

foster care youth + alumni

03.2021

Coordinated Care of Washington, Inc.



coordinated care™
Apple Health Core Connections™

**WE'VE
GOT YOU
COVERED**

Life is complicated.

Your health insurance *shouldn't* be.



YOUR health plan.

And the best part is, it's no cost to you!

a2A

- Through Apple Health Core Connections, you are part of our young adult program, a2A.
- You'll receive a call before your 18th birthday to invite you to join.

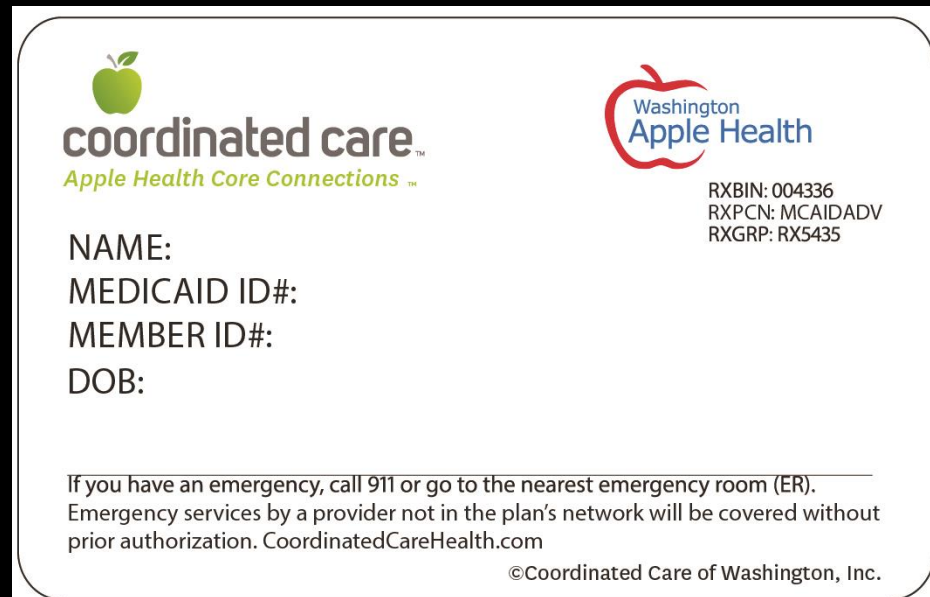
PROVIDERONE BENEFITS

Certain benefits are available to our members that are not covered through Coordinated Care. These benefits are provided by other community based services and programs.



*To receive all of your Apple Health (Medicaid) benefits, you'll need both your Provider One card and your Apple Health Core Connections ID Card.

APPLE HEALTH CORE CONNECTIONS ID CARD



NEED A NEW CARD?

Call us or use your online member account.

No doctor's office or pharmacy should ever turn you away.

**WE'VE GOT
YOU COVERED**

**FOR
THINGS
LIKE**





urgent care +
ER visits



doctor +
specialist visits



flu
shots



Substance use
disorder treatment
services



over the counter and
prescription meds



annual physical
exams



dental
visits



eye exams,
glasses, contacts



housing, employment
& education support



mental health
visits



transgender
health services



help to quit
smoking



family
planning



tracking down
medical records for
past services received



transportation to
appointments



URGENT CARE & EMERGENCY ROOM VISITS

You're covered for both!

But ER visits have longer wait times and usually more germs.

Get the right care at the right time.

ER



heavily bleeding
unconscious
trouble breathing

URGENT CARE



cuts and burns
sprained ankle
cold symptoms





TELEHEALTH: VIRTUAL CARE

Get telehealth services from wherever you are!

- Your doctor may offer telehealth
- Teladoc doctors are in-network and Washington-based
- Available 24-hours for *non-emergency* issues
- Connect without having to travel
- Access via the mobile app, phone or web

[Teladoc.com/coordinatedcare](https://www.teladoc.com/coordinatedcare)

Use Teladoc for issues like:

- Colds, flu and fevers
- Sinus problems, allergies
- Upper respiratory infections, bronchitis
- Smoking cessation
- Rash, skin conditions (dermatology)
- Behavioral health*



DOCTOR & SPECIALIST VISITS

See doctors and specialists when you're sick

AND to prevent sickness.



illness



annual checkups



preventative care



DOCTOR & SPECIALIST VISITS

Choose providers that are in the Coordinated Care Network.

