



Apple Health Foster Care FAQ

1. Q: Who will be enrolled automatically into this new program?

A:

- Children and youth in out of home dependencies (foster care placement)
- Extended Foster Care under age 21
- Children and youth receiving Adoption Support (without comparable private health insurance, if a child has other private full medical insurance they will remain in fee for service)
- Young adults between 18 and 26 years old who were in foster care on their 18th birthday, or were older than 18 when they left foster care program.
- Alaska Native and American Indian children and youth in foster care may choose to enroll in AHFC program but will not be automatically enrolled.

2. Q: What do I need to do?

A: You do not need to take any action. The week of February 22, 2016, the Health Care Authority will send out a “Welcome to Apple Health Foster Care” handbook and an assignment letter with more information. For members currently on other managed care plans, Coordinated Care will be working with these plans to make sure your transition goes smoothly. In April 2016, Coordinated Care will begin mailing member materials packets – look for a bright lime green envelope! This will be followed by a call from Coordinated Care staff to review the information, answer questions about managed care, and have a brief discussion about the child’s current health care needs and providers.

3. Q: Why is this change happening?

A: The Apple Health Foster Care (AHFC) program is a new managed care program that will provide coordinated health care services for children and youth in foster care, extended foster care, adoption support, young adult alumni of the foster care program. As directed by the state legislature, the Health Care Authority will move children in fee for service Medicaid (ProviderOne) into a managed care plan. Through a competitive bidding process, the Health Care Authority selected Coordinated Care of Washington as the state wide managed care plan to provide AHFC services.

4. Q: What do I get out of being part of a managed care health plan?

A:

- Health care coordination and support for navigating the health care system.
- Help finding the right physical and behavioral health providers.
- Health care coordination for enrollees with multiple or complex health care needs.
- Smooth transition of health care services when enrollees are hospitalized, or change placements.
- Education and assistance to enrollees who are transitioning from foster care to independence, so the enrollee will not lose needed health care services.
- A 24-7 Nurse Advice Line and a dedicated phone number for you to call. You can talk to your health care coordinator by phone during business hours and by voicemail at any hour of the day or night.
- Additional services to support better health outcomes like access to an online health library, wellness programs, maternity program, no cost cell phone and more. Some programs are subject to eligibility.
- Dedicated local customer service staff to answer your questions.

5. Q: Will my child be able to keep the same providers they have now?

A: Keeping the child's current provider is extremely important. Coordinated Care is seeking contracts or already has contracts with providers in your community that deliver physical, behavioral health care and related services to children in foster care. The Health Care Authority is providing a list of providers currently serving children in foster care to facilitate Coordinated Care's outreach and contracting activities.

6. Q: What if the providers my child is seeing doesn't currently contract with Coordinated Care?

A: Coordinated Care is actively reaching out to physical and behavioral health care providers who are not contracted with them in all regions of the state. Enrollees may need to transfer to alternate providers in some circumstances, but the goal is to keep such transfers to a minimum.

7. Q: What if my child's providers won't contract with Coordinated Care?

A: There is a 90 day transition period in place. During that period of time, Coordinated Care will be working to secure a contract with the current provider or if not possible, help you choose a new provider for your child's health care needs. Coordinated Care will also help you transfer medical records and prescriptions to the new provider.

8. Q: My own children are in a different managed care plan than Coordinated Care. I'd rather have all the kids in the household under one plan. Do I have the option of switching my foster child from Coordinated Care to another plan?

A: No. Rules are being written that will determine when a child or youth in foster care or Extended Foster Care will be able to opt-out of the Apple Health Foster Care plan with Coordinated Care. The Adoption Support and Foster Care Alumni populations may choose to remain in Fee-for-Service Medicaid, if they do not wish to receive their health care services from Coordinated Care of Washington.

9. Q: As an adoptive parent, I want my child to remain in a different managed care plan, other than Coordinated Care. Is this possible?

A: No. You may choose for your child to receive Fee-for-Service Medicaid, but not another managed care plan.

