



COMMUNITY HEALTH PLAN
of Washington™

October 28, 2020

Brisa Guajardo
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The power of community

Topics

- CHPW History
 - CHPW Field Staff
 - Regional Offices
- CHPW Benefits+
 - Adults
 - Moms & Kids
 - Supportive Care & Telehealth



CHPW History



In 1992, Washington's community and migrant health centers (CHCs) created Community Health Plan of Washington to provide health insurance to people who were not being served by traditional insurance companies.

CHPW is the state's first not-for-profit managed care plan motivated by the best interests of our members, providers and community,

We provide different health plan options to ensure that Washingtonians have access to healthcare.



Overview



Our staff is local.

We live in the same communities as our members. We know our members and their providers, and can relate to the regional cultures throughout the state.

Our work is holistic.

We work hand-in-hand with our Community Health Centers, local community resources and social service organizations to support all aspects of our members' lives. We always work in their best interest and earn their trust everyday.

Our approach is flexible.

We work with you and our members everyday to remove the financial, cultural, linguistic, geographic, systemic and other barriers to managed healthcare.

CHPW Field Staff



Nici Feldhammer
Manager, Business Development



Brisa Guajardo
Manager, Business Development



Mireya Borunda
Community Outreach Specialist



Alexis Nicholson
Community Outreach Coordinator



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Account Executive



