



**Washington
Association for
Community Health**
Community Health Centers
Advancing Quality Care for All



Supporting Enrollment In Washington Apple Health At FQHCs

Virtual Learning Event: 9am-11am, October 28, 2020

AGENDA

- Background, Learning Objectives & Housekeeping
- Part 1: Apple Health Managed Care Plans: Updates & Value-Added Benefits
- Part 2: Questions & Answers: What are challenges with Apple Health enrollment for health centers? How can challenges be addressed?

BACKGROUND



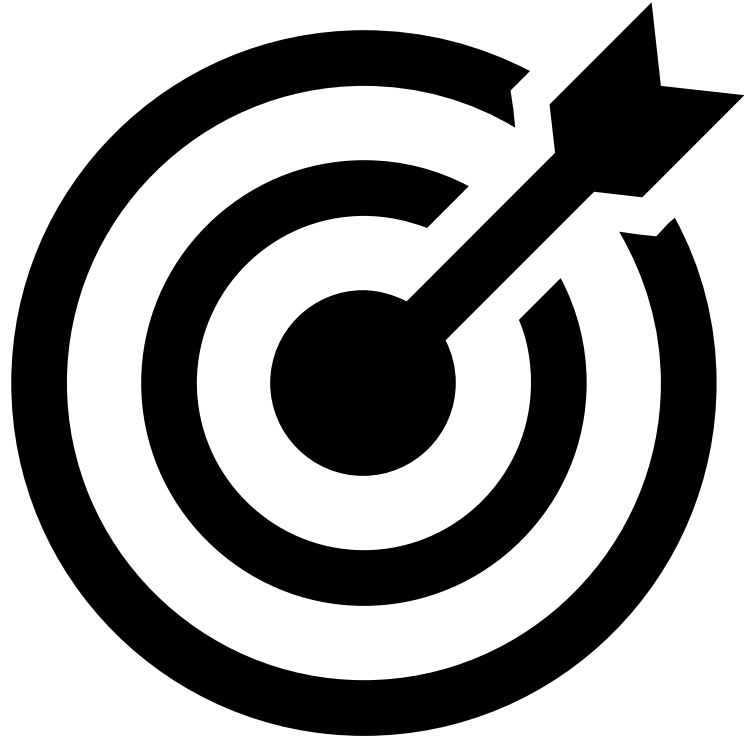
Health centers typically provide enrollment assistance in Washington Apple Health coverage to many vulnerable and uninsured populations. COVID-19 has increased the number of uninsured due to unemployment, with the loss of employer sponsored health coverage, and the inability of many to afford premium payments. Since March, more than 100,000 Washingtonians have enrolled in Apple Health.

Apple Health Managed Care Organizations, Washington State Health Care Authority and Washington Health Benefit Exchange will discuss Apple Health plan updates, health centers' enrollment challenges and what can be done to support them.



**Washington
Association for
Community Health**

LEARNING OBJECTIVES



As a result of the learning event:

- Health centers' Apple Health enrollment challenges will be identified to Apple Health Managed Care Organizations, Washington State Health Care Authority and Washington Health Benefit Exchange.
- Plan will be created to address these enrollment challenges.



Housekeeping

INTRODUCE YOURSELF

Type your name & health center in CHAT BOX



Mute your microphone when not speaking

?????

Type questions/comments in CHAT BOX



Link to webinar slides, recording & handouts will be emailed

EVENT EVALUATION

Click on link in CHAT BOX to fill out Event Evaluation



Host: Patricia Gepert, Association's Health Access Coordinator

Apple Health Managed Care Plans: Updates & Value-Added Benefits



WELCOME



Presenter:
Cheri Snowwhite
Marketing and Community
Relations Representative



Nataly Renteria
Community Relations Representative
& Marketing





 **Amerigroup**
An Anthem Company



GETTING TO KNOW AMERIGROUP WASHINGTON, INC.

Who We Serve. WA Apple Health!

We help provide access to health care for over 240,000 Amerigroup members through:

- Temporary Assistance for the Needy (**TANF**)
- Children's Health Insurance Program (**CHIP**)
- Supplemental Security Income & Blind and Disabled (**SSI & ABD**)
- Behavioral Health Services Only (**BHSO**)
- Expansion Population



We Are Growing!



We are one of two health plans that are statewide with Integrated Managed Care (IMC).

Amerigroup is now in all 39 counties.



Whole Person Health

We believe achieving good health only begins with the best doctors, but to truly improve healthcare, we need to focus on more than just medical needs.

“Whole Person Care” includes physical and behavioral health, emotional well being and more.

We support organizations that are focused on creating healthy communities. We invest in education, employment, housing and homelessness issues, social justice, transportation, health equity, and more. It also means listening and working with our friends and neighbors to create extra benefits that address social determinants of health.

Through community outreach, we engage friends and neighbors at fun, educational events promoting access to care. We also serve on committees on boards throughout the State. We are out in the community almost every day. We can only be impactful if we are building trusting relationships in the community.

Everything we do is viewed through the lens of “nothing about us, without us.”



We Are Proud of our Amerigroup Foundation

We continue to award grants that promote healthier families and communities throughout Washington. Here are just a few of the organizations and programs we've funded

- **Operation Blessing** – Pierce, King, Clark, and Kitsap County
- **Nurse Family Partnership** – Birth Certificate & ID Support for new moms
- **Boys and Girls Club** of Washington State
- **Washington Low Income Housing Alliance** – Emerging Advocates Program
- **Catholic Community Services**



Supporting Our Community

- **CHOICE RHN** Navigator Program & CPAA's Fruit and Vegetable voucher program
Thurston-Mason Region
- **Youth & Family Link** for Beyond the Alphabet, Teen Mentoring and Afterschool Programs
Southwest Region
- **Impact Compassion's** Food Supplies & Essential needs for our homeless during COVID
Greater Columbia Region
- **Emergency Food Network's** Break Bags Program
Pierce Region
- **Para Los Niños**, *King Region*



We Support our Providers Too!

- **Columbia Basin Health Association** – Color Run, COVID & Pop-Up Homeless Shelter
- **Summit Pacific Medical Center** – Sip & Sail Gala
- **Lifeline Connections** – Updating of men’s exercise room and breast pump for Women’s Recovery Center
- **Sea Mar** – Latino Health Conference; Homeless Outreach Days
- **Yakima Pediatric** – Vaccine adherence 2020



New Benefits & Updates!

- **New! Flu Pandemic Kit** | Kits may include essential and preventative safety items
Ex. face masks, hand sanitizers and wipes. One per member per year.
Effective 11/01/2020
- **New! Car Seat** | Helps members by promoting & ensuring safety for their newborn.
Effective 11/01/2020
- **Update! Non-Medical Transportation** | One card *per year* for members ages 17+.
 - \$50 Orca Card (King County only) **or**
 - \$50 Gas Card **or**
 - **New!** \$50 Uber/Lyft Card

Benefits For Adults – Filling in the gaps

- **Eyeglasses Frames/Hardware** | 1 pair per year up to \$100 for members ages 21-64
- **GED Testing** | We pay for all 4 tests for members 17+
- **Acupuncture** | Up to 7 visits per year for members ages 18+
- **Weight Watchers Voucher** | Sign up fee & 13 weeks of in-person classes and 14 weeks of online classes. Doctor permission required. One-time benefit for members 17+



For Pregnant Members & Moms

- **New! Baby Car Seat** | For pregnant members and new moms and babies up to 12 months (one per baby). – *Effective November 1, 2020*
- **Taking Care of Baby and Me®** | Earn up to \$70 in gift cards just for going to checkups on time
- **Electric Breast Pump (3 options)**
 - Medela - Advanced Personal Double Breast Pump
 - Ameda - Purely Yours Double Electric Personal Pump
 - Ameda - Purely Yours Ultra Pump
- **Circumcision** | for newborns up to \$150



Just for Kids!

- **Free Boys & Girls Club membership** | where available for members ages 6-18
- **Free YMCA Membership** | for members that qualify for the Y scholarship at Wenatchee & Cowlitz County up to age 19
- **Free Sports Physicals** | for members ages 7-18.
- **Healthy Eating** | Nutrition and physical activity for 7-13 years old and their families



Benefits for the Whole Family

- **New! Flu Pandemic Kit** | Kit may include essential and preventative safety items such as face masks, hand sanitizers and wipes. One per member per year. *Effective 11/01/2020*
- **Free Costco Gold Membership** | Costco provides discounted items that will benefit financially vulnerable individuals and families.
 - 1 membership per household per year.
No age restriction



Behavioral Health

- **myStrength™** | This app offers tools to help members with emotional health issues such as depression, anxiety, stress, and misuse of drugs and alcohol
- **Light Box** | A plug-in light that helps extend the feeling of daylight during winter months for members diagnosed with depression and/or seasonal affective disorder (SAD) ages 19+
 - Members with past or current eye problems such as glaucoma, cataracts or eye damage from diabetes, must get advice from their eye doctor before starting light therapy
- **Peer Support Specialist Registration and Renewal Payment** | We pay registration and annual renewal cost for our members who want to become and participate as Peer Support Counselors. Although there is no cost for the training, application or test to become a certified Peer Support Counselor, a member may be required to become “Agency-Affiliated.” Here are the costs we cover:
 - \$95 initial registration fee
 - \$75 annual renewal fee

