



We would like to share an important change to the way children in foster care, extended foster care, or adoption support will get health care through Washington Apple Health (Medicaid).

Starting April 1, 2016, these clients will get their health care services from Coordinated Care of Washington (CCW). CCW is a managed care organization that the Health Care Authority (HCA) has selected to serve clients of the Apple Health Foster Care program.

What should I do?

You do not need to take any action.

- In late February, the Health Care Authority will send out a “Welcome to Apple Health Foster Care” handbook and a letter with more information.
- If you are currently with a different managed care plan, Coordinated Care will work with that plan to make sure your transition goes smoothly. In many cases enrollees will be able to keep their current primary care provider and other doctors.
- In April, Coordinated Care will mail out new member packets – look for a bright, lime-green envelope. This packet will be followed by a call from Coordinated Care staff to review the information and answer any questions you have about the change to managed care.

What are some of the advantages of this change?

- CCW staff will help enrollees get access to needed health care services, including finding the right health provider and obtaining mental health and substance use disorder services when needed.
- CCW will provide health care coordination for enrollees with multiple or complex health care needs.
- A Nurse Advice Line and a dedicated phone number that is answered 24/7.
- Education and assistance to enrollees who are transitioning from foster care to independence, to ensure the enrollee does not lose needed health care services.
- Other services to support better health outcomes, including wellness programs, maternity support, online health library, no-cost cell phone (if eligible), and more.

Questions?

Please contact HCA’s Foster Care Medical Team at 1-800-562-3022, extension 15480.

After **February 22, 2016**, you may also contact Coordinated Care at 1-844-354-9876, or visit www.coordinatedcarehealth.com for more information.