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Account Executive



Juan Figueroa
Community Outreach Specialist



Ismahan Ali
Community Outreach Specialist



Blanche Barajas
Community Outreach Specialist

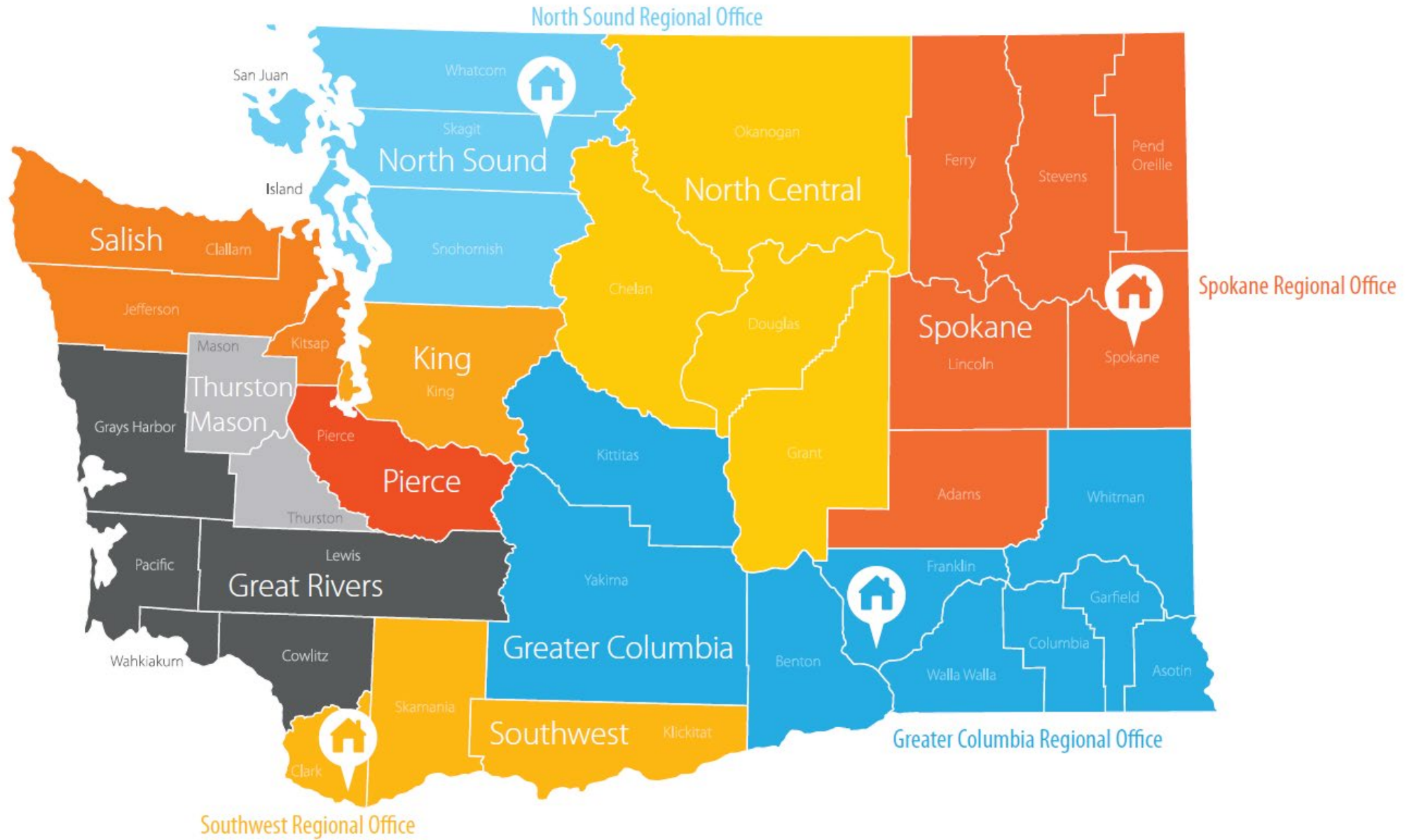


Alma Castillo
Community Outreach Specialist



Juan Mendoza
Community Outreach Specialist



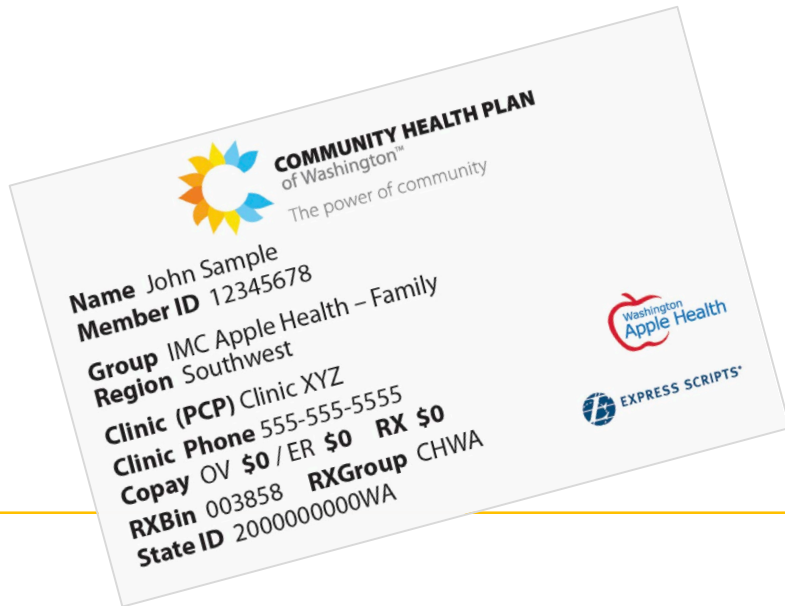




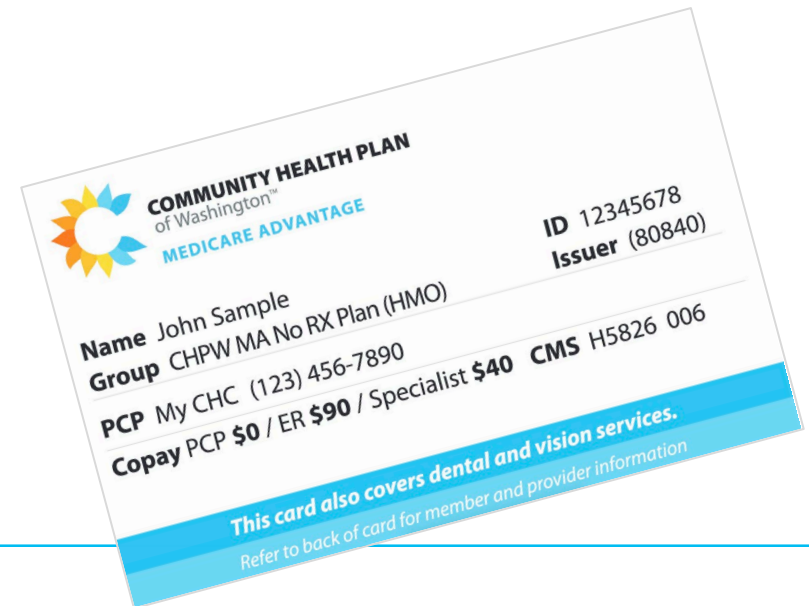
CHPW Plans



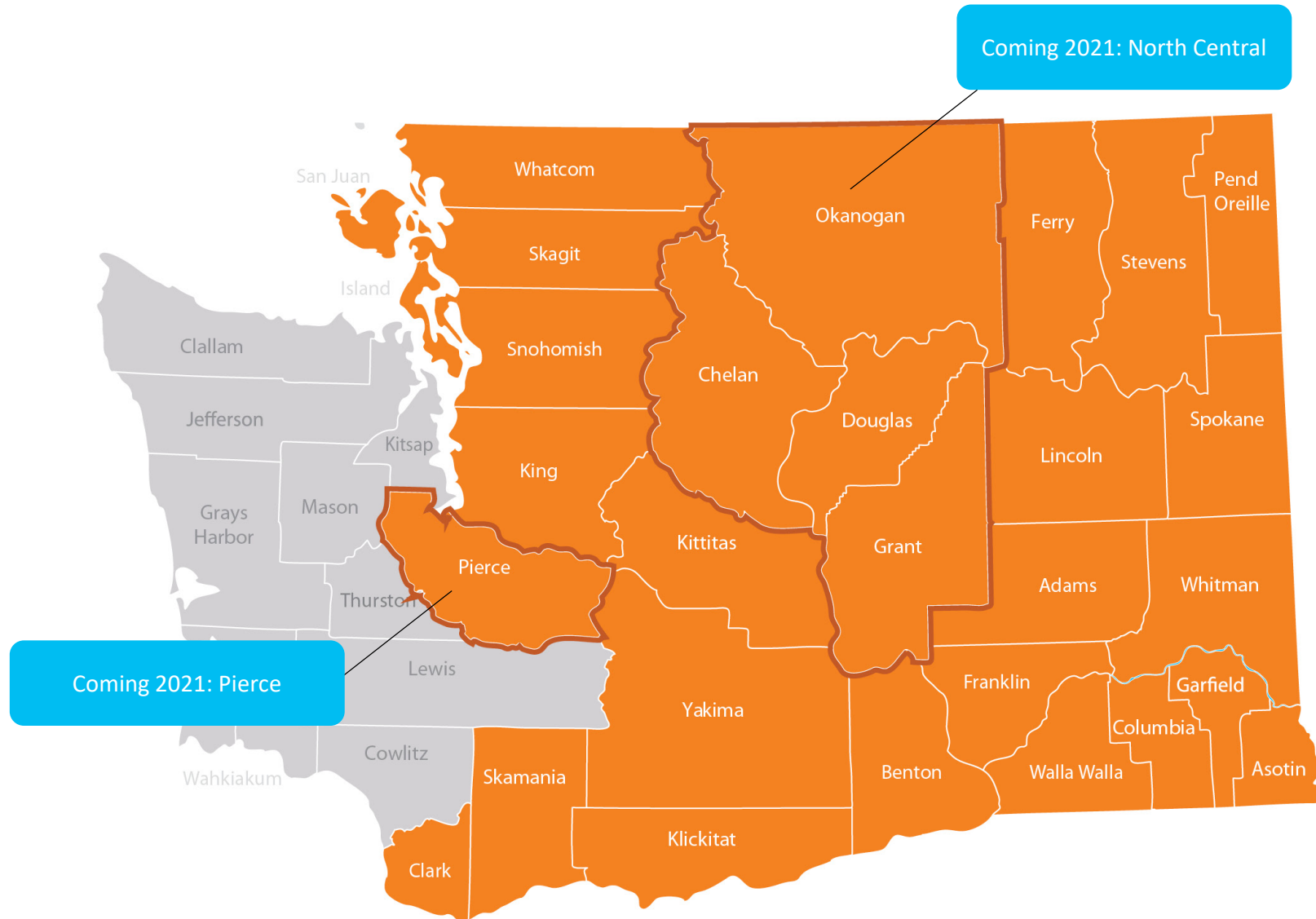
Apple Health is the managed care Medicaid program in Washington State. Washington Apple Health allows more people access to care with a focus on preventive care and positive health outcomes.



Our affordable Medicare Advantage HMO plans give members valuable extended coverage and additional benefits not offered through traditional Medicare.



