

## Medical and Behavioral Health Case Management Resources for Apple Health

### Medicaid Eligibility and Application assistance through Health Care Authority (HCA):

HCA Community-Based Specialists and Apple Health Medical Assistance Specialists are available to assist applicants, enrollees, and providers on a variety of topics including:

- eligibility rules for family, children, pregnant women, and adult Apple Health programs
- application assistance
- reinstatement of eligibility
- connecting to necessary resources to meet the client's needs

For a contact list of specialists by county go to:

[https://www.hca.wa.gov/assets/free-or-low-cost/community\\_based\\_staff\\_contact.pdf](https://www.hca.wa.gov/assets/free-or-low-cost/community_based_staff_contact.pdf)

**Release from Jail/Prison:** Providers serving clients who need Medicaid coverage reinstated upon release from jail/prison can call **800-562-3022 (M-F 7am – 5pm)** and/or email [medicaidsuspension@hca.wa.gov](mailto:medicaidsuspension@hca.wa.gov) with subject "Access to Care, Urgent Need". In body of email include P1 number and any pertinent information. Use same process for clients who are American Indian/Alaska Native unless they have an IHS provider, then call Tribal Affairs Team at HCA for assistance [tribalaffairs@hca.wa.gov](mailto:tribalaffairs@hca.wa.gov).

### Managed Care Organization (MCO) Benefits and Access to Care:

MCOs member services can assist clients with complex needs on topics including access to care and access to telehealth (internet access, lack of phone/laptop with telehealth capability, difficulty navigating Lifelink, etc.). Connect or refer those members to a care coordinator at MCO to help resolve the issues.

**Amerigroup** Clients can contact member services and be referred to navigators in regions across the state. For extra help, providers may refer to behavioral health case manager to assist with care coordination. Referral via email to [wabhreferral@amerigroup.com](mailto:wabhreferral@amerigroup.com).

**Molina** Clients may call member services at (800) 869-7165 and they will connect you with the regional care coordinators. Provider referral via online referral for case navigator form <https://www.molinahealthcare.com/providers/wa/medicaid/manual/PDF/Case-Management-Referral-Form-2020.pdf>

**United** – Clients may call member services at the number shown on their ID card, United care managers will help them navigate the system. Provider referral for care management is via email to [wa\\_carecoordinationrequest@uhc.com](mailto:wa_carecoordinationrequest@uhc.com).

**Coordinated Care Health** – Clients and providers may call member services for disease and case management at 1-877-644-4613 (TDD/TTY: 1-866-862-9380).

For additional information on whom to contact for assistance please **visit the HCA Website:**

<https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/contact-washington-apple-health-medicaid>.