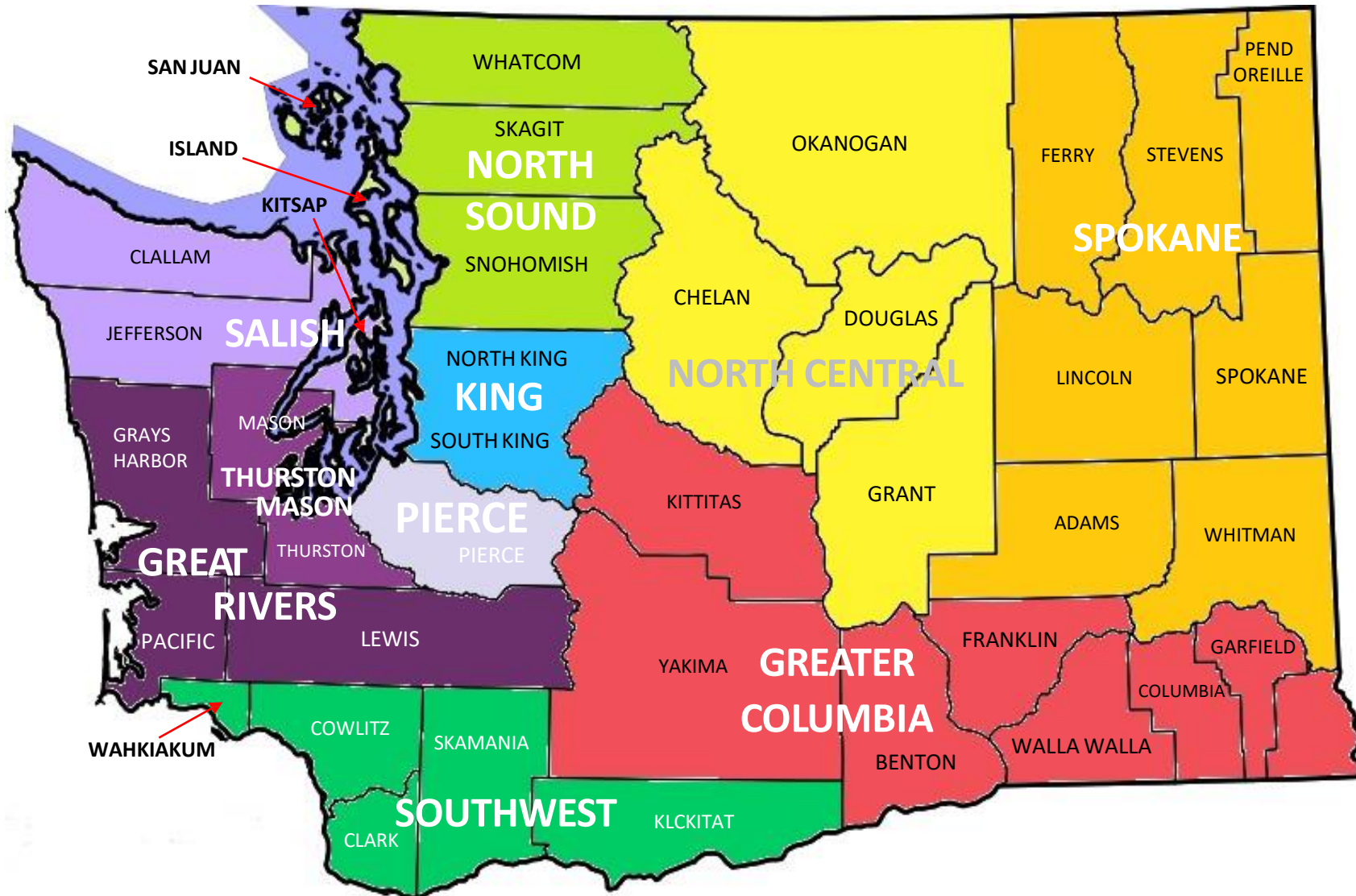
Support for Whole Person Care

- **First Aid & Dental Hygiene Kits** | when members fill out a personal disaster plan online
- **Life Transition Kit** | includes first aid supplies, toothpaste, travel toothbrush, mouthwash, dental floss, gift card, emergency blanket and a resource card with contact numbers.
 - For Members experiencing homelessness, transitioning from an institutional setting or enrolled in an employment program
- **Free Cell Phone** | through Safe Link and up to 350 minutes of service each month for qualified members, plus **200 extra one-time bonus minutes** when they choose to get free health text messages
- **Amerigroup Mobile** | app for smartphones so members can safely access their ID card, find a doctor, and explore health and wellness information anytime, anywhere

More Support

- **Free membership to these organizations** | that support self-advocacy, disability rights and opportunities for people with disabilities: American Assoc. of People with Disabilities (AAPD), Autistic Self Advocacy Network (ASAN), National Council on Independent Living (NCIL) and TASH
- **Disease Management** | support and education to help members control ongoing health conditions like asthma, diabetes and COPD
- **FitnessCoach Program** | Services include online exercise classes and online information on fitness and exercise topics, also includes information available to special needs populations

AMERIGROUP MARKETING TEAM – REGIONAL MAP



KEY:

- **Cheri:** Greater Columbia
- **Shanda:** Spokane
- **Shannon:** North Central & Jail Transition Liaison
- **Laura:** King (North) & North Sound
- **LeeAnn:** South West
- **Monica:** King (South)
- **Nataly:** Pierce
- **Matthew:** Great Rivers, Mason-Thurston, Salish
- ★ **Vickie:** WA Tribal Liaison

MARKETING TEAM CONTACT INFORMATION



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Associate Vice President & Marketing
and Community Outreach Director

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Greater Columbia Region: Benton-Franklin, Yakima, Kittitas, Walla Walla, Columbia, Garfield, & Asotin Counties

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■ MONICA BESA

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South King Region: West Seattle, Renton, Tukwila, and cities to the south of I-405 and HWY 169.

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Salish, Thurston Mason & Great Rivers Region: Clallam, Jefferson, Mason, Grays Harbor, Kitsap, Thurston, Lewis, & Pacific Counties

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WA Tribal Liaison



CHOOSE AMERIGROUP!



Member Services: 1-800-600-4441

TTY: 711

myamerigroup.com/wa | choosamerigroup.com/wa

WELCOME



Presenter:
Brisa Guajardo
Manager, Business Development



Nici Feldhammer
Manager, Business Development



COMMUNITY HEALTH PLAN
of Washington™

The power of community



COMMUNITY HEALTH PLAN
of Washington™

October 28, 2020

Brisa Guajardo
Nici Feldhammer



The power of community

Topics



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

CHPW History



COMMUNITY HEALTH PLAN
of Washington™

The power of community

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



Yesica Arciga Garcia
Account Executive



Cindy Hogberg
Account Executive



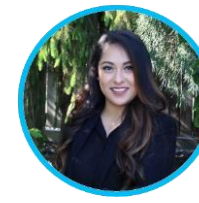
Juan Figueroa
Community Outreach Specialist



