



Washington



# UnitedHealthcare Community Plan

**Washington Apple Health  
Managed Care**

Enrollee Handbook

2023

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United  
Healthcare  
Community Plan



UnitedHealthcare Community Plan complies with all Federal civil rights laws that relate to healthcare services. UnitedHealthcare Community Plan offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

UnitedHealthcare Community Plan also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608, Salt Lake City, UTAH 84130

[UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)

You can call or write us about a complaint at any time. We will let you know we received your complaint within two business days. We will try to take care of your complaint right away. We will resolve your complaint within 45 calendar days and tell you how it was resolved.

If you need help with your complaint, please call **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

**Online:**

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

**Phone:**

Toll-free **1-800-368-1019**, **1-800-537-7697** (TDD)

**Mail:**

U.S. Dept. of Health and Human Services  
200 Independence Avenue SW, Room 509F, HHH Building  
Washington, D.C. 20201

If you need help with your complaint, please call **1-877-542-8997**, TTY **711**.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

English:

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at **1-877-542-8997, TTY 711.**

Hmong:

Yog cov ntaub ntauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-877-542-8997, TTY 711.

Samoan:

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, fa'amolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-877-542-8997, TTY 711.

Russian:

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-877-542-8997, телетайп 711.

Ukrainian:

Якщо інформацію, що додається, подано не Вашою рідною мовою, зателефонуйте представнику UnitedHealthcare Community Plan за телефоном 1-877-542-8997, телетайп 711.

Korean:

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-877-542-8997, TTY 711로 UnitedHealthcare Community Plan에 전화하십시오.

Romanian:

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-877-542-8997, TTY 711.

Amharic:

ተያይዞ ያለው መረጃ በቋንቋዎ ካልሆነ፣ እባክዎ በሚከተለው ስልክ ቁጥር ወደ UnitedHealthcare Community Plan ይደውሉ፡ 1-877-542-8997፣ መስማት ለተሳናቸው/TTY፡ 711

Tigrinya:

ተተሓሒዙ ዘሎ ሓበሬታ ብቋንቋኹም እንተዘይኮይኑ፣ ብኽብረትኩም በዚ ዝስዕብ ቁጽሪ ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡ 1-877-542-8997፣ ንፀማማት/TTY፡711

Spanish:

Si la información adjunta no está en su lengua materna, llame a UnitedHealthcare Community Plan al 1-877-542-8997, TTY 711.

Lao:

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມານີ້ບໍ່ແມ່ນພາສາຕົນຕໍ່ຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ 1-877-542-8997, TTY:711.

Vietnamese:

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chính của quý vị, xin gọi cho Unitedhealthcare Community Plan theo số 1-877-542-8997, TTY 711.

Traditional Chinese:

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-877-542-8997（聽障專線 (TTY) 為 711）

Khmer:

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់លោកអ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan ឬលេខ 1-877-542-8997 ឬ ប្រើម៉ាស៊ីនតាមដាន TTY: 711។

Tagalog:

Kung ang nakalakip na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-877-542-8997, TTY 711.

Farsi:

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفا با UnitedHealthcare Community Plan با این شماره تماس حاصل نمایید: 1-877-542-8997 وسیله ارتباطی برای ناشنوايان 711 TTY:



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# Table of contents

Welcome to UnitedHealthcare Community Plan and Washington Apple Health . . . . .	<a href="#">9</a>
Important contact information . . . . .	<a href="#">10</a>
My health care providers . . . . .	<a href="#">11</a>
How to use this handbook . . . . .	<a href="#">12</a>
Getting started . . . . .	<a href="#">14</a>
You will need two cards to access services, your UnitedHealthcare Community Plan card and your ProviderOne services card . . . . .	<a href="#">14</a>
1. Your UnitedHealthcare Community Plan member ID card. . . . .	<a href="#">14</a>
2. Your ProviderOne services card . . . . .	<a href="#">15</a>
If you need a new ProviderOne services card. . . . .	<a href="#">16</a>
Changing health plans . . . . .	<a href="#">17</a>
Using private health insurance and your UnitedHealthcare Community Plan coverage . . . . .	<a href="#">17</a>
How to get health care . . . . .	<a href="#">18</a>
How to choose your primary care provider (PCP). . . . .	<a href="#">18</a>
Setting your first PCP appointment . . . . .	<a href="#">18</a>
How to get specialty care and referrals. . . . .	<a href="#">19</a>
Services you can get without a referral. . . . .	<a href="#">19</a>
Telehealth/Telemedicine . . . . .	<a href="#">20</a>
You must go to UnitedHealthcare Community Plan doctors, pharmacies, behavioral health providers, and hospitals. . . . .	<a href="#">22</a>
Payment for health care services . . . . .	<a href="#">22</a>
Quality Improvement programs . . . . .	<a href="#">23</a>
Utilization Management programs . . . . .	<a href="#">23</a>
How we evaluate new technology . . . . .	<a href="#">23</a>
Information for American Indians and Alaska Natives . . . . .	<a href="#">24</a>

---

Getting care in an emergency . . . . .	<a href="#">24</a>
If you need urgent care . . . . .	<a href="#">25</a>
If you need care after hours . . . . .	<a href="#">25</a>
Behavioral health crisis . . . . .	<a href="#">25</a>
County crisis line phone numbers . . . . .	<a href="#">26</a>
Expectations for when a health care provider will see you . . . . .	<a href="#">27</a>
Benefits covered by UnitedHealthcare Community Plan . . . . .	<a href="#">28</a>
General services and emergency care . . . . .	<a href="#">28</a>
Pharmacy or prescriptions . . . . .	<a href="#">29</a>
Health care services for children . . . . .	<a href="#">30</a>
Therapy . . . . .	<a href="#">35</a>
Specialty . . . . .	<a href="#">36</a>
Hearing and vision . . . . .	<a href="#">38</a>
Family planning/Reproductive health . . . . .	<a href="#">39</a>
After-Pregnancy Coverage (APC) . . . . .	<a href="#">39</a>
Medical equipment and supplies . . . . .	<a href="#">39</a>
Labs and X-rays . . . . .	<a href="#">40</a>
Women’s health and maternity . . . . .	<a href="#">40</a>
Additional services we offer . . . . .	<a href="#">41</a>
Value-Added Benefits (VAB) . . . . .	<a href="#">42</a>
Care Coordination . . . . .	<a href="#">44</a>
Complex case management services . . . . .	<a href="#">44</a>
Additional Care Coordination services we may offer . . . . .	<a href="#">44</a>
Apple Health services covered without a managed care plan . . . . .	<a href="#">45</a>
Abortion services . . . . .	<a href="#">45</a>
Excluded services and noncovered services (not covered) . . . . .	<a href="#">50</a>

---

Accessing your health information . . . . .	<a href="#">52</a>
If you are unhappy with your provider, health plan, or any aspect of care . . . . .	<a href="#">52</a>
Ombuds . . . . .	<a href="#">53</a>
Important information about denials, appeals, and administrative hearings . . . . .	<a href="#">54</a>
Your rights . . . . .	<a href="#">57</a>
Your responsibilities . . . . .	<a href="#">58</a>
Advance directives . . . . .	<a href="#">59</a>
What is an advance directive? . . . . .	<a href="#">59</a>
Mental health advance directives . . . . .	<a href="#">60</a>
What is a mental health advance directive? . . . . .	<a href="#">60</a>
How do I complete a mental health advance directive? . . . . .	<a href="#">60</a>
Preventing fraud, waste, and abuse . . . . .	<a href="#">60</a>
We protect your privacy . . . . .	<a href="#">61</a>

# Welcome to UnitedHealthcare Community Plan and Washington Apple Health

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## Welcome!

Thank you for enrolling in Washington Apple Health (Medicaid) and welcome to UnitedHealthcare Community Plan, Your health plan. We work with Apple Health to provide your coverage. This handbook will provide more details about your covered benefits and how to get services.

Most Apple Health clients are enrolled with managed care. This means Apple Health pays your health plan a monthly premium for your coverage. Your coverage includes physical and behavioral health services like preventive, primary, specialty care, telemedicine, and other health services. You must see providers in UnitedHealthcare Community Plan's network. Most services received outside of our service area will not be covered unless pre-approved.

We will get in touch with you in the next few weeks. You can ask us any questions and get help making appointments. Our phone lines are open for any questions you have before we call you. Call us at **1-877-542-8997**, TTY **711**, 8:00 a.m. to 5:00 p.m., Monday to Friday.

**If English is not your preferred language or you are deaf, deafblind, or hard of hearing**, we can help. We want you to be able to access your health care benefits. If you need any information in a language other than English, including sign language, call us at **1-877-542-8997**, TTY **711**. We will provide language assistance at no cost to you. We can also help you find a provider who speaks your language.

You are entitled to language access services when you attend a health care appointment covered by Apple Health. Your provider is required to schedule an interpreter for your appointments. Let your health care provider know you need an interpreter when you schedule your appointment.

Spoken language interpreters can go to the provider's office, be on the phone, or be on video during your appointment. Sign language interpreters can go to the provider's office or be on video during your appointment.



If you have any questions about our interpreter services program, visit our website at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or [uhccommunityplan.com/wa/medicaid/imc](https://uhccommunityplan.com/wa/medicaid/imc). You can also visit the Health Care Authority (HCA) Interpreter Services webpage at [hca.wa.gov/interpreter-services](https://hca.wa.gov/interpreter-services) or email HCA Interpreter Services at [interpretersvcs@hca.wa.gov](mailto:interpretersvcs@hca.wa.gov).