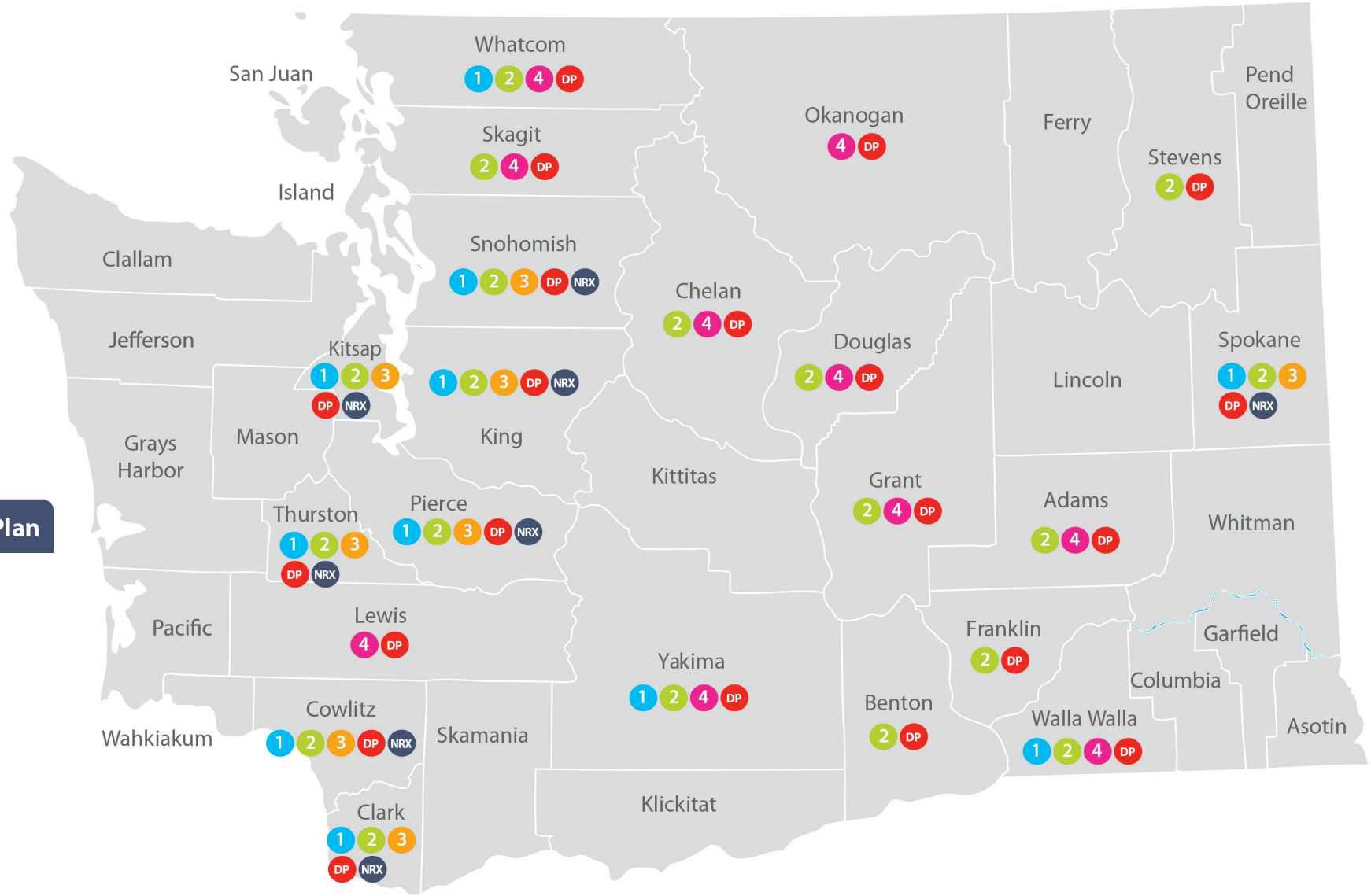
CHPW Apple Health Service Area



CHPW Medicare Advantage Service Area



1 MA Plan 1
2 MA Plan 2
3 MA Plan 3
4 MA Plan 4
DP MA Dual Plan
NRX MA No RX Plan



Community Events

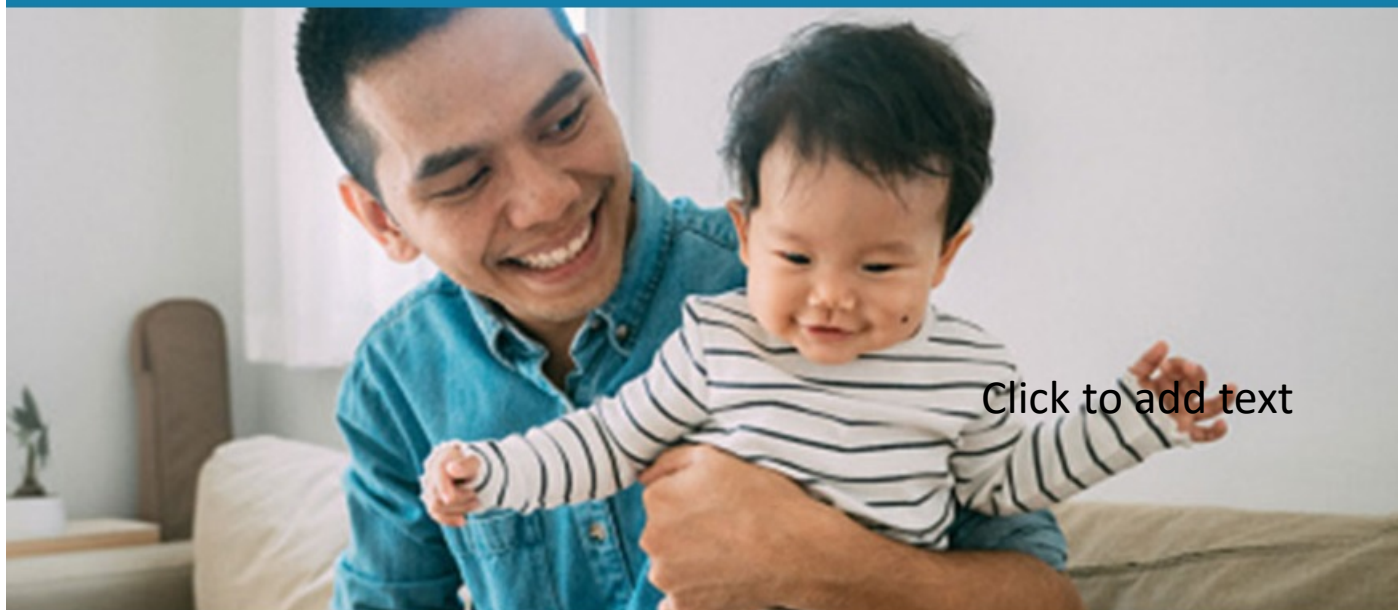
Our CHPW outreach team works with Community Health Centers and community based agencies to support the health and wellness of the community by offering the following:

- Customized plan information to members and prospects though events
- Increasing the awareness of health care options and offering education about health plan options





Extra benefits for members



Click to add text

ACUPUNCTURE

Members over age 18 get up to six covered acupuncture visits per year.