Ismahan Ali
Community Outreach Specialist



Blanche Barajas
Community Outreach Specialist

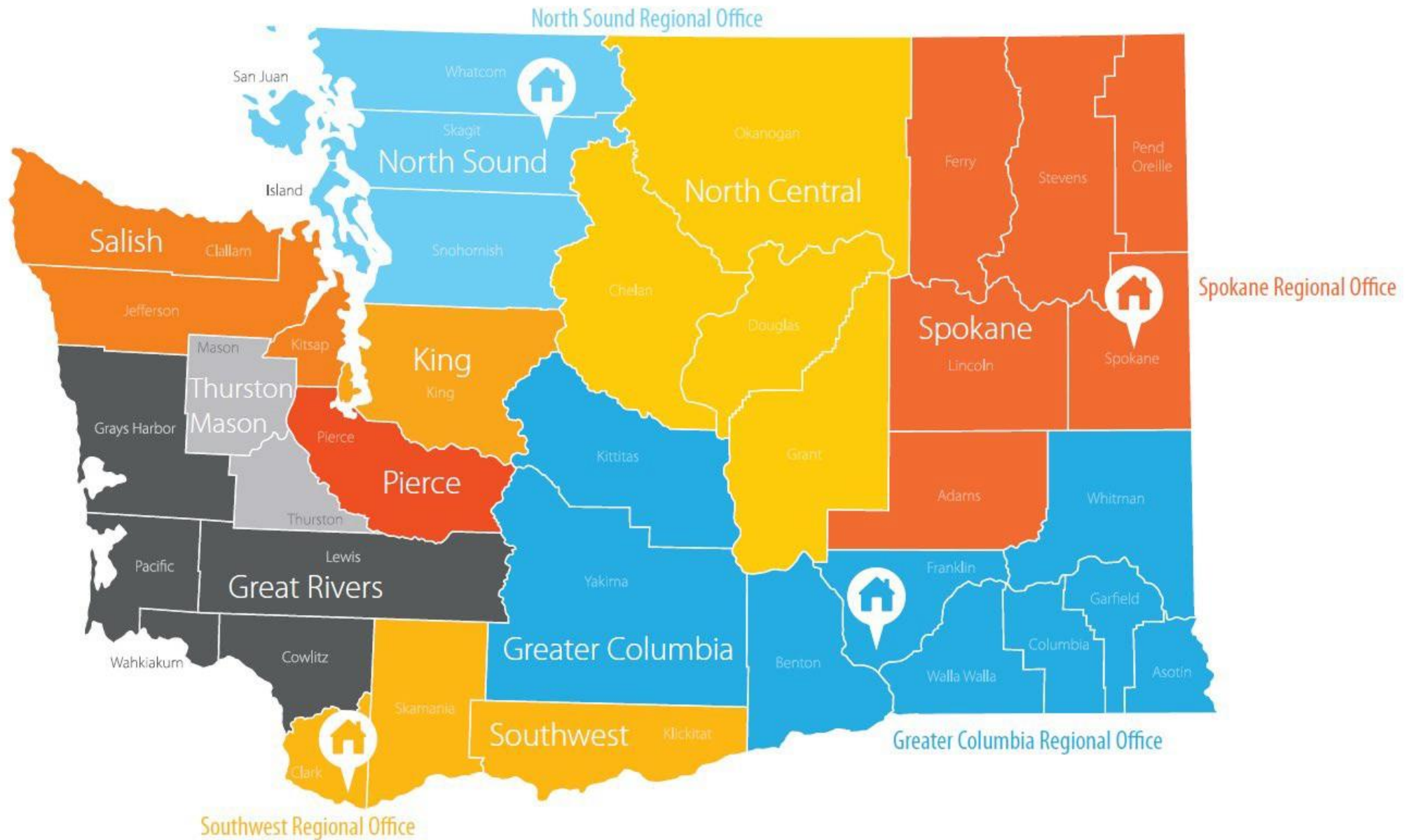


Alma Castillo
Community Outreach Specialist



Juan Mendoza
Community Outreach Specialist



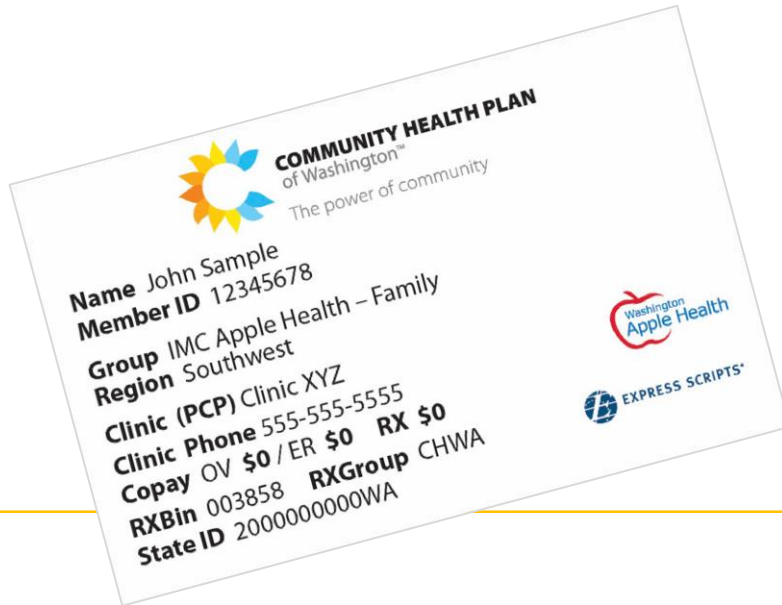




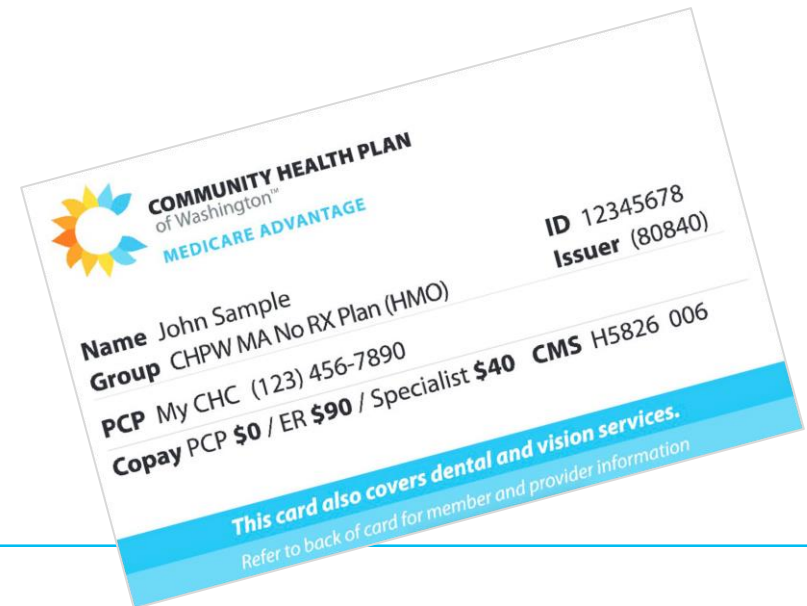
CHPW Plans



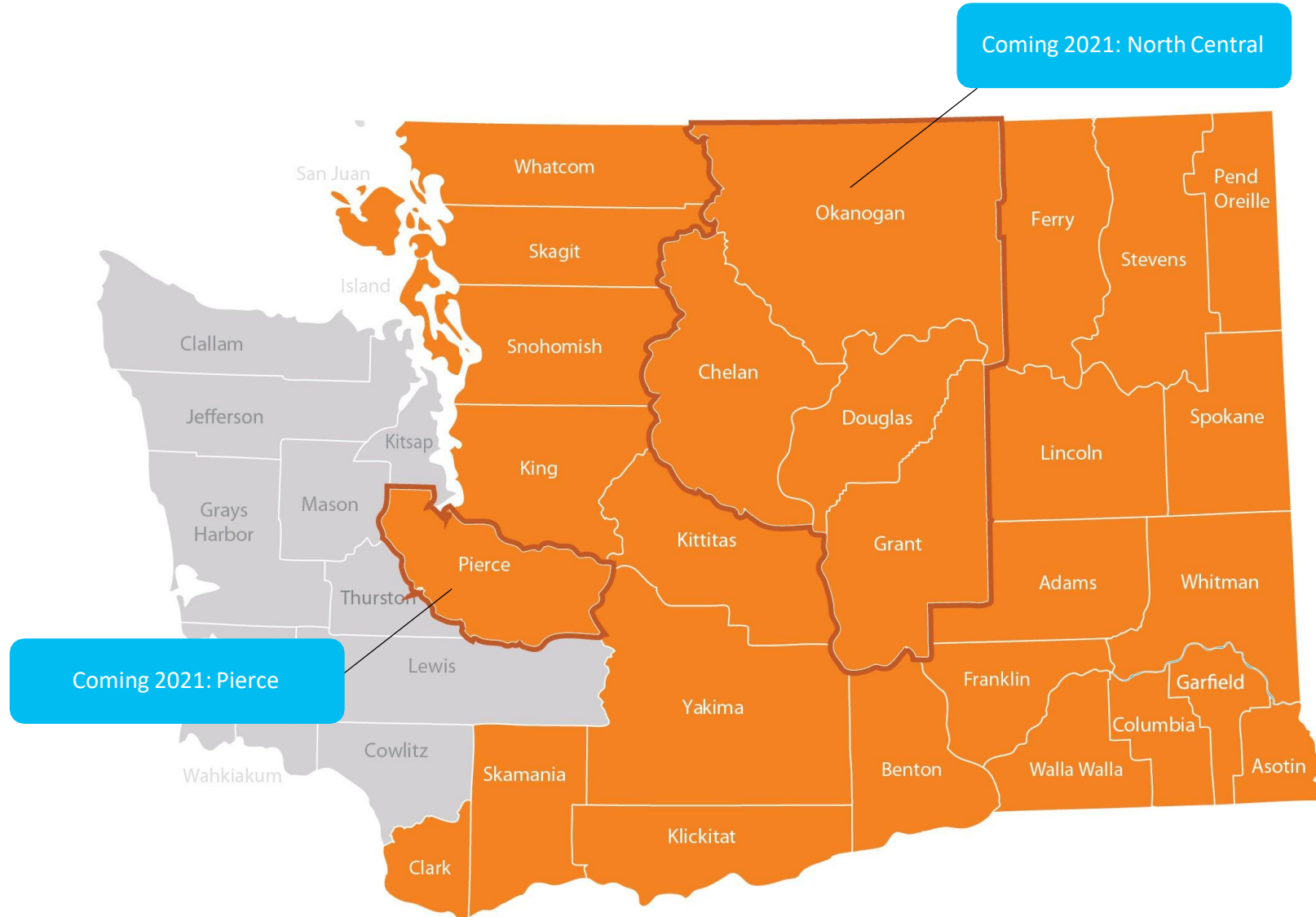
Apple Health is the managed care Medicaid program in Washington State. Washington Apple Health allows more people access to care with a focus on preventive care and positive health outcomes.



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



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 through events
- Increasing the awareness of health care options and offering education about health plan options

Community Events





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.

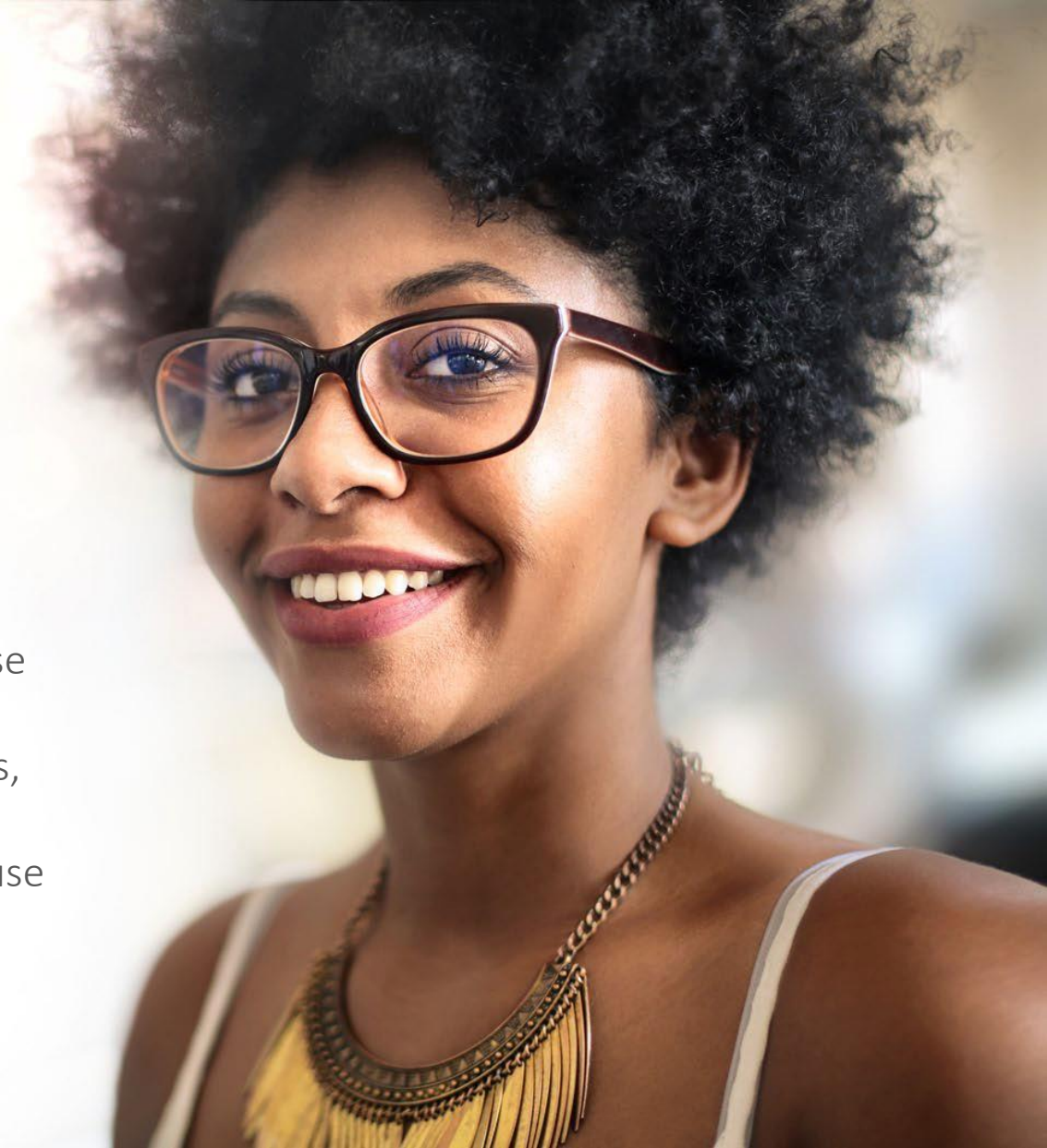
Get Amazon Prime for \$5.99/month—a discount of over 50%.