Call us if you need help understanding information or if you need it in other formats. If you have a disability, are blind or have limited vision, are deaf or hard of hearing, or do not understand this book or other materials, call us at **1-877-542-8997**, TTY **711**. We can provide you with materials in another format or auxiliary aids, like braille, at no cost to you. We can tell you if a provider’s office is wheelchair accessible or has special communication devices or other special equipment. We also offer:

- TTY line (Our TTY phone number is **711**)
- Information in large print
- Help in making appointments or arranging transportation to appointments
- Names and addresses of providers who specialize in specific care needs

## Important contact information

Organization	Customer service hours	Customer service phone numbers	Website address
<b>UnitedHealthcare Community Plan</b>	Monday–Friday 8:00 a.m.–5:00 p.m.	<b>1-877-542-8997</b> TTY <b>711</b>	<a href="https://myuhc.com/CommunityPlan">myuhc.com/CommunityPlan</a> or <a href="https://uhccommunityplan.com/wa/medicaid/imc">uhccommunityplan.com/wa/medicaid/imc</a>
<b>Health Care Authority (HCA) Apple Health Customer Service</b>	Monday–Friday 7:00 a.m.–5:00 p.m.	<b>1-800-562-3022</b> TRS <b>711</b>	<a href="https://hca.wa.gov/apple-health">hca.wa.gov/apple-health</a>
<b>Washington Healthplanfinder</b>	Monday–Friday 8:00 a.m.–6:00 p.m.	<b>1-855-923-4633</b> TTY <b>1-855-627-9604</b>	<a href="https://wahealthplanfinder.org">wahealthplanfinder.org</a>

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## My health care providers

We suggest you write down the name and phone number of your providers for quick access. We will have the information on our website in our provider directory at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or [uhccommunityplan.com/wa/medicaid/imc](http://uhccommunityplan.com/wa/medicaid/imc). You can also call us and we will help.

Health care provider	Name	Phone number
My Primary Care Provider:		
My Behavioral Health Provider:		
My Dental Provider:		
My Specialty Care Provider:		

This handbook does not create any legal rights or entitlements. You should not rely on this handbook as your only source of information about Apple Health. This handbook is intended to provide a summary of information about your health benefits. You can get detailed information about the Apple Health program by looking at the Health Care Authority laws and rules page on the Internet at: [hca.wa.gov/about-hca/rulemaking](http://hca.wa.gov/about-hca/rulemaking).

# How to use this handbook

This is your guide to services. Use the table below to learn who to contact with questions.

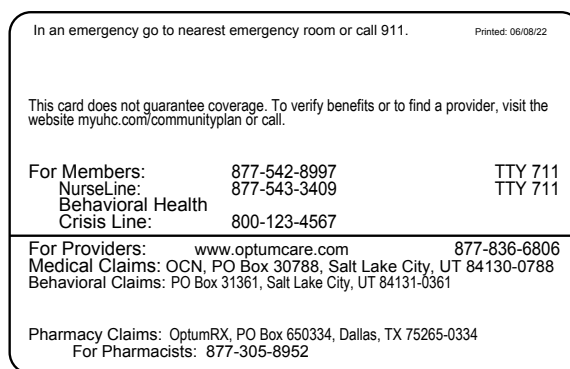
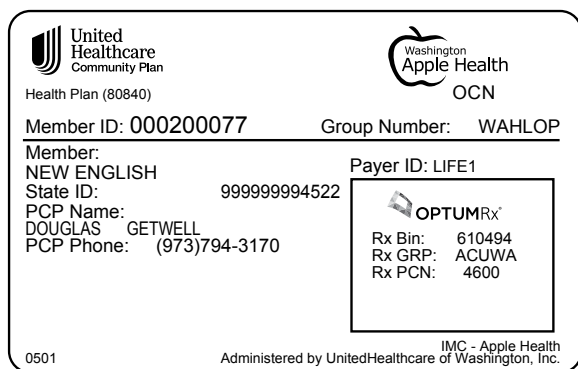
If you have any questions about ...	Contact ...
<ul style="list-style-type: none"> <li>• Changing or disenrolling from your Apple Health managed care plan. See page 17.</li> <li>• How to get Apple Health covered services not included through your plan. See page 45.</li> <li>• Your ProviderOne services card. See page 15.</li> </ul>	<p>HCA:</p> <ul style="list-style-type: none"> <li>• ProviderOne Client Portal: <a href="https://www.waproviderone.org/client">https://www.waproviderone.org/client</a></li> <li>• <a href="https://fortress.wa.gov/hca/p1contactus/">https://fortress.wa.gov/hca/p1contactus/</a></li> </ul> <p>If you still have questions or need further help, call 1-800-562-3022.</p>
<ul style="list-style-type: none"> <li>• Choosing or changing your providers. See page 18.</li> <li>• Covered services or medications. See page 28.</li> <li>• Making a complaint. See page 52.</li> <li>• Appealing a decision by your health plan that affects your benefits. See page 54.</li> </ul>	<p>UnitedHealthcare Community Plan at <b>1-877-542-8997</b>, TTY <b>711</b></p> <p>Or go online to <a href="http://myuhc.com/CommunityPlan">myuhc.com/CommunityPlan</a> or <a href="http://uhccommunityplan.com/wa/medicaid/imc">uhccommunityplan.com/wa/medicaid/imc</a></p>

If you have any questions about ...	Contact ...
<ul style="list-style-type: none"> <li>• Your medical care. See page 18.</li> <li>• Referrals to specialists. See page 19.</li> </ul>	<p>Your primary care provider (PCP).</p> <p>If you need help to select a primary care provider, call us at <b>1-877-542-8997</b>, TTY <b>711</b>.</p> <p>Or go online to  <a href="http://myuhc.com/CommunityPlan">myuhc.com/CommunityPlan</a>  or  <a href="http://uhccommunityplan.com/wa/medicaid/imc">uhccommunityplan.com/wa/medicaid/imc</a>.</p> <p>You can video chat with a doctor 24/7/365 with UHC Doctor Chat at no cost to you. Download the UHC Doctor Chat app or go to <a href="http://UHCDoctorChat.com">UHCDoctorChat.com</a>.</p> <p>You can also call UnitedHealthcare Community Plan’s 24-hour NurseLine at <b>1-877-543-3409</b>, TTY <b>711</b>.</p>
<p>Changes to your account such as:</p> <ul style="list-style-type: none"> <li>• Address changes,</li> <li>• Income change,</li> <li>• Marital status,</li> <li>• Pregnancy, and</li> <li>• Births or adoptions.</li> </ul>	<p>Washington Healthplanfinder at 1-855-WAFINDER (1-855-923-4633)</p> <p>or go online to: <a href="http://wahealthplanfinder.org">wahealthplanfinder.org</a>.</p>

# Getting started

## You will need two cards to access services, your UnitedHealthcare Community Plan card and your ProviderOne services card

### 1. Your UnitedHealthcare Community Plan member ID card



Your member ID card should arrive 30 days after enrolling in coverage. Your member ID number will be on your member ID card. Call us right away if any information on your card is incorrect. Always carry your member ID card and show it each time you get care. You do not need to wait for your card to arrive to go to a provider or fill a prescription. Contact us at **1-877-542-8997, TTY 711** if you need care before your card comes. Your provider can also contact us to check eligibility.

**Note:** If you do not receive your ID card within 30 days, please contact us right away to verify your address and get a new ID card sent to you. You can also print a copy of your ID card from [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).

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## 2. Your ProviderOne services card

You will also receive a ProviderOne services card in the mail.



Your ProviderOne services card will be mailed to you seven to 10 days after you're found eligible for Apple Health coverage. This is a plastic ID card that looks like other health insurance ID cards. Keep this card. HCA will not automatically send you a new one if you received one in the past. You can request a new card, if needed. Each person has their own ProviderOne client number. Take this card with you to your doctor appointments. Providers use this card to make sure your services are covered.

### Using the ProviderOne services card

You can view a digital copy of your ProviderOne services card through the WAPlanfinder mobile app. Learn more about the app at [wahbexchange.org/mobile/](http://wahbexchange.org/mobile/). There is no need to order a replacement when you always have a digital copy with you!

Your ProviderOne client number is on the back of your card. It will always be nine digits and end in "WA". Confirm your coverage started or switch your health plan through the ProviderOne Client Portal at <https://www.waproviderone.org/client>.

Health care providers also use ProviderOne to see if you are enrolled in Apple Health.

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## If you need a new ProviderOne services card

You can request a new ProviderOne services card if you don't receive your card, the information is incorrect, or you lose your card. You can request a replacement several ways:

- Visit the ProviderOne client portal website: <https://www.waproviderone.org/client>
- Call the toll-free IVR line at 1-800-562-3022, follow the prompts
- Request a change online: <https://fortress.wa.gov/hca/p1contactus/>
  - Select “Client
  - Use select topic drop down menu to choose “Services Card”

There is no charge for a new card. It takes seven to 10 days to get the new card in the mail.

## Apple Health services covered without a managed care plan (also called fee-for-service)

HCA pays for some benefits and services directly, even if you are enrolled in a health plan. These benefits include:

- Dental services by a dental professional,
- Eyeglasses for children (age 20 and younger),
- Long-term care services and supports,
- First Steps Maternity Support Services (MSS), First Steps Infant Case Management (ICM), childbirth education, prenatal genetic counseling, and pregnancy terminations, and
- Services for individuals with developmental disabilities.

You will only need your ProviderOne services card to access these benefits. Your PCP or UnitedHealthcare Community Plan will help you access these services and coordinate your care. See page 28 for more details on covered benefits. Call us if you have questions about a benefit or service listed here.

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## Changing health plans

You have the right to change your health plan at any time. Your plan change may happen as soon as the month after you make your change. Make sure your plan change has taken place before you see providers in your new plan's network.

There are several ways to switch your plan.

- Change your plan on the Washington Healthplanfinder website: [wahealthplanfinder.org](https://www.wahealthplanfinder.org)
- Visit the ProviderOne client portal: <https://www.waproviderone.org/client>
- Request a change online: <https://fortress.wa.gov/hca/p1contactus/home/client>
  - Select the topic “Enroll/Change Health Plans”
- Call HCA: 1-800-562-3022 (TRS: 711)

If you decide to change health plans, we will work with your new plan to transition medically necessary care so you can keep getting services you need. **Note:** Enrollees in the Patient Review and Coordination program must stay with the same health plan for one year. Contact us if you move.

## Using private health insurance and your UnitedHealthcare Community Plan coverage

Some enrollees have private health insurance. We may work with other insurance to help cover some copays, deductibles, and services private health insurance does not cover.

Make sure your health care providers are in UnitedHealthcare Community Plan's provider network or willing to bill us for any copays, deductibles, or balances your private insurance does not cover. This will help you avoid out-of-pocket costs.

Show all cards when you go to the doctor or other medical providers. This includes:

- Private health insurance card,
- ProviderOne services card, and
- UnitedHealthcare Community Plan card.