FREE RIDE

Never miss an appointment because of transportation trouble. Schedule free rides as a CHPW member.

Community-based services



COMMUNITY PROGRAMS

CHPW's experts in housing assistance, wellness and recovery, and community services can help you meet health goals.

INDEPENDENT LIVING

If you're between the ages of 15 and 18, and are transitioning out of foster care, you can get help with life skills and job training.

Technology access



FREE CELLPHONE

As a CHPW member, you qualify for a free cellphone, data, and/or minutes.

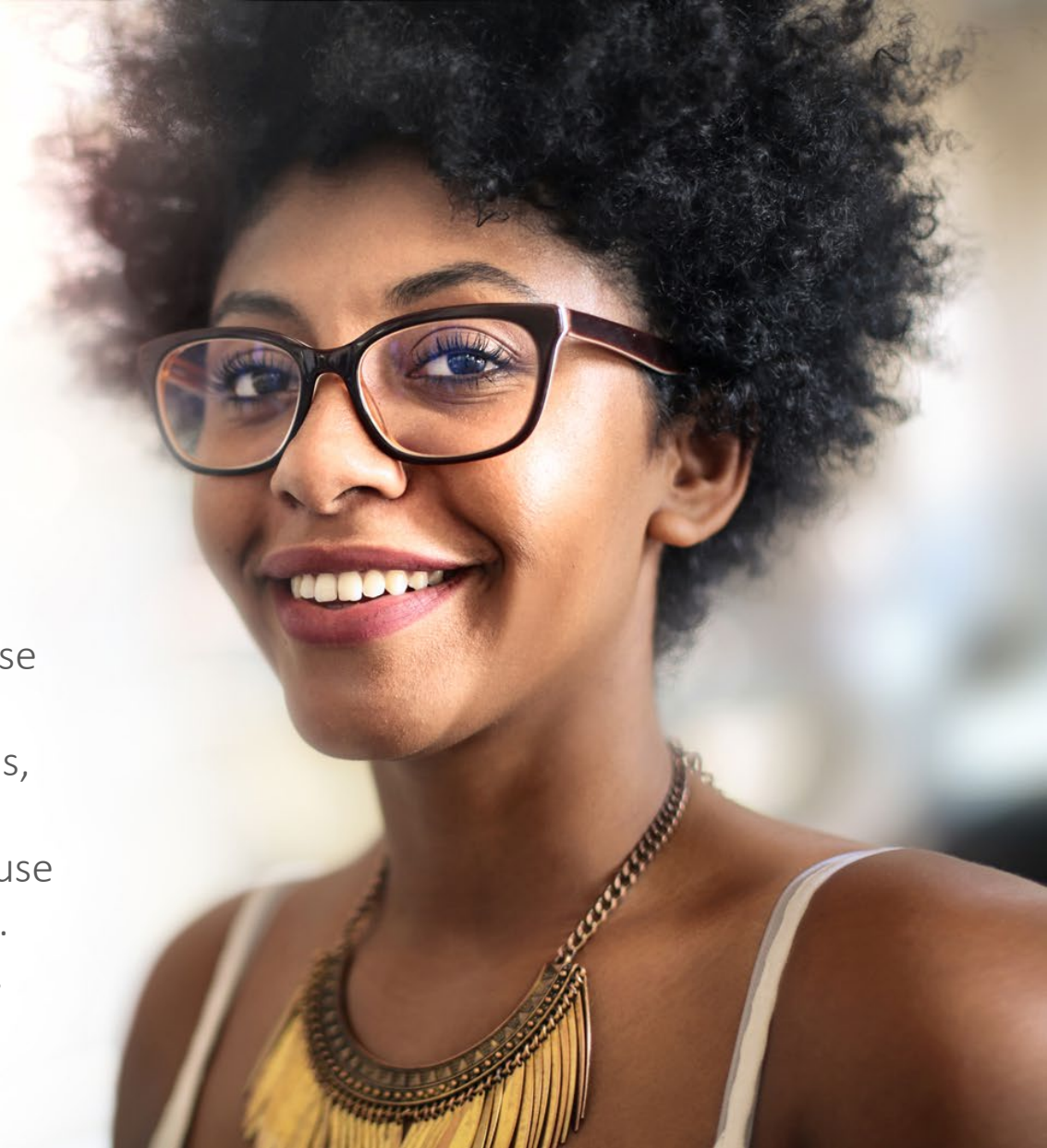
Get Amazon Prime for \$5.99/month—a discount of over 50%.