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.





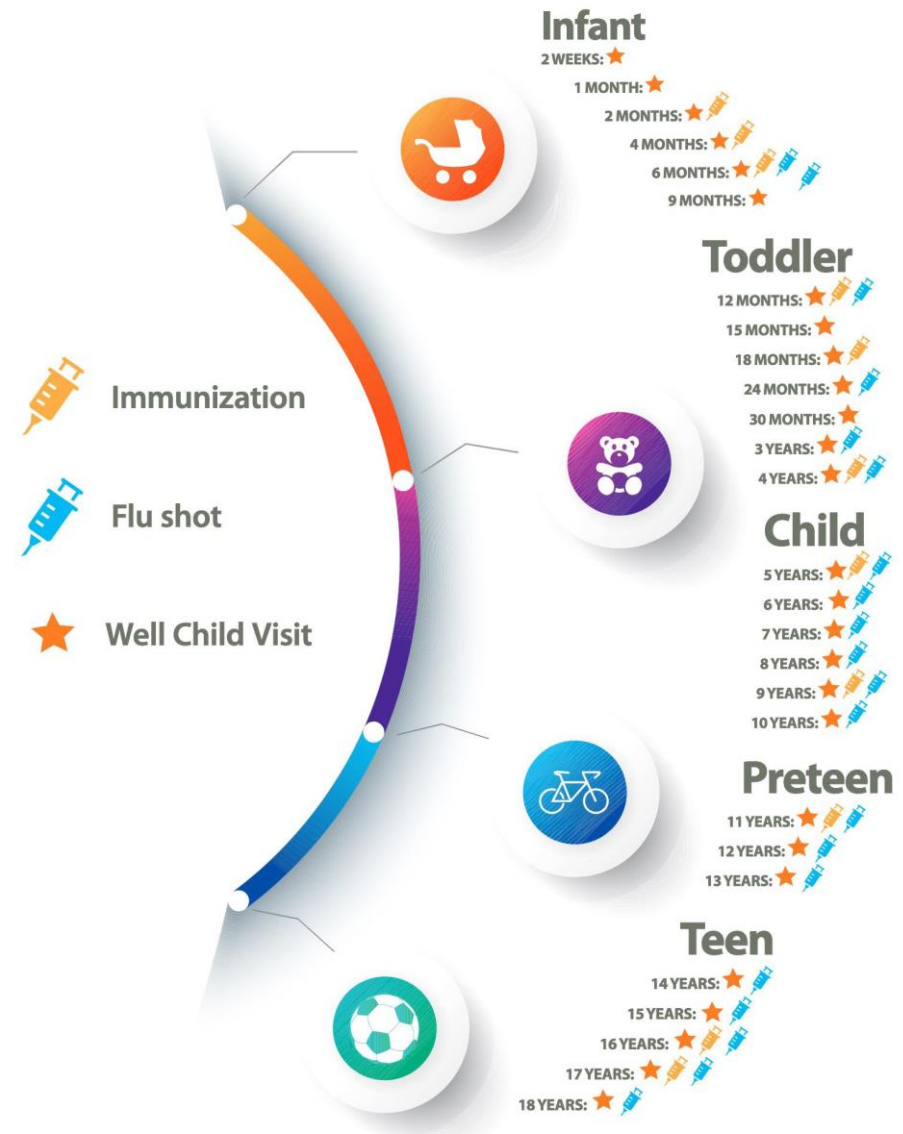
Well Child Rewards

- 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

CHPW_MK_457_07_2020_Well_Child_Checkup_Schedule

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



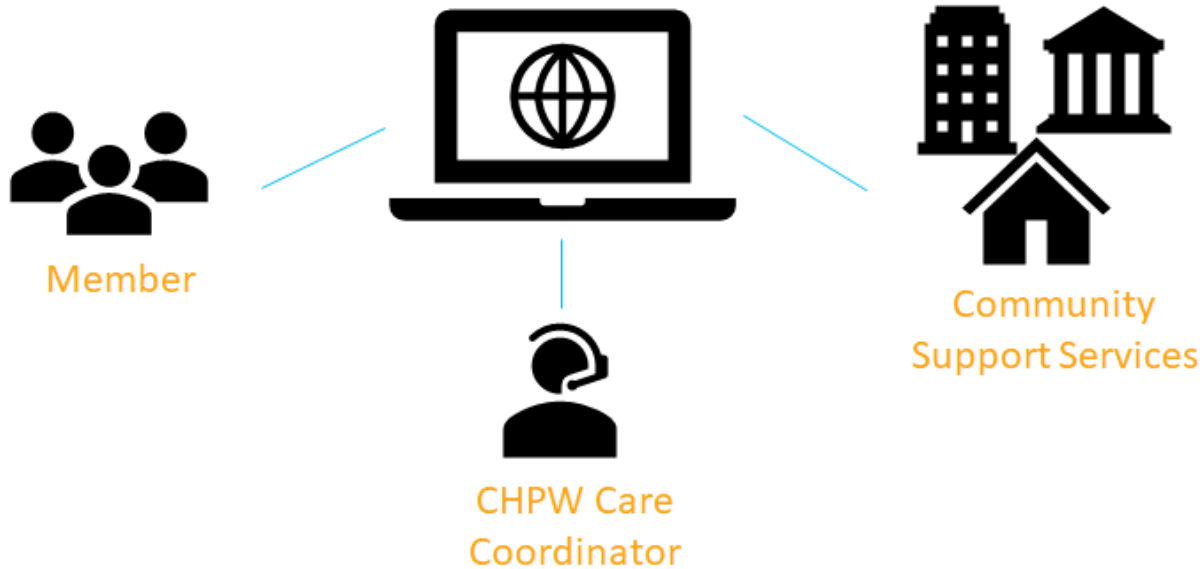
Taking Care of All of You

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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WELCOME



Presenter:
Lilia Cruz Rico
Community Relations Coordinator



Alicyn Elder
Community Relations Coordinator





An Introduction to Coordinated Care

Who we serve and what we offer.

10/29/2020

Coordinated Care



- ★ Headquartered in Tacoma
- Office locations in Seattle, Yakima & Wenatchee!



- Integrated Foster Care Services (IFC)
- Integrated Managed Care Services (IMC)
- Ambetter from Coordinated Care

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



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!

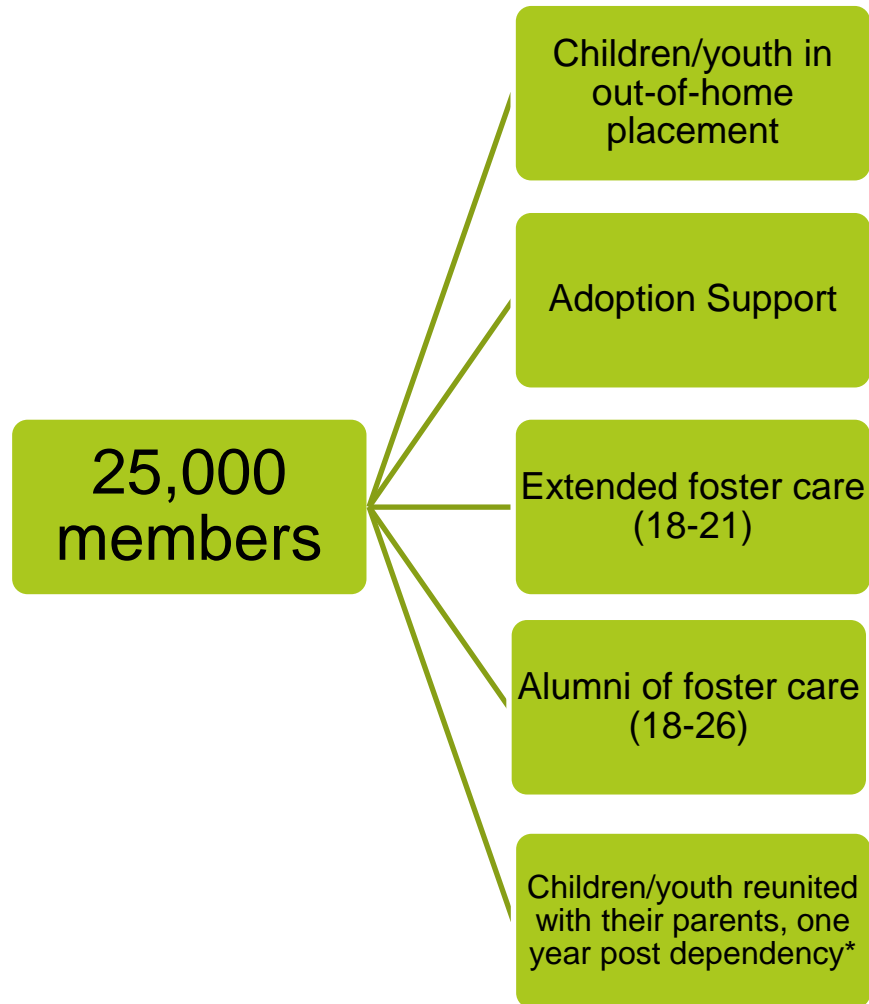


Online Member Account
Access your benefits & claims
24/7 through your
own account.