10.Q: My child is currently enrolled in another managed care plan, what will happen now?

A: Coordinated Care will be receiving information from the other managed care plans prior to April 1st on your child's existing authorizations and services. They are working with the other managed care plans to ensure a smooth transition of services that have already been started prior to joining Coordinated Care. On April 1st your child will no longer be with the other managed care plan and will begin coverage with Coordinated Care. You will be able to call Coordinated Care's dedicated customer service number in March (date to be determined) if you have questions and to ensure that existing prior authorizations remain in place.

11.Q: Do I throw away my child's Provider One card, and only use the Coordinated Care Member ID card?

A: No. Both cards are used to verify eligibility for health care services.

12.Q: Will my child's medical or behavioral health benefits change?

A:

- Coordinated Care will manage all health care services including physical health, routine vision, pharmacy, and outpatient behavioral health for low to moderate behavioral health needs.
- The benefits will be the same Washington Apple Health (Medicaid) benefits the child previously had along with some extra programs and assistance that Coordinated Care designed specifically for the populations served in AHFC.
- Enrollees will have some benefits covered with their ProviderOne Services Card and will receive a list of these services in the welcome booklet.
- All new members have a 90 day Continuity of Care period. If they have health care providers or services that were already in place or in process prior to joining the health plan, Coordinated Care will work with the member and their providers to ensure no disruption in care.

13.Q: Will my child receive their dental services through Coordinated Care?

A: No. Your child will continue to access their dental services through Apple Health Fee-for-Service Medicaid using their ProviderOne card.

14.Q: Will Coordinated Care pay for mental health services?

A: Coordinated Care will pay for and coordinate mental health services for mild to moderate mental health concerns, such as for depression or anxiety in the Coordinated Care network. Services for more serious mental health conditions are offered through a Regional Support Network (RSN) with the support of their Coordinated Care behavioral health care coordinator.

15.Q: When a foster child returns home to their biological parents, will they remain with Coordinated Care, or will they have to change plans/providers again?

A: Biological parents have the option of having their children remain in Coordinated Care. The Apple Health Foster Care plan is just one of the programs offered by Coordinated Care to residents of Washington. While a child in their own home (after the dependency is closed) may not be part of the Apple Health Foster Care plan, they could remain enrolled in Coordinated Care and receive many of the same benefits.

16.Q: Were foster parents, child advocates, and medical providers consulted about these changes?

A:

- Yes, over the last two years, many stakeholders were included in the creation of this new program. Feedback was solicited, by the Health Care Authority and Coordinated Care in their efforts to build the best program for Washington's children and families.
- Health Care Authority, DSHS Children's Administration Staff and Coordinated Care staff are traveling around the state (both in person and via teleconference) currently meeting with stakeholders (caregivers, CA staff and health care providers) impacted by this new program to provide information and answer questions.

17.Q: Are children in Title 13 Guardianship, Dependency Guardianship, and R-GAP eligible for AHFC program?

A:

- Title 13 Guardianship: Yes. These placements are eligible for Apple Health through the month of their 18th birthday. However, youth in this program are not eligible for Extended Foster Care or Alumni of foster care programs.
- Dependency Guardianship: No. these placements are not considered Foster Care placements. This program was changed with legislation in June 2010. Only children/youth in dependency guardianship placement which was established prior to June 2010, are eligible through the month of their 18th birthday.
- R-GAP: Yes. These placements are eligible through the month of their 18th birthday, youth in R-GAP are not eligible for Extended Foster Care or Alumni of foster care programs.

18.Q: Will children in a Foster Care placement who do not live in WA State be enrolled in the AHFC program with Coordinated Care?

A:

No. Children and youth in a foster care placement in another state will not be enrolled in the AHFC program if, eligible they will be covered by fee for service.

Contact Information:

Foster Care Medical Team: 1-800-562-3022 Ext.15480

If you receive a question, you are unable to answer, please send an email to:

hcamcprograms@hca.wa.gov subject line: AHFC.

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