Starting 11/1, CHPW will offer free frames and basic lenses to adult members (21+)

Benefit includes:

- Free frames and basic lenses
 - Low-cost upgrades (ex: progressive lenses)
 - Eye exam every two years
-
- This benefit is provided through Superior Vision. Members must use Superior Vision's network to get their free glasses and eye exams.
 - If a member has had a routine eye exam within the past 24 months, they can get their free glasses without another exam.
 - For medically necessary vision care, members should continue to use CHPW's vision specialist network (found in our Provider Directory).
 - No change to vision coverage for CHPW members 20 and younger.





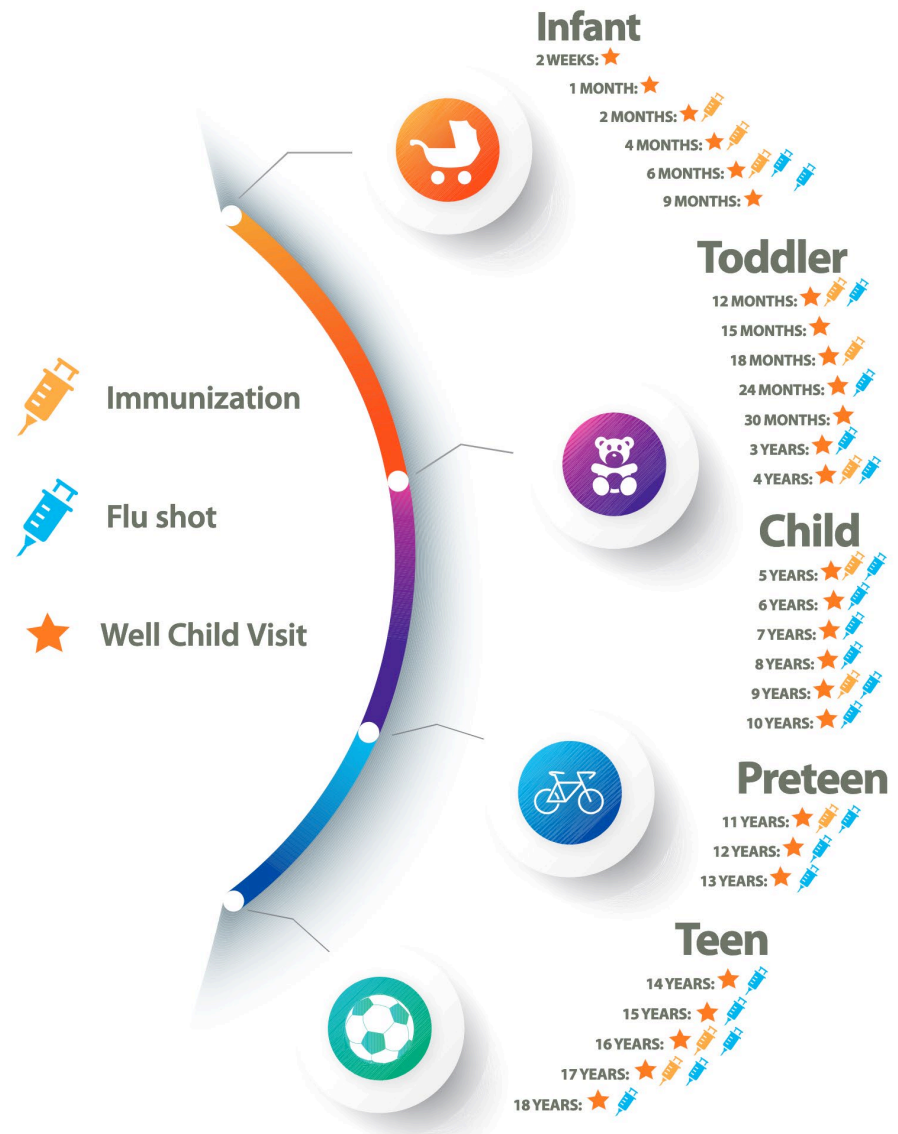
Well Child Rewards

- Kids need regular checkups and immunizations. CHPW members can get a \$20 gift card every time they go in for well child checkup until they are 18 years old.
- Members can also get a one-time \$65 gift card for a car seat before the child's first birthday if they didn't get a car seat after their prenatal visits. This will replace one of the \$20 Well Child rewards.
- That's 27 checkups and 27 gift cards for every child!





Well Child Reward Checkup Schedule



*Flu and HPV immunizations are optional and not required for rewards
 Updated 07/2020
 HCA Approval: 2020-389
 HCA Approval: 2020-388



How to Get a Gift Card

1. Be a CHPW member.
2. Complete two prenatal visits as a CHPW member.
3. Submit online form.

Members will receive a \$65 gift card in the mail 2-3 weeks after their second checkup for the purchase of an infant car seat.



Breast Pump for New Moms



- Any member of CHPW who has a baby is eligible for a free manual or electronic breast pump. Breast pumps are obtained through Byram Healthcare.
- The member must get a prescription from their doctor after the baby is born and before they leave the hospital.
- There are 2 ways to order:
 - Online: Visit www.breastpumps.byramhealthcare.com and click Get Started
 - By phone: 1-877-773-1972
- Byram Healthcare will reach out to the member's provider to confirm the prescription.