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

- 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.

If asked for an Access Code, please enter:
WACC

myStrength is provided to you by Coordinated Care.

Copyright © 2018 myStrength, Inc.. All rights reserved.
You are receiving this e-mail as a professional courtesy from myStrength.com.

Our mailing address is:

Outreach Map Info



Kate Mundell
Director, Provider & Community Relations
253-240-3116
Kate.Mundell@coor.dnrcarehealth.com



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253-257-5345
Shandi.Daley@coor.dnrcarehealth.com



Ivonne Radovich
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Ivonne.Radovich@coor.dnrcarehealth.com



Farhan Farah
253-244-4852
Farhan.Farah@coor.dnrcarehealth.com



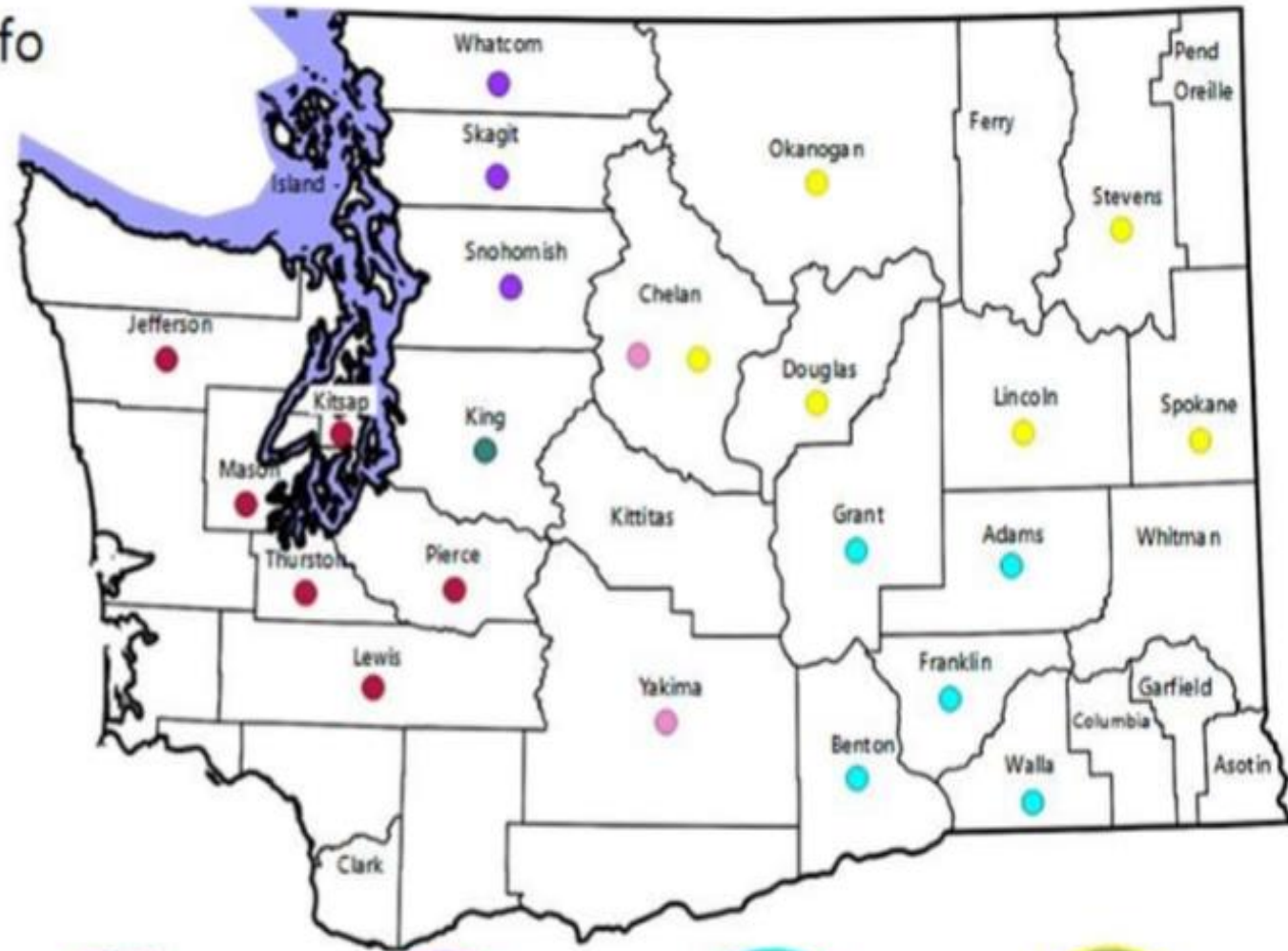
Lilia Cruz Rico
509-423-9922
Lilia.CruzRico@coor.dnrcarehealth.com



Sandy Quiroga
253-244-3678
Sandy.Quiroga@coor.dnrcarehealth.com



Alicyn Elder
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Alicyn.Elder@coor.dnrcarehealth.com



WA Outreach Team Contacts



Navigator landing Page

Ambetter.CoordinatedCareHealth.com/Navigators

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

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=T2RBdWNEQzcxbXNTVnlFUk1UaVpWdz09>

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.

WELCOME



Presenter:
Carlos Mejia Rodriguez
Senior Community Engagement Specialist






Molina Apple Health Medicaid 2020 - 2021

About Molina Healthcare



 Molina Healthcare was founded in 1980 in Long Beach, California with a mission: to provide quality health care to those who need it, no matter their circumstances.



Today, Molina health plans serve 3,331,000 members across the country through government-funded programs, solving issues related to social determinants of health, and disparities in access to care. From the beginning, we have also been committed to improving the health of the communities we serve.



Every day, we work to earn the trust our partners and members put in us, so they can lean on Molina.

Mission, Vision & Values

Mission

We improve the health and lives of our members by delivering high-quality health care.

Vision

We will distinguish ourselves as the low cost, most effective and reliable health plan delivering government-sponsored care.

Values

- Integrity Always
- Absolute Accountability
- Supportive Teamwork
- Honest and Open Communication
- Member and Community Focused

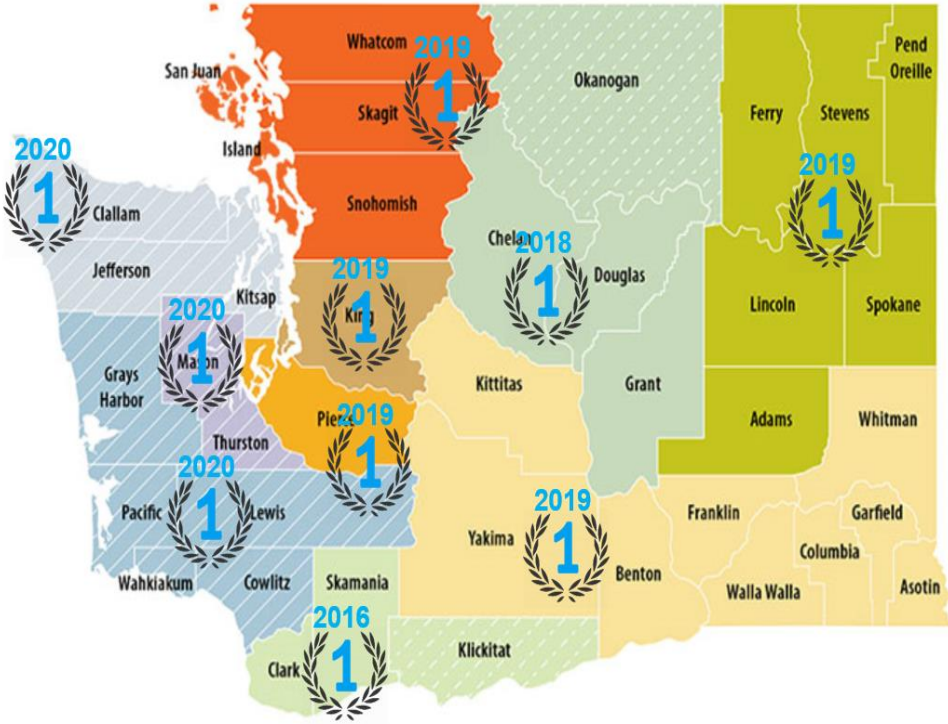
PUGET SOUND BUSINESS JOURNAL



2020 WASHINGTON'S
BEST WORKPLACES

Molina Healthcare Overview

- Serving Washington for 20 years with largest Medicaid membership in the state (**900,000 members**)
- Highest percentage of members choosing Molina over other plans (**57% of all new members in WA**)
- Longest standing Quality Distinctions “Commendable” and “Multicultural Care” - NCQA
- Statewide coverage with proven network adequacy



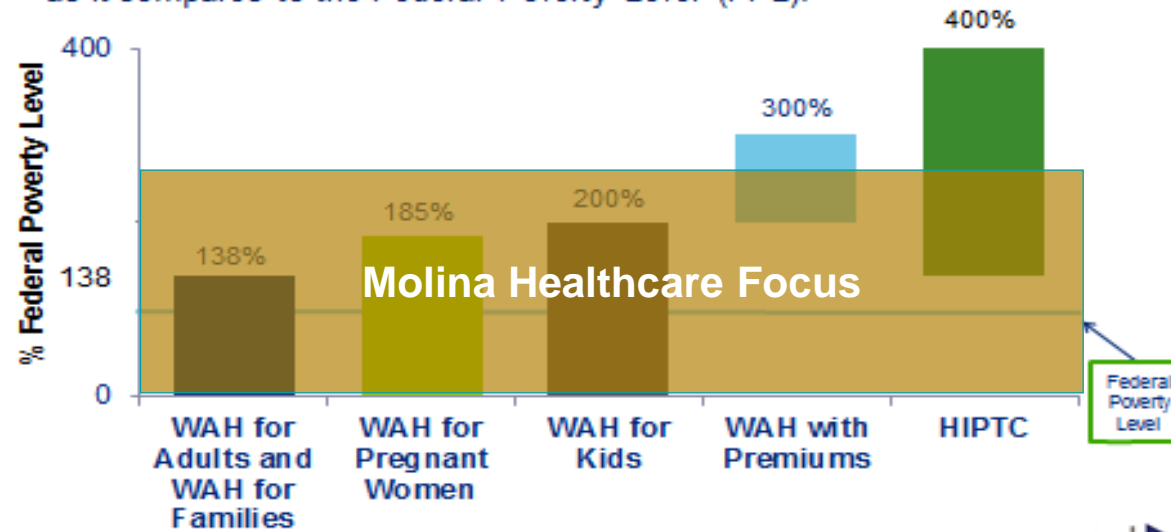
Who do we help?...