Contact UnitedHealthcare Community Plan right away if:

- Your private health insurance coverage ends,
- Your private health insurance coverage changes, or
- You have any questions about using Apple Health with your private health insurance.

**Questions?** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), 17  
or call Member Services at **1-877-542-8997**, TTY 711.

[Table of contents](#)



# How to get health care

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## How to choose your primary care provider (PCP)

It's important to choose a primary care provider (PCP). You can find your PCP's information on your member ID card. We will choose a PCP for you if you do not choose one. You can request a provider if you are already seeing a PCP or have heard about a provider you want to try. We can help you find a new PCP if the provider you would like to see is not in our network. You have the right to change health plans without interruption of care. This right is in HCA's Transition of Care policy.

Each family member can have their own PCP, or you can choose one PCP to take care of all family members who have Apple Health managed care coverage. You can choose a new PCP for you or your family any time at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or with the UnitedHealthcare app. To see providers near you, search by your zip code and sort the results by distance. You can also call Member Services at **1-877-542-8997**, TTY **711**.

## Setting your first PCP appointment

Your PCP will take care of most of your health care needs. Services you can get include regular check-ups, immunizations (shots), and other treatments.

Make an appointment as soon as you choose a PCP to become a patient with them. This will help you get care when you need it.

It is helpful for your PCP to know as much about your physical and behavioral health history as possible. Remember to bring your ProviderOne services card, UnitedHealthcare Community Plan ID card and any other insurance cards. Write down your health history. Make a list of any:

- Medical or behavioral health concerns you have,
- Medications you take, and
- Questions you want to ask your PCP.

Let your PCP know as soon as possible if you need to cancel an appointment.

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## How to get specialty care and referrals

Your PCP will refer you to a specialist if you need care they cannot give. Your PCP can explain how referrals work. Talk to your PCP if you think a specialist does not meet your needs. They can help you see a different specialist.

Your PCP must ask us for pre-approval or prior authorization before giving you some treatments and services. Your PCP can tell you what services require pre-approval, or you can call us to ask.

We will get you the care you need from a specialist outside our network if we don't have one in network. We may need to pre-approve any visits outside of our network. Discuss this with your PCP.

Your PCP will request pre-approval from us with medical information to show us why you need this care. We must respond to your PCP within five days of the request. We will notify you of our decision no later than 14 days.

You have the right to appeal if we deny this request and you disagree with our decision. This means you can ask us to have a different person review the request. See page 54 for more information.

You are not responsible for any costs if your PCP or UnitedHealthcare Community Plan refers you to a specialist outside of our network and we give pre-approval.

## Services you can get without a referral

You do not need a referral from your PCP to see a provider in our network if you need:

- Behavioral health services including:
  - Crisis intervention
  - Evaluation and Treatment services
- Family planning services
- HIV or AIDS testing
- Immunizations
- Outpatient behavioral health services
- Sexually transmitted disease treatment and follow-up care
- Tuberculosis screening and follow-up care
- Women's health services including:
  - Maternity services including services from a midwife, and,
  - Breast or pelvic exams

**Questions?** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), 19  
or call Member Services at **1-877-542-8997**, TTY 711.

[Table of contents](#)

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# Telehealth/Telemedicine

You can visit with your provider over the phone or the computer instead of an in-person appointment. This is known as telemedicine. Telehealth (also referred to as telemedicine) must be private, interactive, and real-time audio or audio and video communications. Virtual urgent care is also an option as part of your Apple Health coverage. You can share information with your provider and receive diagnosis and treatment in real time without being in the same place.

The telehealth/telemedicine providers below are available at no cost to members.

## UHC Doctor Chat

Want to see a doctor but can't wait for an appointment? There's a doctor who can help 24/7/365. As a member of UnitedHealthcare you can chat with a doctor in seconds using UHC Doctor Chat – anytime, anywhere.

Use Doctor Chat for:

- Sick kids
- Stress and anxiety
- Prescriptions
- Coughs, fevers, sore throat
- Earaches, stomach pain, diarrhea
- Rashes, allergic reactions, animal/insect bits
- Back or abdominal pain
- Sports injuries, burns, heat-related illness
- Urinary tract infections
- Maternal health care
- And more!

You can download the UHC Doctor Chat app from the App Store or Google Play™ today or access online at [UHCDoctorChat.com](https://www.uhc.com/DoctorChat).

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## Bright Heart Health

Tele-psych service for members who need medication-assisted treatment, have mental health needs, opioid abuse, SUD, eating disorders, and chronic pain management.

- Phone number: 1-800-892-2695
- Website: [brighthousehealth.com](http://brighthousehealth.com)

## Eleanor Health

A resource for substance abuse needs. They also help coordinate physical health through care managers, provide services for long-term mental health needs, and have community partners to further support members.

- Website: [eleanorhealth.com/referrals](http://eleanorhealth.com/referrals)

## BoulderCare

BoulderCare is a telehealth solution available for members in Washington looking for addiction treatment.

- Website: [boulder.care/](http://boulder.care/)

## Charlie Health

Charlie Health is a personalized Intensive Outpatient Program for youth.

- Phone number: 1-866-508-7084
- Website: [charliehealth.com](http://charliehealth.com)

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## You must go to UnitedHealthcare Community Plan doctors, pharmacies, behavioral health providers, and hospitals

You must use physical and behavioral health providers who work with UnitedHealthcare Community Plan. We also have hospitals and pharmacies for you to use. You can request a directory with information about our providers, pharmacies, and hospitals. Directories include:

- The provider's name, location, and phone number
- The specialty, qualifications, and medical degree
- Medical school attended, Residency completion, and Board Certification status
- The languages spoken by those providers
- Any limits on the kind of patients (adults, children, etc.) the provider sees
- Identifying which PCPs are accepting new patients

To get a directory, call our member services line at **1-877-542-8997**, TTY **711** or visit our website [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or [uhccommunityplan.com/wa/medicaid/imc](https://uhccommunityplan.com/wa/medicaid/imc).

## Payment for health care services

As an Apple Health client, you have no copays or deductibles for any covered services. You might have to pay for your services if:

- You get a service that Apple Health does not cover, such as cosmetic surgery
- You get a service that is not medically necessary
- You don't know the name of your health plan and a service provider you see does not know who to bill
  - It's important to take your ProviderOne services card and health plan card with you every time you need services
- You get care from a service provider who is not in our network and it is not an emergency or pre-approved by your health plan
- You don't follow our rules for getting care from a specialist

Providers should not ask you to pay for covered services. Call us at **1-877-542-8997**, TTY **711** if you get a bill. We will work with your provider to make sure they are billing you correctly.

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## Quality Improvement programs

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members. Many of the things we report are major public health issues. If you would like to know more about our Quality Improvement program and our progress towards meeting goals, please call **1-877-542-8997**, TTY **711**.

## Utilization Management programs

UnitedHealthcare Community Plan wants you to get care that's right for you, without getting care you don't need. We help make sure you get the right level of care by making decisions based on medical need, appropriateness, and covered benefits.

We do not reward the staff who make these decisions for saying no. This makes sure our decisions are fair. If you have questions about how these decisions are made, call **1-877-542-8997**, TTY **711**, 8:00 a.m. to 5:00 p.m., Monday to Friday.

## How we evaluate new technology

We review new equipment, drugs, and procedures to decide if they should be covered based on medical necessity. Some new equipment, drugs, and procedures are still being tested to see if they really help. If they are still being tested, they are called experimental or investigational. These services are covered after research and UnitedHealthcare Community Plan determines they are more helpful than harmful. If you want to know more, contact us at **1-877-542-8997**, TTY **711**.

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# Information for American Indians and Alaska Natives

HCA gives American Indians and Alaska Natives in Washington a choice between Apple Health managed care or Apple Health coverage without a managed care plan (also called fee-for-service). HCA does this to comply with federal rules, in recognition of the Indian health care delivery system, and to help ensure that you have access to culturally appropriate health care. You can contact HCA at 1-800-562-3022 for questions or to change your enrollment. You can change your selection(s) at any time, but the change will not take effect until the next available month.

If you are American Indian or Alaska Native, you may be able to get health care services through an Indian Health Service facility, tribal health care program or Urban Indian Health Program (UIHP) such as the Seattle Indian Health Board or NATIVE Project of Spokane. The providers at these clinics are knowledgeable and understand your culture, community, and health care needs. If you are connected or partnered with a Tribal Assister through an IHS facility, Tribal health program or UIHP, they can help you make your decision.

They will give you the care you need or refer you to a specialist. They may help you decide whether to choose a managed care plan or Apple Health coverage without a managed care plan. If you have questions about your health care or your health care coverage, your tribal or UIHP staff may be able to help you.

## Getting care in an emergency

### In an emergency

Call **911** or go to the nearest emergency room if you have a sudden or severe health problem that you think is an emergency.

Call us as soon as possible to let us know that you had an emergency and where you received care. You do not need pre-authorization to seek care in the event of an emergency. You may use any hospital or emergency setting if you are having an emergency.

Only go to the hospital emergency room if it's an emergency. Do not go to the emergency room for routine care.

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## If you need urgent care

You may have an injury or illness that is not an emergency but needs urgent care. Contact us at **1-877-542-8997**, TTY **711** to find urgent care facilities in our network or visit our website at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or [uhccommunityplan.com/wa/medicaid/imc](https://uhccommunityplan.com/wa/medicaid/imc). If you have questions on whether to go to an urgent care facility call our 24-hour NurseLine at **1-877-543-3409**, TTY **711**. This line is open seven (7) days a week.

24/7/365 urgent care with a doctor is also available by video chat using UHC Doctor Chat at no cost to you. You can download the UHC Doctor Chat app or access online at [UHCDoctorChat.com](https://UHCDoctorChat.com).

## If you need care after hours

Call your PCP to see if they offer after-hours care.

Call our 24-hour NurseLine and ask for assistance **1-877-543-3409**, TTY **711**.

You can also contact UHC Doctor Chat through your smartphone, tablet, or computer 24/7/365. You can download the UHC Doctor Chat app or access online at [UHCDoctorChat.com](https://UHCDoctorChat.com).

## Behavioral health crisis

Call your county crisis line below if you or someone you know is experiencing a mental health crisis.