Every Child Should Sleep Safely

CHPW's Baby Bassinet Box Program helps parents keep their baby safe while sleeping. The Baby Box is a safe place for babies to sleep for their first six months. The program also shows parents a short video about Safe Sleep habits.

The New Baby Starter Kit

The Box also comes with products to help members care for their baby:

- Diaper bag
- Baby clothes
- Diapers
- Baby wipes
- Thermometer

Get Your Baby Box

Most Community Health Centers have boxes on hand. Our members can get a box in their third trimester.

CHPW Baby Bassinet Box

Help Your Baby Sleep Safely
Community Health Plan of Washington's (CHPW) Baby Bassinet Box program helps you keep your baby safe while sleeping. The program teaches parents about safe sleep practices for infants. You can get a baby box at no cost.

How to Get a Baby Bassinet Box
You can get a baby box if you are on CHPW Apple Health and are pregnant in your third trimester. When you come in for a checkup, you will be shown a short video that explains how to help your new baby sleep safely. The video is available in English and Spanish.
You will get a baby box that comes with a firm mattress and a cotton sheet. The box can be used as a safe place for your baby to sleep during the first six months after birth.

A New Baby Starter Kit for You
The box comes with several items to help you care for your new child:

- Diaper bag and diapers
- Wearable baby blanket
- Baby clothes
- Diapers
- Baby wipes
- Thermometer

Most Community Health Centers have baby bassinet boxes available. You can call CHPW to see if your clinic is part of the baby box program. CHPW is at 1-800-440-1561 (TTY 711) Monday to Friday, 8 am-5 pm.

COMMUNITY HEALTH PLAN of Washington

Community Health Plan of Washington complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. You may request these materials, free of charge, in other languages or alternate formats by calling 1-800-440-1561 (TTY Relay: 7-1-1) 8 a.m. to 8 p.m., 7 days a week.
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-440-1561 (TTY: 7-1-1).
注意: 如果您使用中文, 您可以免費獲得語言援助服務。請致電 1-800-440-1561 (TTY: 7-1-1).

CHPW_MK_635_03_2019_Baby_Bassinet_Box_Flyer



New members will receive:

- ✓ New ID card in the mail
- ✓ Welcome Packet with details of coverage and important resources
- ✓ Welcome email
- ✓ Health Survey
- ✓ Call from PCP to establish care





Working in the Best Interest of Patients: Case Management

Care Centered Around You

- Case management is a collaborative process that addresses individual health care needs.
- A case manager's role is advocacy, assessment, and coordination of care between multiple providers and the member.



Referrals to Case Management

Members can be referred to Case Management in the following ways:

- Members may refer themselves
- Caregivers can also refer a member
- Clinic referral coordinator
- Primary care practitioner or staff



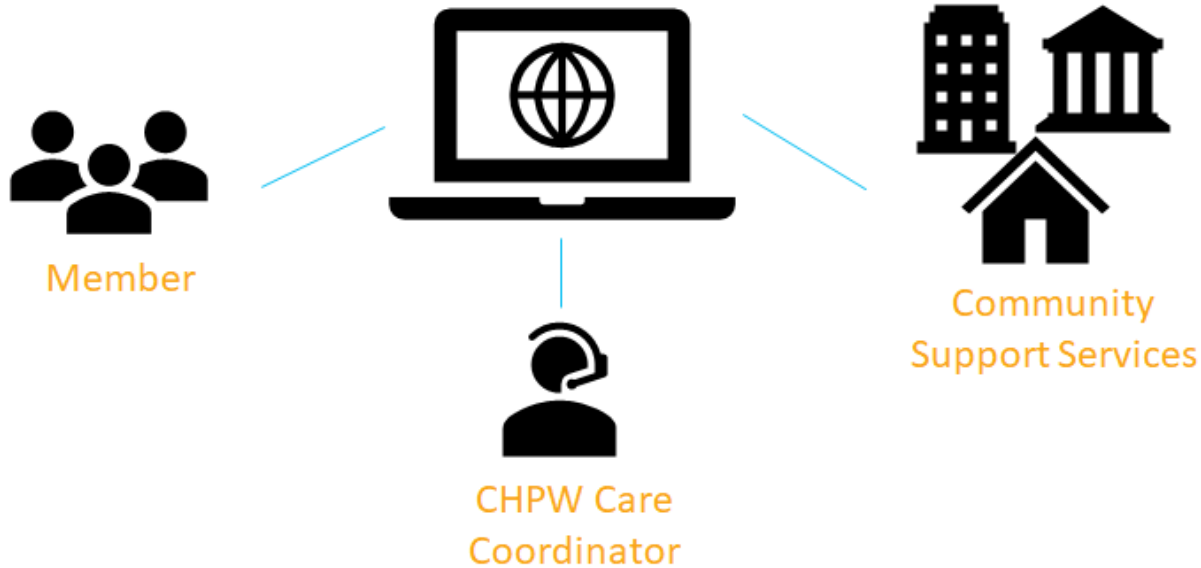
Taking Care of All of You

Many people experience a mental health or substance use condition at some point in their lives. Getting support from local care providers can help an individual manage their condition and feel their best.