This is the population we understand and have served in WA for 20 years, we feel proud to be able to help

Free and Low-Cost Health Insurance Programs by Income Level

Eligibility for these programs is calculated using the household's income as it compares to the Federal Poverty Level (FPL).



Limited profit contracts



2020 Washington Apple Health Plan Report Card



This report card shows how Washington Apple Health plans compare to each other in key performance areas. You can use this report card to help guide your selection of a plan that works best for you.

Performance areas	Amerigroup Washington	Coordinated Care of Washington	Community Health Plan of Washington	Molina Healthcare of Washington	United Healthcare Community Plan	KEY: Performance compared to all Apple Health plans
Getting care	★☆☆	★★★	★★★	★★★★	★★★	Above average: ★★★
Keeping kids healthy	★★★	★★★★	★★★	★★★	★★★	Average: ★★★
Keeping women and mothers healthy	★★★	★★★	★★★	★★★★	★★★	Below average: ★★★
Preventing and managing illness	★★★	★★★	★★★	★★★	★★★	
Ensuring appropriate care	★★★	★★★★	★★★	★★★	★★★	
Satisfaction of care provided to children	★★★	★★★	★★★	★★★	★★★	
Satisfaction with plan for children	★★★	★★★	★★★	★★★	★★★	

These ratings were based on information collected from health plans in 2019. The information was reviewed for accuracy by independent auditors. Health plan performance scores were not adjusted for differences in their member populations or service regions.

Performance area definitions

Getting care

- Members have access to a doctor
- Members report they get the care they need, when they need it

Keeping kids healthy

- Children in the plan get regular checkups
- Children get important immunizations
- Children get the appropriate level of care when they are sick

Keeping women and mothers healthy

- Women get important health screenings, such as cervical cancer screenings
- New and expecting mothers get the care they need

Preventing and managing illness

- The plan helps its members keep long-lasting illness under control, such as asthma, high blood pressure or diabetes
- The plan helps prevent illnesses with screenings and appropriate care

Ensuring appropriate care

- Members receive the most appropriate care and treatment for their condition

Satisfaction with care provided to children

- Members report high ratings for doctors, specialists and overall health care

Satisfaction with plan for children

- Members report high ratings for the plan's customer service and the plan overall

HCA 19-057 (9/20)



Additional Member Support And Benefits

Case Management

Molina's Case Management program can help a member with:

- Accessing community resources
- Navigating health plan services
- Identifying gaps in care and barriers to meet health care needs
- Coordinating services with the member's health care team
- Supporting improved health outcomes through goal setting
- Providing education and resources to help manage chronic conditions



Health Homes

A special program to help members with high needs in managing and improving their health

- Referrals come from HCA
- Coordinates services for members with chronic and complex medical and social needs
- Helps reduce dependence on ED and prevents avoidable hospitalizations.

Health Management Programs

Smoking Cessation

- Unlimited telephonic outreach with trained Health Educator for first 6 months of quit process

Weight Management

- Unlimited telephonic outreach with trained Health Educator for first 6 months to achieve weight loss goals

Nutritional Consultation

- Telephonic outreach with Registered Dieticians for 3 months and referrals for additional care.

Sports Physicals

Molina fully covers, encourages, and pays member incentives for **Well Child Visits**.

Sports Physical code is included in the visit:

- Provider gets reimbursed
- Child can receive signed Sports Physical form



Virtual Urgent Care

- Members can talk or video chat with a provider 24/7 from their phone, tablet or computer
- No appointment needed
- Easy to register and access
- Wait time- usually about 5 minutes
- Continuity of care assured
- 12,000 Molina Virtual Urgent Care visits



wavirtualcare.molinahealthcare.com | (844) 870- 6821 | teladoc.com/mobile

Value Added Benefits

Safelink Assistance Program

Molina partners with SafeLink Wireless who offers:

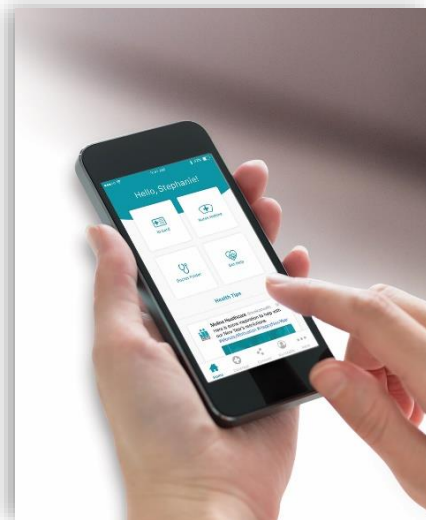
- New smart phone
- Unlimited text messages
- 350 minutes/month
- 3GB data/month
- No-cost calling to Molina Member Services
- More information at Safelink.com/ (877) 631-2550



Molina Mobile & MyMolina.com

Members can manage their health from their smartphone or online:

- Change your doctor
- View & save member ID card
- Connect to Virtual Urgent Care
- Make payments (QHP)
- Find a doctor or clinic near you
- Plus much more!



Amazon Prime



3 free months of Prime at no cost to Molina Medicaid members

- Free access to Movies, TV shows, Music, Digital books
- Fast / Free shipping to your door
- Deals and discounts just for Prime members
- Access to healthy products for the whole family

MolinaHealthcare.com/Amazon



Member Benefits

Breast Pumps

- Partner with AeroFlow Healthcare for breastfeeding devices.
- Double electric pumps are covered.
- Once prescribed, member calls AirFlow's lactation consultant to decide on device and delivery.

<https://aeroflowbreastpumps.com/>
(844) 867-9890



Diabetes – Glucose Monitors



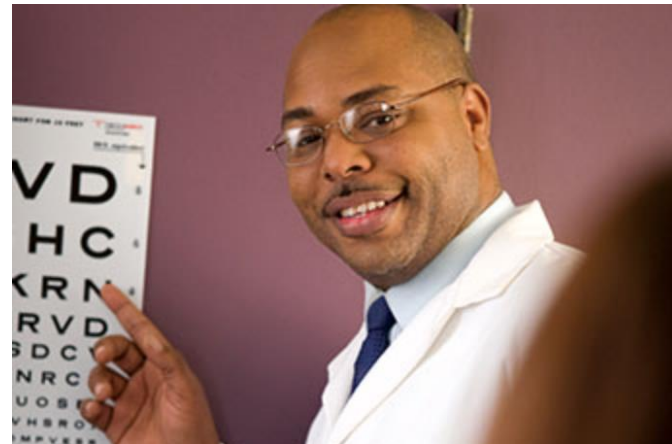
- CGM (Continuous Glucose Monitors) are now available at pharmacies (CVS Pharmacies, Safeway, Fred Meyers, etc.)
- Members can call Member Services to confirm timing of availability through Pharmacy.

Vision

Routine eye exams by a provider, ophthalmologist or optometrist covered

Partner with Vision Service Plan (VSP) to provide covered vision services.

To find a vision provider visit VSP.com or call (844) 246-0250.



Other Member Programs

Prenatal vitamins

- Fully covered through Pharmacy

Mail Order Pharmacy

- Call (800) 875-0867 or go to www.caremark.com

90 Day Refill

- No additional authorization required
- Exception for controlled substances

Smoking cessation





- State quit line: 1-866-QUIT-4-LIFE (866) 784-8454
- Go to www.quitnow.net

Amazon Gift Card Rewards Program



2020 Rewards Program – Amazon.com Gift Cards Only for Molina Healthcare Apple Health Members

Did you know? Molina Healthcare gives members **Amazon.com Gift Cards*** for getting important health screenings. See below for a list of reward-earning services for you and your family.



Well-Child Rewards

	Well-Child Checkups for 15 Month Olds	Get a \$50 Gift Card	Take your child in for 6 well-child visits in the first 15 months of life.
	2-Year-Old Child Immunizations	Get a \$50 Gift Card	Make sure your child gets all required immunizations (shots) before turning 2 years old.
	Well-Child Checkups 3 to 6 Years of Age	Get a \$50 Gift Card	Take your child in for a well-child checkup yearly at ages 3, 4, 5 and 6.
	Adolescent Well-Care Visits for Ages 12 to 21	Get a \$25 Gift Card	Make sure your teen/young adult gets one well-care visit each year during the ages of 12 – 21.


Maternity Rewards

	Prenatal Visit	Get a \$100 Gift Card	Visit your provider for prenatal care during the first 3 months of your pregnancy. If you are new to Molina and are more than 3 months into your pregnancy: see your provider within 42 days of joining Molina.
	Postpartum Visit	Get a \$50 Gift Card	Visit your provider for postpartum care between 7 and 84 days after you have your baby.