- **For immediate help:** call **911** for a life-threatening emergency or **988** for a mental health emergency
- **For immediate help with a mental health crisis or thoughts of suicide:** contact the National Suicide Prevention Lifeline ([988lifeline.org/](https://988lifeline.org/)) 1-800-273-8255 (TRS 1-800-799-4889) or call or text **988**. The line is free, confidential, and available 24/7/365. You can also dial **988** if you are worried about a loved one who may need crisis support.

**Washington Recovery Help Line** is a 24-hour crisis intervention and referral line for those struggling with issues related to mental health, substance use disorder treatment services, and problem gambling. Call or text 1-866-789-1511 or TTY 1-206-461-3219, email [recovery@crisisclinic.org](mailto:recovery@crisisclinic.org) or go to [warecoveryhelpline.org](https://warecoveryhelpline.org). Teens can connect with other teens during specific hours: 1-866-833-6546, [teenlink@crisisclinic.org](mailto:teenlink@crisisclinic.org), or [866teenlink.org](https://866teenlink.org).



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## County crisis line phone numbers

You may call your local crisis line to request assistance for you or a friend or family member. See the county crisis number below:

<b>Region</b>	<b>Counties</b>	<b>Crisis lines</b>
<b>Great Rivers</b>	Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum	<b>1-800-803-8833</b>
<b>Greater Columbia</b>	Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman, Yakima	<b>1-888-544-9986</b>
<b>King</b>	King	<b>1-866-427-4747</b>
<b>North Central</b>	Chelan, Douglas, Grant, Okanogan	<b>1-800-852-2923</b>
<b>North Sound</b>	Island, San Juan, Skagit, Snohomish, Whatcom	<b>1-800-584-3578</b>
<b>Pierce</b>	Pierce	<b>1-800-576-7764</b>
<b>Salish</b>	Clallam, Jefferson, Kitsap	<b>1-888-910-0416</b>
<b>Spokane</b>	Adams, Ferry, Lincoln, Pend Oreille, Spokane, Stevens	<b>1-877-266-1818</b>
<b>Southwest</b>	Clark, Klickitat, Skamania	<b>1-800-626-8137</b>
<b>Thurston-Mason</b>	Mason, Thurston	<b>1-800-270-0041</b>

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# Expectations for when a health care provider will see you

Wait times to see a provider depend on your care needs. View expected wait times to see a provider below.

- **Emergency care:** Available 24 hours a day, seven days a week.
- **Urgent care:** Office visits with your PCP, behavioral health provider, urgent care clinic, or other provider within 24 hours.
- **Routine care:** Office visits with your PCP, behavioral health provider, or other provider within 10 days. Routine care is planned and includes regular provider visits for medical problems that are not urgent or emergencies.
- **Preventive care:** Office visits with your PCP or other provider within 30 days. Examples of preventive care include:
  - Annual physicals (also called check-ups),
  - Well-child visits,
  - Annual women’s health care, and
  - Immunizations (shots).

Contact us if it takes longer than the times above to see a provider.

# Benefits covered by UnitedHealthcare Community Plan

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This section describes benefits and services covered by UnitedHealthcare Community Plan. It is not a complete list of covered services. Check with your provider or contact us if a service you need is not listed. You can view our benefits and services at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or [uhccommunityplan.com/wa/medicaid/imc](https://uhccommunityplan.com/wa/medicaid/imc).

Some covered health care services may require pre-approval. All non-covered services require pre-approval from us. Non-covered services through Apple Health without a managed care plan require pre-approval from HCA.

Some services are limited by number of visits. Your provider can request a Limitation Extension (LE) if you need more visits. Have your provider request an exception to rule (ETR) if you need non-covered services.

You may need to get a referral from your PCP and/or pre-approval from UnitedHealthcare Community Plan before you get some services. If you don't have a referral or pre-approval, we may not pay for services. Work with your PCP to make sure there is a pre-approval in place before you get the service.

## General services and emergency care

Service	Additional information
Emergency services	Available 24 hours per day, seven days per week anywhere in the United States.
Hospital, inpatient and outpatient services	Must be approved by us for all non-emergency care.
Urgent care	Use urgent care when you have a health problem that needs care right away, but your life is not in danger.
Preventive care	See page 27.

Service	Additional information
Hospital inpatient rehabilitation (physical medicine)	Must be approved by us.
Immunizations/vaccinations	Our members are eligible for immunizations from their PCP, pharmacy, or local health department. Check with your provider or contact member services for more information on the scheduling of your immunization series.  You may also visit the Department of Health at <a href="https://doh.wa.gov/youandyourfamily/immunization">doh.wa.gov/youandyourfamily/immunization</a> for further information.
Skilled Nursing Facility (SNF)	Covered for short-term, medically necessary services. Additional services may be available. Call us at <b>1-877-542-8997</b> , TTY <b>711</b> .

## Pharmacy or prescriptions

We use a list of approved drugs called the Apple Health Preferred Drug List (PDL), also known as a formulary. Your provider should prescribe medications to you that are on the PDL. You can call us and ask for:

- A copy of the PDL
- Information about the group of providers and pharmacists who created the PDL
- A copy of the policy on how we decide what drugs are covered
- How to ask for authorization of a drug that is not on the PDL

You must get your medications at a pharmacy in our provider network. This makes sure that your prescriptions will be covered. Call us for help finding a pharmacy near you.

Service	Additional information
Pharmacy services	Members must use participating pharmacies. We use the Apple Health PDL. Call us at <b>1-877-542-8997</b> , TTY <b>711</b> for a list of pharmacies.

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## Health care services for children

Children and youth under age 21 have a health care benefit called Early and Periodic Screening, Diagnosis, and Treatment (EPSDT). EPSDT includes a full range of screening, diagnostic, and treatment services. Screenings can help identify potential physical, behavioral health or developmental health care needs which may require additional diagnostics and treatment.

EPSDT includes any diagnostic testing and medically necessary treatment needed to correct or improve a physical or behavioral health condition. This includes additional services needed to support a child who has developmental delay.

These services aim to keep conditions from getting worse and lessen the effects of a child's health care problem. EPSDT encourages early and continued access to health care for children and youth.

An EPSDT screening is sometimes referred to as a well-child or well-care check-up. Children under age 3 are eligible for well-child check-ups according to the Bright Futures EPSDT schedule, and aged 3-20 are eligible for a well-child check-up every calendar year. A well-child check-up should include the following:

- Complete health and developmental history
- A full physical examination
- Health education and counseling based on age and health history
- Vision testing
- Hearing testing
- Laboratory tests
- Lead screening
- Review eating or sleeping problems
- Oral health screening and oral health services by an Access to Baby and Child Dentistry (ABCD) qualified PCP
- Immunizations (shots)
- Mental health screening
- Substance use disorder screening

When a health condition is diagnosed by a child’s medical provider, the child’s provider(s) will:

- Treat the child if it is within the provider’s scope of practice; or
- Refer the child to an appropriate specialist for treatment, which may include additional testing or specialty evaluations, such as:
  - Developmental assessment,
  - Comprehensive mental health,
  - Substance use disorder evaluation, or
  - Nutritional counseling.
- Treating providers communicate the results of their services to the referring EPSDT screening provider(s). All services, including non-covered, for children ages 20 and under must be reviewed for medical necessity.

**Additional services include:**

<b>Service</b>	<b>Additional information</b>
<b>Autism screening</b>	Available for all children at 18 months and 24 months.
<b>Chiropractic care</b>	For children 20 years of age and younger with referral from your PCP.
<b>Developmental screening</b>	Screenings available for all children at nine months, 18 months, and between 24 and 30 months.
<b>Private Duty Nursing (PDN) or Medically Intensive Children’s Program (MICP)</b>	<p>Covered for children ages 17 and younger. Must be approved by us.</p> <p>For youth ages 18 through 20, this is covered through Aging and Long-Term Support Administration (AL TSA). See page 48 for contact information.</p>

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## Behavioral health

Behavioral health services include mental health and substance use disorder treatment services. We can help you find a provider if you need counseling, testing, or behavioral health support. Contact us at **1-877-542-8997**, TTY **711** or select a provider from our provider directory.

Service	Additional information
<b>Applied Behavioral Analysis (ABA)</b>	Assists individuals with autism spectrum disorders and other developmental disabilities in improving their communication, social and behavioral skills.  To access ABA services and care coordination, call the ABA Support Line at 1-866-456-5376.
<b>Substance Use Disorder (SUD) treatment services</b>	SUD treatment services may include: <ul style="list-style-type: none"><li>• Assessment</li><li>• Brief intervention and referral to treatment</li><li>• Withdrawal management (detoxification)</li><li>• Outpatient treatment</li><li>• Intensive outpatient treatment</li><li>• Inpatient and residential treatment</li><li>• Case management</li></ul>
<b>Mental health, inpatient treatment</b>	Mental health services are covered when provided by a psychiatrist, psychologist, licensed mental health counselor, licensed clinical social worker, or licensed marriage and family therapist. Includes freestanding Evaluation and Treatment (E&T).

Service	Additional information
<b>Mental health, outpatient treatment</b>	<p>Mental health services are covered when provided by a psychiatrist, psychologist, licensed mental health counselor, licensed clinical social worker, or licensed marriage and family therapist.</p> <p>Mental health services may include:</p> <ul style="list-style-type: none"> <li>• Intake evaluation</li> <li>• Individual treatment services</li> <li>• Medication management</li> <li>• Peer support</li> <li>• Brief intervention and treatment</li> <li>• Family treatment</li> <li>• Mental health services provided in a residential setting</li> <li>• Psychological assessment</li> <li>• Crisis services</li> </ul>
<b>Medications for Opioid Disorder (MOUD)</b>	<p>Previously referred to as Medication Assisted Treatment (MAT). Medications used to treat certain substance use disorders. Call us at <b>1-877-542-8997</b>, TTY <b>711</b> for specific details.</p>



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**The below services may be available to support your treatment for behavioral health services**

Some behavioral health services beyond those in the benefit package may be available through limited state funding. These services must be determined to be medically necessary and there must be state funding available. Currently those services may include:

- Alcohol/Drug information school
- Assistance with application for entitlement programs
- Court ordered drug testing
- Family hardship services
- Medicaid personal care
- Jail services/Community transition
- Rehabilitation Case Management
- Childcare services – Services for children of parents in treatment in order to complete the parent’s plan for substance use disorder treatment
- Expanded community service
- Sobering services
- Recovery support services
- Program for Assertive Community Treatment and support (PACT)
- Supported employment
- Transportation – Costs associated with transportation to and from contracted mental health services

To access these services, please speak with your behavioral health provider.

