Ivonne Radovich (206) 247-4131  
[Magda.I.Radovich@coordinatedcarehealth.com](mailto:Magda.I.Radovich@coordinatedcarehealth.com)
- **King County:** Fartun Farah (253) 244-4852 [FFARAH@coordinatedcarehealth.com](mailto:FFARAH@coordinatedcarehealth.com)
- **Pierce/SW/Olympic Peninsula:** Shandi Dailey (253) 257-5345  
[Shandi.T.Dailey@coordinatedcarehealth.com](mailto:Shandi.T.Dailey@coordinatedcarehealth.com)
- **Tri-Cities:** Sandy Quiroga (253) 244-3678 [SQUIROGA@coordinatedcarehealth.com](mailto:SQUIROGA@coordinatedcarehealth.com)
- **Eastern WA:** Alicyn Elder (509) 789-0892 [Joanna.Elder@coordinatedcarehealth.com](mailto:Joanna.Elder@coordinatedcarehealth.com)
- **Yakima/Chelan/Kittitas:** Lilia Cruz Rico (509) 423-9922  
[LRICO@coordinatedcarehealth.com](mailto:LRICO@coordinatedcarehealth.com)



Call Member Services for Washington Apple Health (Medicaid) at **1-877-644-4613**.

**Lilia Cruz**

Community Relations Coordinator

(509)423-9922

[lrico@coordinatedcarehealth.com](mailto:lrico@coordinatedcarehealth.com)

I will be hosting “**virtual office hours**” via zoom. Monday-Friday from 10 am-12 pm.

- **Meeting ID:** 978 7717 2617
- **Password:** 261759
- **Phone one-tap: US:** +16469313860,,97877172617# or +16694449171,,97877172617#
- **Meeting URL:**  
<https://centene.zoom.us/j/97877172617?pwd=T2RBdWNEQzcxbXNTVnIFUk1UaVpWdz09>

# COVID Response



## Member Support

- Waived all member cost-share for testing and treatment.
- \$0 copay for telehealth visits (implemented Jan 1, 2020) for both Medicaid and Ambetter (Exchange) members.
- For Medicaid members, provided free smart phones as well as increased data/minutes to help with telehealth use.
- For Exchange members, provided an additional 60-day payment extension (prior to triggering grace period)

## Provider Support

- Donated PPE to providers, clinics, and DCYF caseworkers across Washington.
- Donated laptops and other equipment to BH providers to help expand telehealth capacity.

## Community Support

- Donated over \$250,000 to nonprofit organizations and community agencies on the front line of the crisis, including housing shelters and food banks to meet increased demand for food.
- Launched One Million Meals campaign
- Provided gift cards to organization, tribal partners, and provider clinics to distribute to individuals and families to help pay for basic needs (toiletries, groceries, hygiene products)
- Provided \$70,000 to support and help launch the Washington Listen's Support Line, a crisis counseling program initiated by HCA, to provide non-clinical education based support to people experiencing elevated stress during COVID-19 pandemic.