CANCER SCREENING REWARDS

	Breast Cancer Screening	Get a \$50 Gift Card	Get a mammogram (women, ages 50-74).
	Cervical Cancer Screening	Get a \$50 Gift Card	Have a cervical cancer screening (women, ages 21-64).

DIABETES SCREENING REWARDS

	Diabetes HbA1c Test	Get a \$25 Gift Card	Get your HbA1c test during the year with a result of less than 9 (diabetic members, ages 18-75).
	Diabetes Eye Exam	Get a \$50 Gift Card	Get your eye exam once a year (diabetic members, ages 18-75).

Amazon Gift Card Rewards Program



2020 Apple Health (Medicaid)
Member Form for Children and Adolescents
Molina Rewards Program - Amazon.com Gift Cards

Provider Instructions

1. Molina Healthcare gives members Amazon.com Gift Cards for getting important health screenings. Please fill out this form for screenings that the member has completed and return to Molina by fax at (800) 461-3234 or by email at MHW_QI_Interventions@MolinaHealthcare.com. The member can also mail this back to us in the prepaid envelope that may have been provided to them.
2. Please submit claims with appropriate codes after completing each service. If claims are not received, medical records may be requested. For immunizations, please send a copy of the immunization record along with this form.
3. To see a **HEDIS® Quick Reference Guide** on codes for each measure visit:
MolinaHealthcare.com/providers/wa/medicaid/forms/Pages/fuf.aspx

Member Information

Member's Name: _____	DOB (MM/DD/YYYY): _____
ProviderOne Medicaid ID Number: _____	Molina Member ID Number: _____
Cell Phone Number: _____	Other Phone: _____
Email Address (Required): _____	
<i>Email address must be included for the member to obtain their rewards.</i>	
<input type="checkbox"/> Check the box if member prefers to receive their rewards in the mail. Please provide a valid mailing address.	
Street Address: _____	
City: _____	State: _____ Zip Code: _____

Provider Information

Provider Name: _____	Clinic Location and City: _____
Provider Phone Number: _____	NPI: _____
Provider Signature: _____	Date (MM/DD/YYYY): _____

Rewards forms available at: MolinaHealthcare.com/WA-Medicaid-Wellness / MolinaHealthcare.com/providers/wa/medicaid/forms/Pages/fuf.aspx

Questions: (425) 424-1100 ext. 141428 | MHW_QI_Interventions@MolinaHealthcare.com

Supporting Members, Providers & Our Community Through COVID-19



Supporting Members Across the State

- Emergency meals for Medicaid and Medicare members
- No Marketplace or Medicare Out of Pocket expense for any COVID care through December 31st

Supporting Providers – Preserving Access to Care

- \$15 Million in direct payments to PCPs and Behavioral Health/SUD Providers
- PPE to protect frontline workers
- Financial and supply donations to increase access to care and services including telehealth

Supporting the Communities We Serve

- \$250,000 in donations of PPE items (masks, gloves, thermometers, sanitizing wipes) to more than 50 community partners
- \$100,000 in financial contributions to food banks in all 39 counties



Molina Community Engagement Team at Your Service

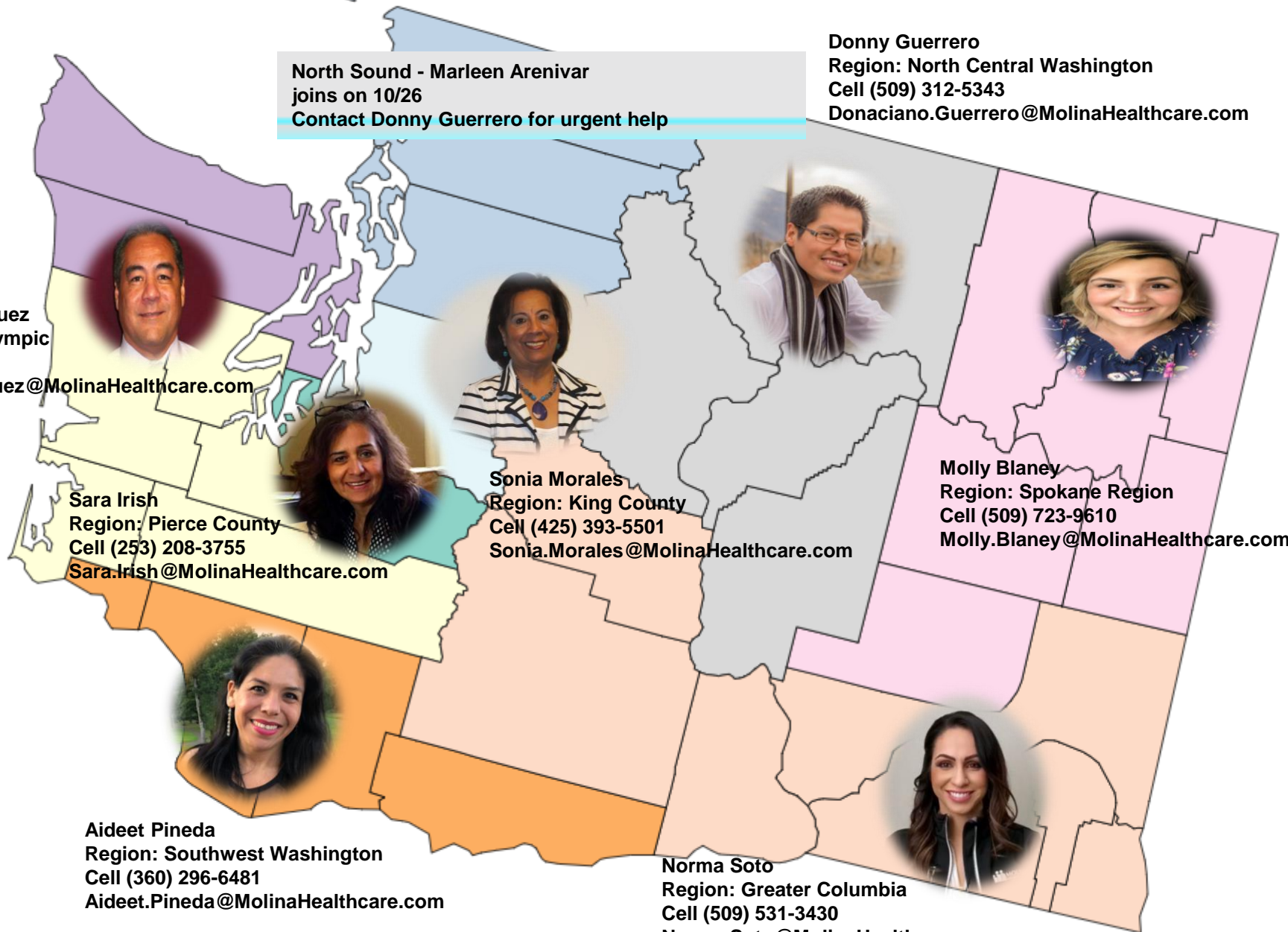
Twila Mallari
Region: Statewide Tribal Liaison
Cell (206) 954-8732
Twila.Mallari@MolinaHealthcare.com



Katty Nazario
Bothell Office
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Katterine.Nazario-Vasquez@MolinaHealthcare.com



Kay Bishop
Bothell Office
Cell (253) 691-4430
Kolap.Bishop@MolinaHealthcare.com



North Sound - Marleen Arenivar
joins on 10/26
Contact Donny Guerrero for urgent help

Donny Guerrero
Region: North Central Washington
Cell (509) 312-5343
Donaciano.Guerrero@MolinaHealthcare.com

Carlos Mejia Rodriguez
Region: CCAA & Olympic
Cell (360) 489-7969
Carlos.MejiaRodriguez@MolinaHealthcare.com

Sara Irish
Region: Pierce County
Cell (253) 208-3755
Sara.Irish@MolinaHealthcare.com

Sonia Morales
Region: King County
Cell (425) 393-5501
Sonia.Morales@MolinaHealthcare.com

Molly Blaney
Region: Spokane Region
Cell (509) 723-9610
Molly.Blaney@MolinaHealthcare.com

Aideet Pineda
Region: Southwest Washington
Cell (360) 296-6481
Aideet.Pineda@MolinaHealthcare.com

Norma Soto
Region: Greater Columbia
Cell (509) 531-3430
Norma.Soto@MolinaHealthcare.com

Questions?

General: Molina Member Services (800) 869-7165

Complex/Recurring Issues: local Community Engagement Specialist

WELCOME



Presenter:
Melanie Garnica
Community Relations Specialist





United Healthcare Community Plan

Helping people live healthier lives.

United
Healthcare®
Community Plan

Who We Are in WA.



- United Healthcare Community Plan serves 220,000+ members for Washington Apple Health (Medicaid) Integrated Managed Care including Behavioral Health.



- We serve 39,000+ Medicare-Medicaid Dual Complete (D-SNP) members in WA, making us the largest and fastest growing DSNP plan in WA and in the nation.



- We are the second largest Medicaid plan in Western WA.



- We serve on the Accountable Communities of Health, where we support mutual goals around health in housing programs, jail transitions, behavioral health integration and maternal-child health programs.



- We have a long-standing partnership with FQHC's, Enrollment Navigators, Community Partners, and CHW initiatives by providing resources that will help continue our quality of service.