## Nutrition

Service	Additional information
<b>Medical nutrition therapy</b>	<p>Covered for clients 20 years of age and younger when medically necessary and referred by the provider.</p> <ul style="list-style-type: none"> <li>Includes medical nutrition therapy, nutrition assessment, and counseling for conditions that are within the scope of practice for a registered dietitian (RD) to evaluate and treat</li> </ul>
<b>Enteral and parenteral nutrition</b>	<p>Parenteral nutrition supplements and supplies for all enrollees.</p> <p>Enteral nutrition products and supplies for all ages for tube-fed enrollees. Oral enteral nutrition products for clients 20 years of age and younger for a limited time to address acute illness.</p>

## Special health care needs or long-term illness

You may be eligible for additional services through our Health Home program or care coordination services if you have special health care needs or a long-term illness. This may include direct access to specialists. In some cases, you may be able to use your specialist as your PCP. Call us for more information about care coordination and care management.

## Therapy

Service	Additional information
<b>Outpatient rehabilitation (occupational, physical, and speech therapies)</b>	<p>This is a limited benefit. Call us at <b>1-877-542-8997</b>, TTY <b>711</b> for specific details. Limitations may apply whether performed in any of the following settings:</p> <ul style="list-style-type: none"> <li>Outpatient clinic</li> <li>Outpatient hospital</li> <li>The home by a Medicare-certified home health agency</li> </ul> <p>When provided to children 20 years of age and younger in an approved neurodevelopmental center. See: <a href="https://doh.wa.gov/Portals/1/Documents/Pubs/970-199-NDCList.pdf">doh.wa.gov/Portals/1/Documents/Pubs/970-199-NDCList.pdf</a>.</p>

Service	Additional information
<b>Habilitative services</b>	<p>Health care services that help you keep, learn, or improve skills and functioning for daily living that were not acquired due to congenital, genetic, or early-acquired health conditions. This is a limited benefit. Call us at <b>1-877-542-542-8997</b>, TTY <b>711</b> for specific details.</p> <p>Limitations may apply whether performed in any of the following settings:</p> <ul style="list-style-type: none"> <li>• Outpatient clinic</li> <li>• Outpatient hospital</li> <li>• The home by a Medicare-certified home infusion agency</li> </ul> <p>When provided to children 20 years of age and younger in an approved neurodevelopmental center. See: <a href="https://doh.wa.gov/Portals/1/Documents/Pubs/970-199-NDCList.pdf">doh.wa.gov/Portals/1/Documents/Pubs/970-199-NDCList.pdf</a>.</p>

## Specialty

Service	Additional information
<b>Antigen (Allergy Serum)</b>	Allergy shots.
<b>Bariatric surgery</b>	Pre-approval required for bariatric surgery. Only available in HCA-approved Centers of Excellence (COE).
<b>Biofeedback therapy</b>	Limited to plan requirements.
<b>Chemotherapy</b>	Some services may require pre-approval.
<b>Cosmetic surgery</b>	Only when the surgery and related services and supplies are provided to correct physiological defects from birth, illness, physical trauma, or for mastectomy reconstruction for post-cancer treatment.

Service	Additional information
<b>Diabetic supplies</b>	Limited supplies available without pre-approval. Additional supplies are available with pre-approval.
<b>Dialysis</b>	These services may require pre-approval.
<b>Hepatitis C treatment</b>	Any provider licensed to prescribe direct-acting antiviral medications is allowed to screen and treat Apple Health members. This includes primary care providers, substance use disorder treatment facilities, and others.
<b>Organ transplants</b>	Some organ transplants are covered by Apple Health without a managed care plan. Call us at <b>1-877-542-8997</b> , TTY <b>711</b> for specific details.
<b>Oxygen and respiratory services</b>	Medically necessary oxygen and/or respiratory therapy equipment, supplies, and services to eligible enrollees.
<b>Podiatry</b>	This is a limited benefit. Call us at <b>1-877-542-8997</b> , TTY <b>711</b> for specific information.
<b>Smoking cessation</b>	Covered for all clients 18 years and older with or without a PCP referral or pre-approval. Quit for Life at <b>1-866-QUIT-4-Life (1-866-784-8454)</b> for more information visit their website at <a href="http://myquitforlife.com/uhcwa">myquitforlife.com/uhcwa</a> .
<b>Transgender health services</b>	Services related to transgender health and the treatment of gender dysphoria include hormone replacement therapy, puberty suppression therapy, and mental health services. These services may require prior authorization.
<b>Tuberculosis (TB) screening and follow-up treatment</b>	You have a choice of going to your PCP or the local health department.

## Hearing and vision

Service	Additional information
Audiology tests	Hearing screening test.
Cochlear implant devices and Bone Anchored Hearing Aid (BAHA) Devices	Benefit is for children 20 years of age and younger. Replacement parts for all individuals who already have implant.
Eye exams and eyeglasses	<p>You must use our provider network. Call us for benefit information.</p> <p>For children 20 years of age and under, eyeglasses and hardware fittings are covered. You can find eyewear suppliers at: <a href="https://fortress.wa.gov/hca/p1findaprovider/">https://fortress.wa.gov/hca/p1findaprovider/</a>.</p> <p>For adults in need of eyeglasses at a reduced cost you can purchase eyeglass frames and lenses through participating optical providers. Find a list of participating providers at: <a href="https://hca.wa.gov/assets/free-or-low-cost/optical_providers_adult_medicaid.pdf">hca.wa.gov/assets/free-or-low-cost/optical_providers_adult_medicaid.pdf</a>.</p>
Hearing exams and hearing aids	<p>Exams are covered benefit for all individuals.</p> <p>Hearing aids are available for:</p> <ul style="list-style-type: none"> <li>• Children 20 and under</li> <li>• Adults who meet program criteria</li> </ul> <p>Monaural hearing aids including:</p> <ul style="list-style-type: none"> <li>• Fitting</li> <li>• Follow up</li> <li>• Batteries</li> </ul>

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## Family planning/Reproductive health

Service	Additional information
<b>Family Planning Services, including birth control, and contraceptives</b>	You can use our network of providers or go to your local health department or family planning clinic.
<b>HIV/AIDS screening</b>	You have a choice of going to a family planning clinic, the local health department, or your PCP for the screening.
<b>After-Pregnancy Coverage (APC)</b>	If you are enrolled in Apple Health coverage and are pregnant, you can receive up to 12 months of postpartum coverage once your pregnancy ends. Learn more at <a href="https://hca.wa.gov/apc">hca.wa.gov/apc</a> .

## Medical equipment and supplies

We cover medical equipment or supplies when they are medically necessary and prescribed by your health care provider. We must pre-approve most equipment and supplies before we will pay for them. Call us for more information on covered medical equipment and supplies.

Service	Additional information
<b>Medical equipment</b>	Most equipment must get pre-approval. Call us at <b>1-877-542-8997</b> , TTY <b>711</b> for specific details.
<b>Medical supplies</b>	Most supplies must get pre-approval. Call us at <b>1-877-542-8997</b> , TTY <b>711</b> for specific details.

## Labs and X-rays

Service	Additional information
<b>Radiology and medical imaging services</b>	Some services may require pre-approval.
<b>Lab and X-ray services</b>	<p>Some services may require pre-approval.</p> <p>Limitations shown below are for outpatient diagnostic services only:</p> <ul style="list-style-type: none"> <li>• Drug screens only when medically necessary and:               <ul style="list-style-type: none"> <li>- Ordered by a physician as part of a medical evaluation; or</li> <li>- As substance use disorder screening required to assess suitability for medical tests or treatment.</li> </ul> </li> </ul> <p>Portable X-ray services furnished in the enrollee’s home or a nursing facility are limited to films that do not involve the use of contrast media.</p>

## Women’s health and maternity

Service	Additional information
<b>Breast pumps</b>	Some types may require pre-approval.
<b>Women’s health care</b>	Routine and preventive health care services, such as maternity and prenatal care, mammograms, reproductive health, general examination, contraceptive services, testing and treatment for sexually transmitted diseases, and breastfeeding or chestfeeding.

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## Additional services we offer

### Virtual care with UHC Doctor Chat

You can video chat with a doctor 24/7/365 with UHC Doctor Chat. And there's no cost to you. Download the UHC Doctor Chat app from the App Store or Google Play™ today.

### UnitedHealthcare® app

Use our mobile UnitedHealthcare® app that lets you easily access your health plan information, member ID card, current benefits, find a doctor and more. The app can be downloaded to an Apple® or Android® smartphone or tablet.

### 24/7 NurseLine

Get answers and advice anytime — even in the middle of the night and on weekends.

**1-877-543-3409**, TTY 711

### Medication fills by mail

Option to have prescriptions mailed to your home or fill at the pharmacy.

### Quit For Life® program

Coaching and online support to help you quit tobacco. Get help deciding which type of nicotine substitute or medication is right for you. **1-866-QUIT-4-Life (1-866-784-8454)** or [www.myquitforlife.com/uhcwa](http://www.myquitforlife.com/uhcwa).

### Care Coordination and Disease Management

Services for complex needs such as Asthma, COPD, Diabetes, Heart Failure including telehealth.

### Dedicated Gender Affirming Care Coordinator



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## Value-Added Benefits (VAB)

Value-added benefits (VAB) are offered by UnitedHealthcare Community Plan and are in addition to your Apple Health benefits. These can give you more options for care and address social determinants of health. VABs are voluntary and are no cost to you. Call us at **1-877-542-8997**, TTY **711** for specific details on these benefits.

### Food Security

Members dealing with food insecurities can receive assistance with resources provided by Community Health Workers, Member Services and Case Managers.

