

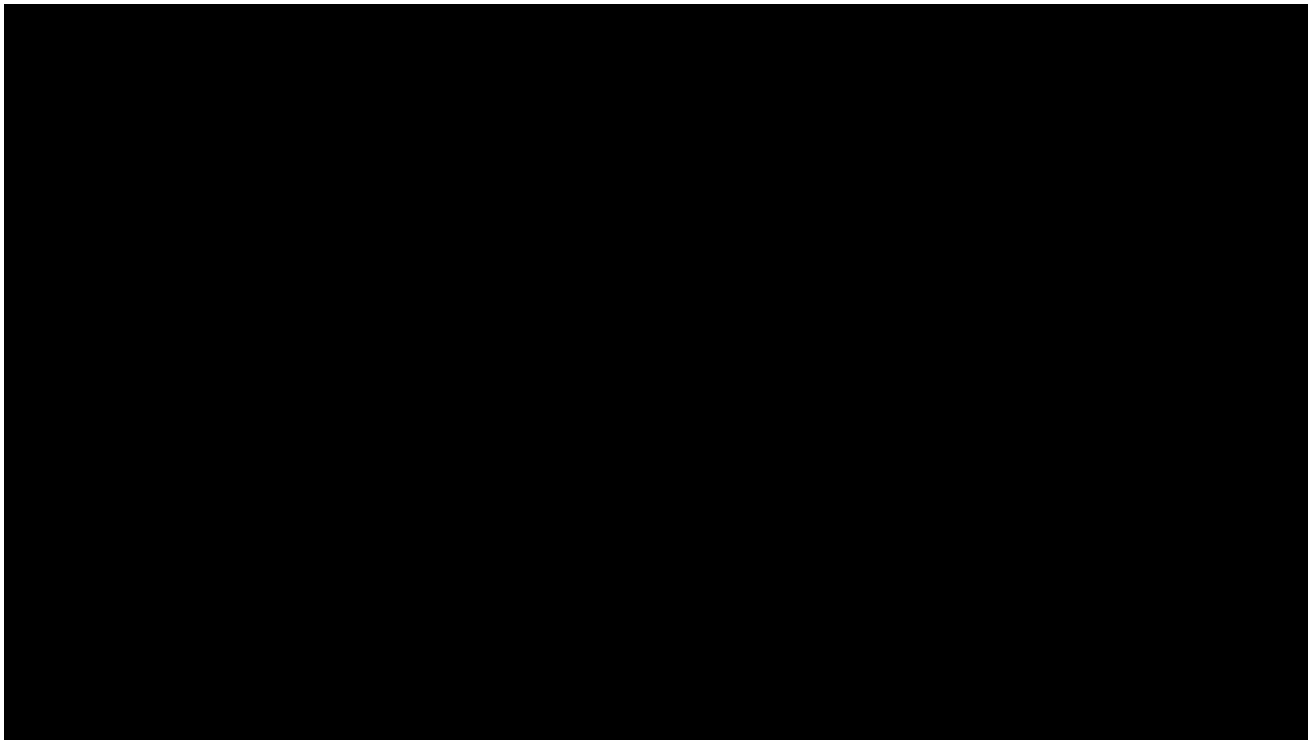
Delivering Integrated Managed Care to Chelan, Douglas, and Grant clients

Integrated managed care

- State legislation directed the Health Care Authority to integrate the care delivery and purchasing of physical and behavioral health care for Medicaid statewide by 2020.
- Regional service areas have the choice to adopt the new payment model before 2020.
- Chelan, Douglas, and Grant counties opted to implement integrated care January 1, 2018.



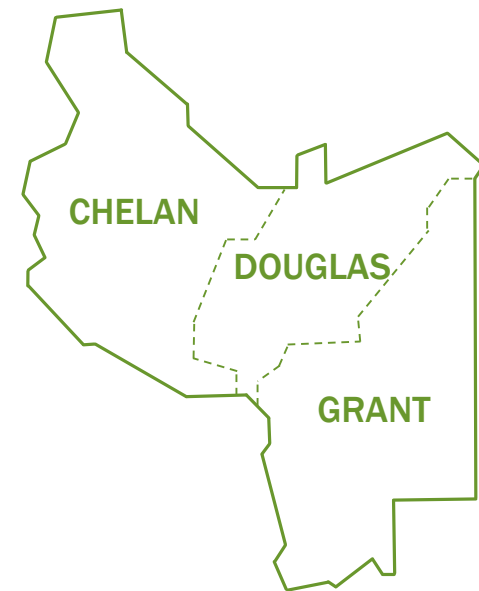
Overview Video: Integrated Managed Care



<https://www.youtube.com/watch?v=zwv1yX3czoU#action=share>

How does this help clients?