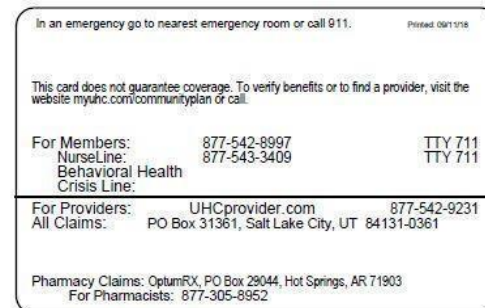


Member ID Cards

State Issued ID Card: UnitedHealthcare Duel Complete® (HMO DSNP)



UnitedHealthcare Community Plan ID Card:



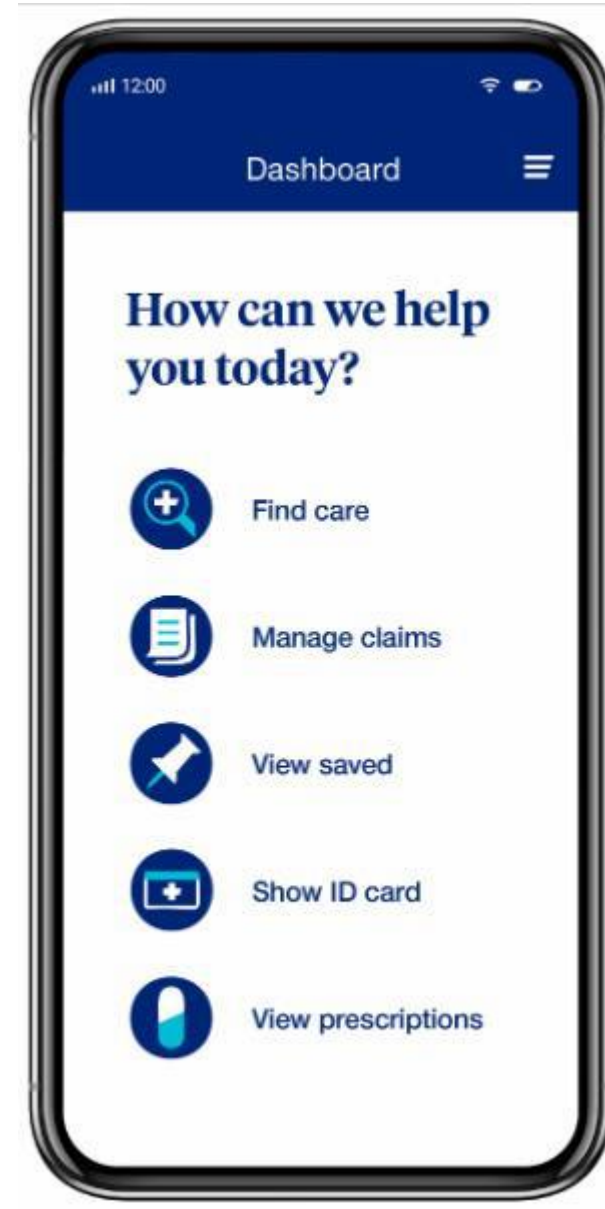
We recommend that you verify eligibility before providing medical services or medication to UnitedHealthcare Community Plan members.

- Use eligibilityLink at UHCprovider.com/eligibility
- Call Provider Services at **1-877-542-9231**

*Not verifying eligibility may result in claim denial.

Online and Mobile Tools

- Social media engagement
- Email and text reminders
- Quarterly Newsletters
- **Health4me™** - Members can access key insurance plan information on the go.
Download the app or go to Myuhc.com
- **On My Way™** - Mobile-friendly website for youth transitioning to adulthood and independent living
Go to uhcOMW.com



Doctor Chat App

Help your UnitedHealthcare Medicaid patients and reduce your after-hours calls.

- UnitedHealthcare Medicaid patients can message a licensed doctor about non-emergency needs 24 hours a day, 7 days a week. Doctor Chat doctors can request photos and video chat to address complex needs. Doctor Chat doctors assume all liability.

Who are the Doctor Chat doctors?

- UnitedHealthcare has partnered with the CirrusMD Provider Network (CMDPN) to form Doctor Chat. CMDPN doctors are licensed to practice in all 50 states.

For more information visit cirrusmd.com/provider-network

Questions? Email Laura Clark at lclark@cirrusmd.com



Member Rewards Program



Member Rewards

Eligible members receive gift cards for completing recommended services.

Member	Recommended Service	Reward Amount
Diabetic Management	Eye exam, HbA1C and kidney function	\$25 per visit/ \$75 total
Age 3–6	Wellness exam	\$25
Age 12–21	Wellness exam	\$25
Women 50–74	Breast cancer screening	\$25



Extra Help for Members

Get the help you need
with our free, anonymous
Substance Use Disorder Helpline.



Substance Use Disorder Helpline

Licensed clinicians are available 24/7 to answer questions and provide supports on alcohol and drug addiction. Call **1-855-780-5955** or visit liveandworkwell.com/recovery to use live chat.

**Quit tobacco
for good with
Quit For Life.**

Enroll today.

Get tips, tools and proven, personal support—at no additional cost to you.

- 1 Go to myuhc.com*
- 2 Select the **Health Resources** tab on the top right.
- 3 Choose the **Quit For Life*** tile.



Quit For Life® Program

Coaching and online support to help members quit tobacco. Get assistance deciding which type of nicotine substitute or medication is right. **1-866-QUIT-4-Life (1-866-784-8454).**



Behavioral Health Services

- Our plan offers a range of behavioral health benefits. These include mental health services and drug or alcohol treatment.
- It's for people who meet income requirements and are eligible for Washington Apple Health (Medicaid) but receive physical health services some other way.

We cover:

- Medication management and monitoring
- Individual and group counseling
- Peer support
- Family counseling
- Education about mental health, treatments, & medications
- Rehab case management
- Withdrawal management (detox)
- Opiate replacement treatment
- Case management



Substance Use Disorder

- Substance Use Helpline Free, confidential alcohol and drug addiction help - whenever a member may need support, 24 hours at **1-855-780-5955**.



Boys & Girls Club Membership

- **Free Annual membership for UHC Members ages 6 to 17 at participating clubs.**

- Clubs of King County
- Clubs of Snohomish
- Clubs of Skagit
- Clubs of Whatcom
- Clubs of Olympic Peninsula
- Clubs of Thurston
- * Clubs of South Puget Sound



* Monthly activity fees are waived ONLY for the first 2 months at the South Puget Sound Clubs.

• Supporting

- ✓ Healthy Lifestyles Youth Obesity Partnership Fund
- ✓ Youth Mental Health Fund
- ✓ Youth of the Year
- ✓ Fitness donations



OB Programs and Maternity Benefits



Healthy First Steps®

Our staff of nurses helps members:

- Find a doctor and make appointments
- Overcome barriers to care such as lack of transportation
- Fill gaps in education on care plan and healthy pregnancy habits
- Refer members by calling [800-599-5985](tel:800-599-5985)
- Local Healthy First Steps nurse can be reached at [800-224-6597](tel:800-224-6597)



Breastfeeding and Pumping Support

- Free breast pump (contact Member Services)
- Provide coaching and support



Text4baby™

- No charge text messaging service with tips for pregnant moms

Wellhop

- A community of moms who share support and real-world answers
- Facilitated online group conversations and educational tools help women get ready for their new baby



Healthy First Steps Rewards

Our web-based, mobile tool reminds pregnant women and new mothers about appointments and rewards them for attending prenatal, postpartum and well-child care visits. Moms get to choose between two items for each milestone

Milestone	Reward Option One	Reward Option Two
Enrollment Gift	Old Navy Gift Card	Stylish Diaper Bag
24-Week Prenatal Appointment	Teething Rattle	Nursing Cover
32-Week Prenatal Appointment	Tabletop Toy	First Aid Kit
Birth	Rubber Ducks Bath Thermometers	Digital Thermometer
Postpartum Appointment	Old Navy Gift Card	Sorting Blocks
6-Month Well-Child Visit	Feeding Kit	Dental Care Kit
Lead Screen	Childproofing Kit	<i>Goodnight Moon</i> Book
15-Month Well-Child Visit	Spa Kit	Puzzle



Health & Wellness Campaigns

- Clinic-based programs – resource tables, social service referrals, partner appreciation, recertification support.
- Disease management tools and information.
- Health fairs, screenings and health & wellness programs.
- New member welcome events and Q&A's.
- Flu Shot Events and outreach with Walgreens.

The Walgreens logo is displayed in a red, cursive script font, centered within a white rectangular box.The UnitedHealthcare Community Plan logo features a blue icon of three vertical bars of varying heights on the left, followed by the text "UnitedHealthcare" in a bold, blue, sans-serif font, and "Community Plan" in a smaller, blue, sans-serif font below it. A registered trademark symbol (®) is located at the end of "UnitedHealthcare".

Collaboration & Outreach Priorities.

- COVID-19 Response
- Donating 25,000 PPE Masks to community partners and providers
- Donated 1000+ Blankets & Hand Sanitizer. Impacting 30+ CBO's/FQHC's
- Updating COVID-19 Resource List weekly for our members.
- Provider Appreciation "Thank You Cards"



 UnitedHealthcare



UHC Community Outreach Team



Clover Thurk (King, Clallam, Jefferson, Kitsap, Grays Harbor, Mason, Lewis, Pacific, Wahkiakum, Cowlitz)

clover_thurk@uhc.com



Jason Hauff (East King, Snohomish, Skagit, Whatcom, Island, San Juan)

jason_hauff@uhc.com



Melanie Garnica (South King, Pierce & Thurston)

melanie_garnica@uhc.com



Jenna Bowman (WA State Tribal Liaison)

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Questions & Answers: What are challenges with Apple Health Enrollments for FQHCs? How can challenges be addressed?



WELCOME



Mary McHale
Associate Director- Outreach



Christine Brown
Navigator Support Manager



Shaunie McLeod
Medicaid Eligibility Policy Manager



QUESTIONS & ANSWERS

- Are there any questions for the Apple Health Managed Care Organizations about their presentations on plan updates and value-added benefits?
- What are the challenges with Apple Health enrollment at health centers?
- How can these challenges be addressed?

****Unmute Microphone To Speak Or Type Questions/Comments In CHAT BOX****

THANKS



EVENT EVALUATION

Link to webinar slides, recording & handouts will be emailed

Click on link in CHAT BOX to fill out Event Evaluation

Questions/Comments

Contact Patricia Gepert (pgepert@wacommunityhealth.org)



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