### Housing Support

- On My Way (OMW) Program ([uhcOMW.com](http://uhcOMW.com)): Helps prepare young adult members for adult life, like finding housing, getting a good job and managing money.
- Assistance with housing agency resources provided by Community Health Workers, Member Services and Case Managers

### Transition Support for Jail/Detention

- Strong emphasis on location-based services whenever possible. Members also receive duffle bags containing essentials upon leaving an incarcerated setting in addition to care coordination continued services.
- Proactive support with Durable Medical Equipment, Assurance cell phones and non-medical transportation

### Maternity Support

- Gift cards and baby item rewards
- Hospital-grade electric breast pump
- Wellhop Program: virtual group peer support
- Quit For Life® smoking cessation support during pregnancy
- Text4Baby education and support
- Prenatal vitamins
- Healthy First Steps Program: Access community resources: Get help finding a delivery doctor, midwife, or specialist
- Work directly with a maternity professional for extra support for your and your baby's health
- Bright Heart Health-24/7 substance use disorder phone line for maternal members  
1-800-892-2695

42 **Questions?** Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan), or call Member Services at **1-877-542-8997**, TTY **711**.

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## **Fitness/Healthy lifestyles**

- KidsHealth®: Interactive bilingual website helps parents, kids and teens with health and wellness through doctor-approved advice
- Members can receive assistance with living healthy lives through Community Health Workers, Member Services, Case Managers, and on staff Registered Nurses
- Boys and Girls Club for kids 6-18 years old
- Sports physicals in addition to Well Child Visits at no additional cost

## **Telehealth resources**

- Virtual care with UHC Doctor Chat
  - On-demand, ongoing access to a real doctor. Anywhere, anytime, at no cost to you.
  - Get answers, treatment, and prescriptions
  - Complete a well child visit
- Behavioral Health Virtual resources:
  - Bright Health, Eleanor Heath and Boulder Care: offering comprehensive substance use disorder services including Medication Assisted Treatment
  - Helpline: Licensed clinicians available 24/7 to answer questions on alcohol and drug addiction

See page 20 for additional information on our Telemedicine/Telehealth resources.

## **Rewards programs**

Healthy Rewards – Earn rewards for completing important preventive including well child visits and immunizations, breast cancer screening, diabetes monitoring and more. \$200 per member per year.

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# Care Coordination

## Complex case management services

Complex case management is a service to help members with complex or multiple health care needs get care and services. Case managers help coordinate your care, with your goals in mind. A plan representative may suggest case management based on questions answered in your first health screening (health assessment) upon enrollment.

You can ask for case management services for yourself or a family member at any time. Health care providers, discharge planners, caregivers, and medical management programs can also refer you to case management. You must consent to case management services. For any questions call **1-877-542-8997**, TTY **711**.

## Additional Care Coordination services we may offer:

- Assist members in navigating the health care system
- Help with self-care skills that can improve outcomes
- Provide case management
- Coordinate care and long-term services and supports
- Get access to health services and community resources
- Private duty nursing for ages 17 and younger
- Maternity case management
- Transgender health services
- Coordination and referral to Applied Behavioral Analysis (ABA) services

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## Apple Health services covered without a managed care plan

Apple Health covers some other services that are not covered under a managed care plan (also known as fee-for-service). Other community-based programs cover the benefits and services listed below even when you are enrolled with us. We will coordinate with your PCP to help you access these services and coordinate your care. You will need to use your ProviderOne services card for all services.

Call us with questions about a benefit or service not listed here. View the Apple Health coverage without a managed care plan booklet for a complete list of services: [hca.wa.gov/assets/free-or-low-cost/19-065.pdf](https://hca.wa.gov/assets/free-or-low-cost/19-065.pdf).

Service	Additional information
<b>Abortion services</b>	Apple Health fee-for-service covers: <ul style="list-style-type: none"><li>• Medication abortion, also known as the abortion pill</li><li>• Surgical abortion, also called in-clinic abortion</li></ul> Clients enrolled in an Apple Health managed care organization (MCO) may self-refer outside their MCO for abortion services. Includes follow-up care for any complications.
<b>Ambulance services (Air)</b>	All air ambulance transportation services provided to Apple Health clients, including those enrolled in a managed care organization (MCO).
<b>Ambulance services (Ground)</b>	All ground ambulance transportation services, emergency, and non-emergency, provided to Apple Health clients, including those enrolled in a managed care organization (MCO).

Service	Additional information
<b>Crisis services</b>	<p>Crisis services are available to support you, based on where you live. Call <b>911</b> for a life-threatening emergency or <b>988</b> for a mental health emergency. See page 26 for the numbers in your area.</p> <p>For National the Suicide Prevention Lifeline: Call or text <b>988</b> or call 1-800-273-8255, TTY Users 1-206-461-3219.</p> <p>For mental health or substance use disorder crises, please call the Behavioral Health Administrative Services organization (BH-ASO). The BH-ASOs support crisis services for Washington residents regardless of Apple Health eligibility. Phone numbers can be found on page 26 above, or at: <a href="https://hca.wa.gov/mental-health-crisis-lines">hca.wa.gov/mental-health-crisis-lines</a>.</p>
<b>Dental services</b>	<p>Contracted services include:</p> <ul style="list-style-type: none"> <li>• Prescriptions written by a dentist</li> <li>• ABCD Services provided by an ABCD certified provider</li> <li>• Medical/surgical services provided by a dentist</li> <li>• Hospital/Ambulatory Surgery Center facility charges</li> </ul> <p>All other dental services are covered by Apple Health without a managed care plan. Learn more:</p> <ul style="list-style-type: none"> <li>• Online at <a href="https://hca.wa.gov/dental-services">hca.wa.gov/dental-services</a>, or</li> <li>• Call HCA at 1-800-562-3022</li> </ul> <p>To find a provider that accepts Apple Health online:</p> <ul style="list-style-type: none"> <li>• <a href="https://DentistLink.org">DentistLink.org</a>, or</li> <li>• <a href="https://fortress.wa.gov/hca/p1findaprovider/">https://fortress.wa.gov/hca/p1findaprovider/</a></li> </ul>
<b>Eyeglasses and fitting services</b>	<p>For children 20 years of age and younger – Eyeglass frames, lenses, contact lenses, and fitting services are covered by Apple Health coverage without a managed care plan.</p> <p>For adults 21 years of age and over – Eyeglass frames and lenses are not covered by Apple Health, but if you wish to buy them, you can order them through participating optical providers at discounted prices. Visit: <a href="https://hca.wa.gov/assets/free-or-low-cost/optical_providers_adult_medicaid.pdf">hca.wa.gov/assets/free-or-low-cost/optical_providers_adult_medicaid.pdf</a>.</p>

Service	Additional information
<b>First Steps Maternity Support Services (MSS), Infant Case Management (ICM), and Childbirth Education (CBE)</b>	<p>MSS provides pregnant and postpartum individuals preventive health and education services in the home or office to help have a healthy pregnancy and a healthy baby.</p> <p>ICM helps families with children up to age one learn about, and how to use, needed medical, social, educational, and other resources in the community so the baby and family can thrive.</p> <p>CBE provides pregnant individuals and their support person(s) group classes when taught by an approved HCA CBE provider. Topics include warning signs in pregnancy, nutrition, breastfeeding/chestfeeding, birthing plan, what to expect during labor and delivery, and newborn safety.</p> <p>For providers in your area, visit <a href="https://hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/first-steps-maternity-and-infant-care">hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/first-steps-maternity-and-infant-care</a>.</p>
<b>Inpatient psychiatric care for children (Children’s Long-term Inpatient Program (CLIP) for ages 5 to 17 years of age)</b>	<p>Must be provided by Department of Health (DOH) certified agencies. Call us for help in accessing these services.</p>
<b>Long-Term Care Services and Supports (LTSS)</b>	<p>See page 48 of this booklet.</p>
<b>Sterilizations, age 20 and under</b>	<p>Must complete sterilization form 30 days prior or meet waiver requirements. Reversals not covered.</p>
<b>Transgender health services</b>	<p>Services include surgical procedures, post-operative complications, and electrolysis or laser hair removal in preparation for bottom surgery. Prior authorization is required. For prior authorization call 1-800-562-3022 or email <a href="mailto:transhealth@hca.wa.gov">transhealth@hca.wa.gov</a>.</p>

Service	Additional information
<b>Transportation for non-emergency medical appointments</b>	Apple Health pays for transportation services to and from needed non-emergency health care appointments. Call the transportation provider (broker) in your area to learn about services and limitations. Your regional broker will arrange the most appropriate, least costly transportation for you. A list of brokers can be found at <a href="https://hca.wa.gov/transportation-help">hca.wa.gov/transportation-help</a> .

## Long-term services and supports (LTSS)

Aging and Long-Term Support Administration (AL TSA) — Home and Community Services (HCS) provides long-term care services for people who are older and individuals with disabilities in their own homes, including an in-home caregiver, or in community residential settings. HCS also provides services to assist people in transitioning from nursing homes and assist family caregivers. These services are not provided by your health plan. To get more information about long-term care services, call your local HCS office.

### LTSS

AL TSA Home and Community Services must approve these services. Call your local HCS office for more information:

**Region 1** — Adams, Asotin, Benton, Chelan, Columbia, Douglas, Ferry, Franklin, Garfield, Grant, Kittitas, Klickitat, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Walla Walla, Whitman, Yakima — 1-509-568-3767 or 1-866-323-9409

**Region 2N** — Island, San Juan, Skagit, Snohomish, and Whatcom — 1-800-780-7094; Nursing Facility Intake

**Region 2S** — King — 1-206-341-7750

**Region 3** — Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce, Thurston, Skamania, Wahkiakum — 1-800-786-3799

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# Developmental disability services

**Developmental Disabilities Administration (DDA)** aims to help children and adults with developmental disabilities and their families get services and supports based on need and choice in their community. To get more information about services and supports, visit [dshs.wa.gov/dda/](https://dshs.wa.gov/dda/) or call your local DDA office listed below.