- The transition to integrate behavioral health services, which includes mental health and substance use disorder treatment, allows clients access to the full complement of medical and behavioral health services, through a single managed care plan.
- The transition to integrated financing is a fundamental step to support clinical integration at the provider level.



How does this help clients?

- Over the past 20 years, evidence has been strong in supporting integrated care delivery to effectively address co-morbid conditions and deliver holistic care.
- Washington is part of a national trend to remove barriers to care and support coordination.
- In Southwest Washington, the first region to adopt this model, 10 of 19 outcomes measured in the first year showed statistically significant improvement, relative to other regions.

What changes in North Central?

- Behavioral Health Services will no longer be coordinated or authorized by the Behavioral Health Organization (BHO), and will instead will be coordinated through AppleHealth plans.
- Individuals may enroll in one of the three Apple Health Managed Care Organization (MCO) plans in the region: Amerigroup, Coordinated Care and Molina
- Community Health Plan of Washington and United Health Care will no longer be available plans for this region beginning January 1, 2018
- Beacon Health Options will be the Administrative Services Organization in North Central that will coordinate the crisis system, beginning January 1, 2018

What do providers need to know?

- For providers to serve a Medicaid client they must be contracted with an organization in the region.
 - Molina, Amerigroup, Coordinated Care, or Beacon
- Providers must also be enrolled and in good standing with the state Medicaid program.
 - Providers may find information on enrolling with the Health Care Authority at <https://www.hca.wa.gov/billers-providers/apple-health-medicaid-providers/enroll-provider>

How can providers help clients navigate the changes?

- Providers may receive questions about which plans are accepted
 - Individuals in **Molina, Amerigroup, and Coordinated Care** do not need to do anything, as their plans will just add behavioral health benefits on Jan. 1, 2018.
 - Individuals in **Community Health Plan of Washington** and **United Healthcare** move to one of the three remaining plans.
- There are several ways a client can switch their plan:
 - Visit the ProviderOne Client Portal website:
<https://www.waproviderone.org/client>
 - Change online at https://fortress.wa.gov/hca/p1contactus/client_webform
 - Call Apple Health Customer Service at **1-800-562-3022**.
- Clients with a Washington Healthplanfinder account can change plans at www.wahealthplanfinder.org

Pathways to Services

GROUP	MEDICAL SERVICES	BEHAVIORAL HEALTH SERVICES
Apple Health Clients- <i>(unless explicitly exempted)</i>	Through a Managed Care Organization's (MCO) Apple Health Plan	Through a MCO
Exempted individuals and individuals with the option to opt-out	Through Fee-For-Service (FFS) coverage (and/or additional coverage – i.e. Medicare)	Through a MCO in a "Behavioral Health Services Only" (BHSO) benefit
Medicaid eligible American Indian or Alaska Native	May choose through a MCO or FFS	May choose through a MCO /BHSO or FFS
Foster children <i>(unless opted-out)</i>	Through a specific MCO (Coordinated Care)	Through a specific MCO (Coordinated Care)

The behavioral health FFS network

- Providers who wish to serve individuals in FFS for behavioral health services must be registered with the Division of Behavioral Health Services (DBHR) in addition to Health Care Authority
 - Contact DBHR at FFSquestions@dshs.wa.gov for more information on registering

Find out more

- **North Central Information:**
 - [North Central Flyer about changes \(for clients\)](#)
 - [North Central 1-page Fact Sheet \(for providers\)](#)
 - [North Central Integrated Managed Care News Release](#)
 - [Welcome to WAH IMC booklet \(HCA 19-046\)](#)
- **Integrated Managed Care Information:**
 - [Integrated Video: Integrating physical and behavioral health](#)
 - [FAQs: Why change Apple Health to an integrated care model?](#)
 - [BH-ASO fact sheet](#)
 - [BHSO fact sheet](#)