If an individual has Medicaid (Apple Health), they have access to:

- Outpatient mental health treatment
- Screening for mental health or substance use issues
- Inpatient detoxification for alcohol and substance use disorders
- Opiate substitution treatment services
- Residential services for mental health and substance use disorders
- Medication for alcohol, substance use disorders or mental health issues
- Medically necessary psychiatric hospitalization
- Medication management and monitoring
- Individual and family treatment
- Crisis stabilization services



Partnership with Unite Us, a technology company focused on health outcomes, as a part of a broader community-building enterprise with Kaiser Permanente Washington, Northwest Physicians Network, and HealthierHere.

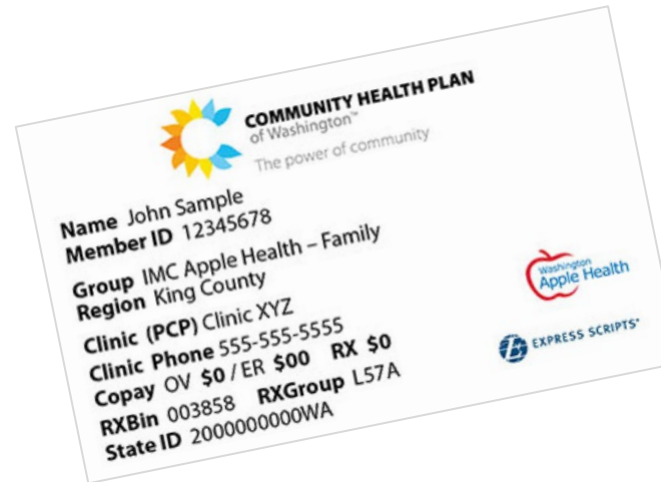
A single space where CHPW can connect its members to local health, human, and social service organizations to address their broader health needs and better improve health outcomes.

CHPW's social services and care management staff can follow members' care from healthcare providers to community agencies to ensure care is being delivered and that gaps in care between health and social needs are closed.

1-866-418-2920

Located on the back of the CHPW Medical Card

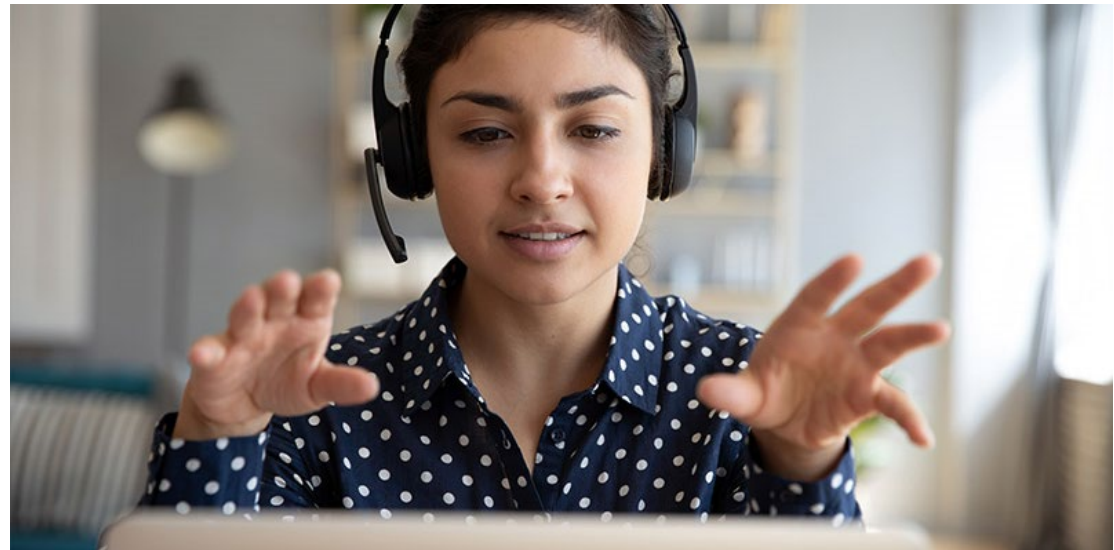
Nurse Advice Line



CHPW Virtual Care

How it Works

- Members should check if their clinic offers virtual care. If they do, the member should get care through their provider.
- If the provider doesn't offer virtual care, the member can call CHPW's Nurse Advice Line at **1-866-418-2920**.
- A nurse will review the issue over the phone and determine if the individual needs to see a doctor.
- Once referred, a licensed doctor from Teladoc, the largest telemedicine company in the U.S., will connect with the member by phone or video.



Thank you!

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