## Services for people with developmental disabilities

The Developmental Disabilities Administration (DDA) must approve these services. If you need information or services, please contact your DDA local office:

**Region 1** — Asotin, Chelan, Douglas, Ferry, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Whitman — 1-800-319-7116 or email [R1ServiceRequestA@dshs.wa.gov](mailto:R1ServiceRequestA@dshs.wa.gov)

**Region 1** — Adams, Benton, Columbia, Franklin, Garfield, Grant, Kittitas, Klickitat, Walla Walla, Yakima — 1-866-715-3646 or email [R1ServiceRequestB@dshs.wa.gov](mailto:R1ServiceRequestB@dshs.wa.gov)

**Region 2N** —: Island, San Juan, Skagit, Snohomish, Whatcom — 1-800-567-5582 or email [R2ServiceRequestA@dshs.wa.gov](mailto:R2ServiceRequestA@dshs.wa.gov)

**Region 2S** — King — 1-800-974-4428 or email [R2ServiceRequestB@dshs.wa.gov](mailto:R2ServiceRequestB@dshs.wa.gov)

**Region 3** — Kitsap, Pierce — 1-800-735-6740 or email [R3ServiceRequestA@dshs.wa.gov](mailto:R3ServiceRequestA@dshs.wa.gov)

**Region 3** — Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Lewis, Mason, Pacific, Skamania, Thurston, Wahkiakum — 1-888-707-1202 or email [R3ServiceRequestB@dshs.wa.gov](mailto:R3ServiceRequestB@dshs.wa.gov)

## Early learning programs

Department of Children, Youth, and Families (DCYF) provides services and programs for children under the age of five.

**Early Childhood Education and Assistance Program (ECEAP) and Head Start** are Washington's pre-kindergarten programs that prepare three and four-year-old children from low-income families for success in school and in life. ECEAP is open to any preschool aged child and family if they meet the income limits. For information on ECEAP and Head Start preschools visit [dcyf.wa.gov/services/earlylearning-childcare/eceap-headstart](https://dcyf.wa.gov/services/earlylearning-childcare/eceap-headstart).



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**Early Support for Infants and Toddlers (ESIT)** services are designed to enable children birth to three with developmental delays or disabilities to be active and successful during the early childhood years and in the future in a variety of settings. Settings may include their homes, childcare, preschool, or school programs, and in their communities. For more information visit [dcyf.wa.gov/services/child-development-supports/esit](https://dcyf.wa.gov/services/child-development-supports/esit).

**Home Visiting for Families** is voluntary, family-focused and offered to expectant parents and families with new babies and young children to support the physical, social, and emotional health of your child. For more information visit [dcyf.wa.gov/services/child-development-supports/home-visiting](https://dcyf.wa.gov/services/child-development-supports/home-visiting).

**Early Childhood Intervention and Prevention Services (ECLIPSE)** serves children birth to five years old who are at risk of child abuse and neglect and may be experiencing behavioral health issues due to exposure to complex trauma. Services are provided in King County and Yakima County. For more information visit [dcyf.wa.gov/services/early-learning-providers/eceap](https://dcyf.wa.gov/services/early-learning-providers/eceap).

Contact us and we can help connect you with these services.

## Excluded services and noncovered services (not covered)

The following services are not covered by Apple Health, or Apple Health without a managed care plan. If you get any of these services, you may have to pay the bill. Call UnitedHealthcare Community Plan with any questions or to see if there is a Value-Added Benefit option for a service that is not covered.

Service	Additional information
Alternative medicines	Acupuncture, religious based practices, faith healing, herbal therapy, homeopathy, massage, or massage therapy.
Chiropractic care for adults (21 and over)	
Elective cosmetic or plastic surgery	Including face lifts, tattoo removal, or hair transplants.

Service	Additional information
<b>Diagnosis and treatment of infertility, impotence, and sexual dysfunction</b>	
<b>Marriage counseling and sex therapy</b>	
<b>Nonmedical equipment</b>	Such as ramps or other home modifications.
<b>Personal comfort items</b>	
<b>Physical exams needed for employment, insurance, or licensing</b>	
<b>Services not allowed by federal or state law and its territories and possessions</b>	<p>U.S. Territories include:</p> <ul style="list-style-type: none"> <li>• Puerto Rico</li> <li>• Guam</li> <li>• U.S. Virgin Islands</li> <li>• Northern Mariana Islands</li> <li>• American Samoa</li> </ul>
<b>Services provided outside of the United States</b>	
<b>Weight reduction and control services</b>	Weight-loss drugs, products, gym memberships, or equipment for the purpose of weight reduction.

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## Accessing your health information

The Interoperability and Patient Access rule (CMS-9115-F) was passed in 2020 by the Centers for Medicare & Medicaid Services (CMS). The rule makes it easier for you to access and share your health data. For example, use your smart phone app to find out about claims, medications and more. This shared data is found with certain insurance plans. Apps can get information starting from 2016. The year apps can start collecting health data is based on when you enrolled in your current plan. Why share data between you, health care providers and the apps? It helps everyone work together to improve patient care. This may help reduce your health care costs, too.

To place a request to see and obtain a copy of certain PHI, you can contact us at **1-877-542-8997**, TTY **711**, or you can submit a written request. View our privacy policy online at [www.uhccommunityplan.com/privacy-policy](http://www.uhccommunityplan.com/privacy-policy) or [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).

## If you are unhappy with your provider, health plan, or any aspect of care

You or your authorized representative have the right to file a complaint. This is called a grievance. We will help you file a grievance. To file a grievance, call us at **1-877-542-8997**, TTY **711** or write to us at:

UnitedHealthcare Community Plan  
Grievances and Appeals  
P.O. Box 31364  
Salt Lake City, UT 84131-0364  
or Fax at 1-801-994-1082

### Grievances or complaints can be about:

- A problem with your doctor's office
- Getting a bill from your doctor
- Being sent to collections due to an unpaid medical bill
- The quality of your care or how you were treated
- The service provided by doctors or health plan
- Any other problems you have getting health care

We must let you know by phone or letter that we received your grievance or complaint within two working days. We must address your concerns as quickly as possible but cannot take more than 45 days. You can get a free copy of our grievance policy by calling us.

52 **Questions?** Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan), or call Member Services at **1-877-542-8997**, TTY **711**.

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## Ombuds

An Ombuds is a person who is available to provide free and confidential assistance with resolving concerns related to your behavioral health services. They can help if you have a behavioral health grievance, appeal, or fair hearing to resolve your concerns at the lowest possible level. The Ombuds is independent of your health plan. It is provided by a person who has had behavioral health services, or a person whose family member has had behavioral health services.

**Use the phone numbers below to contact an Ombuds in your area:**

<b>Region</b>	<b>Counties</b>	<b>Ombuds</b>
<b>Great Rivers</b>	Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum	<b>1-360-561-2257</b>
<b>Greater Columbia</b>	Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman, Yakima	<b>1-509-808-9790</b>
<b>King</b>	King	<b>1-206-265-1399</b>
<b>North Central</b>	Chelan, Douglas, Grant, Okanogan	<b>1-844-636-2038</b>
<b>North Sound</b>	Island, San Juan, Skagit, Snohomish, Whatcom	<b>1-360-528-1799</b>
<b>Pierce</b>	Pierce	<b>1-253-304-7355</b>
<b>Salish</b>	Clallam, Jefferson, Kitsap	<b>1-360-481-6561</b>
<b>Spokane</b>	Adams, Ferry, Lincoln, Pend Oreille, Spokane, Stevens	<b>1-509-655-2839</b>
<b>Southwest</b>	Clark, Klickitat, Skamania	<b>1-509-434-4951</b>
<b>Thurston-Mason</b>	Mason, Thurston	<b>1-360-489-7505</b>

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# Important information about denials, appeals, and administrative hearings

**A denial** is when your health plan does not approve or pay for a service that either you or your doctor asked for. When we deny a service, we will send you a letter telling you why we denied the requested service. This letter is the official notice of our decision. It will let you know your rights and information about how to request an appeal.

You have the right to ask for a review of any decision if you disagree, think it was not correct, not all medical information was considered, or you think the decision should be reviewed by another person. This is called an appeal. We will help you file an appeal.

**An appeal** is when you ask us to review your case again. You may appeal a denied service. You may call or write to let us know, but you must inform us of your appeal within 60 calendar days of the date of denial. We can help you file an appeal. Your provider or someone else may appeal for you if you sign to say you agree to the appeal. You only have 10 calendar days to appeal if you want to keep getting a service that you are receiving while we review our decision. We will reply in writing telling you we received your request for an appeal within five calendar days. In most cases we will review and decide your appeal within 14 calendar days. We must tell you if we need more time to make a decision. An appeal decision must be made within 28 calendar days.

You can request an appeal verbally or in writing. Send written appeal request to:

UnitedHealthcare Community Plan  
Grievances and Appeals  
P.O. Box 31364  
Salt Lake City, UT 84131-0364

We can help you file your appeal. To request an appeal verbally, call us at **1-877-542-8997**, TTY **711**.

**Note:** If you keep getting a service during the appeal process and you lose the appeal, **you may have to pay for the services you received.**

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**If it's urgent.** For urgent medical conditions, you or your doctor can ask for an expedited (quick) appeal by calling us. If your medical condition requires it, a decision will be made about your care within three days. To ask for an expedited appeal, tell us why you need the faster decision. If we deny your request, your appeal will be reviewed in the same time frames outlined above. You may file a grievance if you do not like our decision to change your request from an expedited appeal to a standard appeal. We will try to call you if we deny your request for an expedited appeal so we can explain why and help answer any questions. We must mail a written notice within two days of a decision.

If you disagree with the appeal decision, you have the right to ask for an administrative hearing. In an administrative hearing, an administrative law judge who does not work for us or HCA will review your case.

You have 120 days from the date of our appeal decision to request an administrative hearing. You only have 10 days to ask for an administrative hearing if you want to keep getting the service that you were receiving before our denial.

To ask for an administrative hearing you will need to tell the Office of Administrative Hearings that UnitedHealthcare Community Plan is involved; the reason for the hearing; what service was denied; the date it was denied; and the date that the appeal was denied. Also, be sure to give your name, address, and phone number.

Submit the request for a hearing by:

- Calling the Office of Administrative Hearings ([oah.wa.gov](http://oah.wa.gov)) at 1-800-583-8271

Or:

- Writing to:  
Office of Administrative Hearings  
P.O. Box 42489  
Olympia, WA 98504-2489

You may talk with a lawyer or have another person represent you at the hearing. If you need help finding a lawyer, visit [nwjustice.org](http://nwjustice.org) or call the NW Justice CLEAR line at 1-888-201-1014.

The administrative hearing judge will send you a notice explaining their decision. If you disagree with the hearing decision, you have the right to appeal the decision directly to HCA's Board of Appeals or by asking for a review of your case by an Independent Review Organization (IRO).

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**Important time limit:** The decision from the hearing becomes a final order within **21 days** of the date of mailing if you take no action to appeal the hearing decision.

If you disagree with the hearing decision, you may request an Independent Review. You do not need to have an independent review and may skip this step and ask for a review from HCA's Board of Appeals.

**An IRO** is an independent review by a doctor who does not work for us. To request an IRO, you must call us and ask for a review by an IRO within 21 days after you get the hearing decision letter. You must provide us any extra information within five days of asking for the IRO. We will let you know the IRO's decision.

You can contact us at **1-877-542-8997**, TTY **711** for assistance.

If you do not agree with the decision of the IRO, you can ask to have a review judge from HCA's Board of Appeals to review your case. You only have 21 days to ask for the review after getting your IRO decision letter. The decision of the review judge is final. To ask a review judge to review your case:

- Call 1-844-728-5212

Or:

- Write to:  
HCA Board of Appeals  
P.O. Box 42700  
Olympia, WA 98504-2700

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# Your rights

As an enrollee, you have a right to:

- Make decisions about your health care, including refusing treatment. This includes physical and behavioral health services.
- Be informed about all treatment options available, regardless of cost
- Choose or change your PCP
- Get a second opinion from another provider in your health plan
- Get services in a timely manner
- Be treated with respect and dignity. Discrimination is not allowed. No one can be treated differently or unfairly because of their race, color, national origin, gender, sexual preference, age, religion, creed, or disability.
- Speak freely about your health care and concerns without any bad results
- Have your privacy protected and information about your care kept confidential
- Ask for and get copies of your medical records
- Ask for and have corrections made to your medical records when needed
- Ask for and get information about:
  - Your health care and covered services
  - Your provider and how referrals are made to specialists and other providers
  - How we pay your providers for your medical care
  - All options for care and why you are getting certain kinds of care
  - How to get help with filing a grievance or complaint about your care or help in asking for a review of a denial of services or an appeal
  - Our organizational structure including policies and procedures, practice guidelines, and how to recommend changes
- Receive plan policies, benefits, services and Members' Rights and Responsibilities at least yearly
- Make recommendations regarding your rights and responsibilities as a UnitedHealthcare Community Plan member
- Receive a list of crisis phone numbers
- Receive help completing mental or medical advance directive forms



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# Your responsibilities

As an enrollee, you agree to:

- Talk with your providers about your health and health care needs
- Help make decisions about your health care, including refusing treatment
- Know your health problems and take part in agreed-upon treatment goals as much as possible
- Give your providers and UnitedHealthcare Community Plan complete information about your health
- Follow your provider's instructions for care that you have agreed to
- Keep appointments and be on time. Call your provider's office if you are going to be late or if you have to cancel the appointment.
- Give your providers information they need to be paid for providing services to you
- Bring your ProviderOne services card and UnitedHealthcare Community Plan member ID card to all of your appointments
- Learn about your health plan and what services are covered
- Use health care services when you need them
- Use health care services appropriately. If you do not, you may be enrolled in the Patient Review and Coordination Program. In this program, you are assigned to one PCP, one pharmacy, one prescriber for controlled substances, and one hospital for non-emergency care. You must stay in the same plan for at least 12 months.
- Inform the HCA if your family size or situation changes, such as pregnancy, births, adoptions, address changes, or you become eligible for Medicare or other insurance
- Renew your coverage annually using the Washington Healthplanfinder at [wahealthplanfinder.org](https://www.wahealthplanfinder.org), and report changes to your account such as income, marital status, births, adoptions, address changes, and becoming eligible for Medicare or other insurance

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# Advance directives

## What is an advance directive?

An advance directive puts your choices for health care into writing. The advance directive tells your doctor and family:

- What kind of health care you do or do not want if:
  - You lose consciousness
  - You can no longer make health care decisions
  - You cannot tell your doctor or family what kind of care you want
  - You want to donate your organ(s) after your death
  - You want someone else to decide about your health care if you can't

Having an advance directive means your loved ones or your doctor can make medical choices for you based on your wishes. There are three types of advance directives in Washington State:

1. Durable power of attorney for health care. This names another person to make medical decisions for you if you are not able to make them for yourself.
2. Health care directive (living will). This written statement tells people whether you want treatments to prolong your life.
3. Organ donation request.

Talk to your doctor and those close to you. You can cancel an advance directive at any time. You can get more information from us, your doctor, or a hospital about advance directives. You can also:

- Ask to see your health plan's policies on advance directives
- File a grievance with UnitedHealthcare Community Plan or HCA if your directive is not followed

The Physician Orders for Life Sustaining Treatment (POLST) form is for anybody who has a serious health condition and needs to make decisions about life-sustaining treatment. Your provider can use the POLST form to represent your wishes as clear and specific medical orders. To learn more about Advance Directives contact us.

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# Mental health advance directives

## What is a mental health advance directive?

A mental health advance directive is a legal written document that describes what you want to happen if your mental health problems become so severe that you need help from others. This might be when your judgment is impaired and/or you are unable to communicate effectively.

It can inform others about what treatment you want or don't want, and it can identify a person to whom you have given the authority to make decisions on your behalf.

If you have a physical health care advance directive, you should share that with your mental health care provider, so they know your wishes.

## How do I complete a mental health advance directive?

You can get a copy of the mental health advance directive form and more information on how to complete it at <https://www.hca.wa.gov/free-or-low-cost-health-care/i-need-behavioral-health-support/mental-health-advance-directives>.

UnitedHealthcare Community Plan, your behavioral health care provider, or your Ombuds can also help you complete the form. Contact us for more information.

# Preventing fraud, waste, and abuse

When fraud, waste, and abuse go unchecked, it costs taxpayer dollars. These dollars could be used for coverage of critical Apple Health benefits and services within the community. As enrollees you are in a unique position to identify fraudulent or wasteful practices. If you see any of the following, please let us know:

- If someone offers you money or goods in return for your ProviderOne services card or if you are offered money or goods in return for going to a health appointment
- You receive an explanation of benefits for goods or services that you did not receive
- If you know of someone falsely claiming benefits
- Any other practices that you become aware of that seem fraudulent, abusive, or wasteful

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If you suspect a fraud, waste and abuse event involving a care provider, please notify UnitedHealthcare Community Plan by calling our Fraud, Waste and Abuse Hotline: 800-455-4521 or 877-401-9430. Please also report the incident to all of the following entities within five (5) business days of learning of the event.

- Washington State Health Care Authority  
Email: [HotTips@hca.wa.gov](mailto:HotTips@hca.wa.gov)  
Telephone: 1-533-497-2345
- Medicaid Fraud Control Unit, Office of Attorney General  
Email: [MFCUreferrals@atg.wa.gov](mailto:MFCUreferrals@atg.wa.gov)

## We protect your privacy

We are required by law to protect your health information and keep it private. We use and share your information to provide benefits, carry out treatment, payment, and health care operations. We also use and share your information for other reasons as allowed and required by law.

Protected health information (PHI) refers to health information such as medical records that include your name, member number, or other identifiers used or shared by health plans. Health plans and HCA share PHI for the following reasons:

- Treatment – Includes referrals between your PCP and other health care providers.
- Payment – We may use or share PHI to make decisions on payment. This may include claims, approvals for treatment, and decisions about medical needs.
- Health care operations – We may use information from your claim to let you know about a health program that could help you.

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We may use or share your PHI without getting written approval from you under certain circumstances.

- Disclosure of your PHI to family members, other relatives and your close personal friends is allowed if:
  - The information is directly related to the family or friend’s involvement with your care or payment for that care; and you have either orally agreed to the disclosure or have been given an opportunity to object and have not objected
- The law allows HCA or UnitedHealthcare Community Plan to use and share your PHI for the following reasons:
  - When the U.S. Secretary of the Department of Health and Human Services (DHHS) requires us to share your PHI
  - Public Health and Safety which may include helping public health agencies to prevent or control disease
  - Government agencies may need your PHI for audits or special functions, such as national security activities
  - For research in certain cases, when approved by a privacy or institutional review board
  - For legal proceedings, such as in response to a court order. Your PHI may also be shared with funeral directors or coroners to help them do their jobs.
  - With law enforcement to help find a suspect, witness, or missing person. Your PHI may also be shared with other legal authorities if we believe that you may be a victim of abuse, neglect, or domestic violence.
  - To obey Workers’ Compensation laws

Your written approval is required for all other reasons not listed above. You may cancel a written approval that you have given to us. However, your cancellation will not apply to actions taken before the cancellation.

We take your privacy seriously. We protect oral, written, and electronic protected health information (PHI) throughout our business. To place a request to see and obtain a copy of certain PHI, you can contact us at **1-877-542-8997**, TTY **711**, or you can submit a written request. View our privacy policy online at [www.uhccommunityplan.com/privacy-policy](http://www.uhccommunityplan.com/privacy-policy) or [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).

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Mail us your written requests to exercise any of your rights, including modifying or cancelling a confidential communication, requesting copies of your records, or requesting amendments to your record, at the following address:

UnitedHealthcare  
Privacy Office MN017-E300  
P.O. Box 1459  
Minneapolis, MN 55440

If you believe we violated your rights to privacy of your PHI, you can:

- Call us and file a complaint. We will not take any action against you for filing a complaint. The care you get will not change in any way.
- File a complaint with the U.S. DHHS, Office for Civil Rights at: [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or write to:

U.S. Department of Health and Human Services  
200 Independence Ave SW  
Room 509F, HHH Building  
Washington, D.C 20201

Or:

Call 1-800-368-1019 (TDD 1-800-537-7697)

**Note:** This information is only an overview. We are required to keep your PHI private and give you written information annually about our privacy practices and your PHI. Please refer to your Notice of Privacy Practices for additional details. You may also contact us for more information at:

UnitedHealthcare Community Plan, **1-877-542-8997**, TTY **711**

UnitedHealth Group Call Center, **1-866-633-2446**, TTY **711**

UnitedHealthcare  
Privacy Office MN017-E300  
P.O. Box 1459  
Minneapolis, MN 55440

[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or [uhcommunityplan.com/wa/medicaid/imc](https://uhcommunityplan.com/wa/medicaid/imc)

UnitedHealthcare Community Plan

**1-877-542-8997, TTY 711**

**[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)**

or

**[uhccommunityplan.com/wa/medicaid/imc](https://uhccommunityplan.com/wa/medicaid/imc)**



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