**WE HAVE
THOUSANDS OF**

- **Doctors**
- **Hospitals**
- **Pharmacies**
- **Clinics**
- **Specialists**

**LOCATE A PROVIDER WHO WORKS
WITH COORDINATED CARE**

1-844-354-9876

AHCCTeam@coordinatedcarehealth.com

**[CoordinatedCareHealth.com/
AppleHealthCoreConnections](https://CoordinatedCareHealth.com/AppleHealthCoreConnections)**





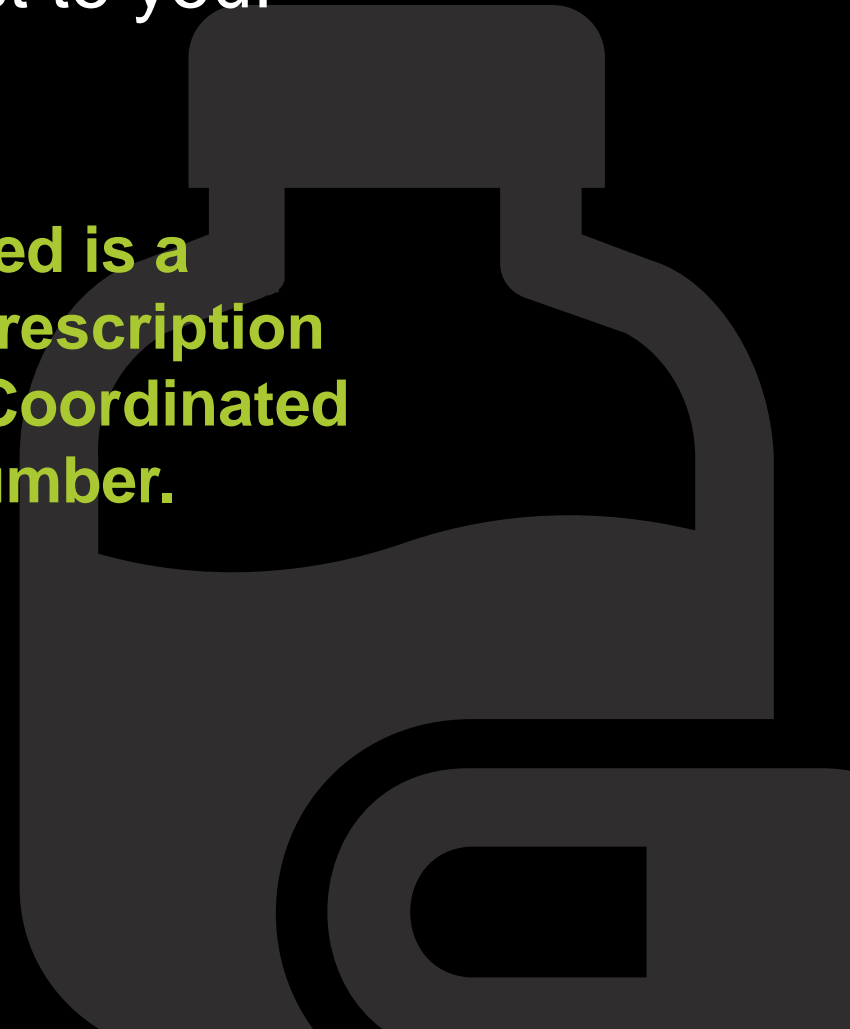
OVER THE COUNTER & PRESCRIPTION MEDS

Find an in-network pharmacy so there is no cost to you!

MANY OVER THE COUNTER MEDICATIONS ARE ALSO COVERED

- Pain relief (ibuprofen, aspirin, etc.)
- Antacids
- Allergy and cold medicines
- Athlete's foot cream
- Diabetic testing supplies
- Prenatal vitamins

All you need is a doctor's prescription and your Coordinated Care ID number.





DENTAL VISITS

Just like with your doctor, see a dentist when you're experiencing pain

AND to prevent future dental issues.



routine exams



1-2 cleanings per year



x-rays



fillings

We can help you find a dental provider. Just give us a call.



EYE EXAMS, GLASSES & CONTACTS

No cost glasses or contact lenses—just for you!
Just get them before your 21st birthday.

YOUR BENEFITS INCLUDE

- Eye exams
 - 0 - 20 years old
 - eye exam 1x per calendar year
 - 21+ years old
 - eye exam once every two calendars years
- Other medically necessary eye care





MENTAL HEALTH VISITS

We want both your **MIND** and your **BODY** to be as healthy as possible.

WE CAN HELP COORDINATE THE FOLLOWING MENTAL HEALTH SERVICES



therapy



medication
management



Substance use disorder
Treatment services



inpatient
psychiatric care

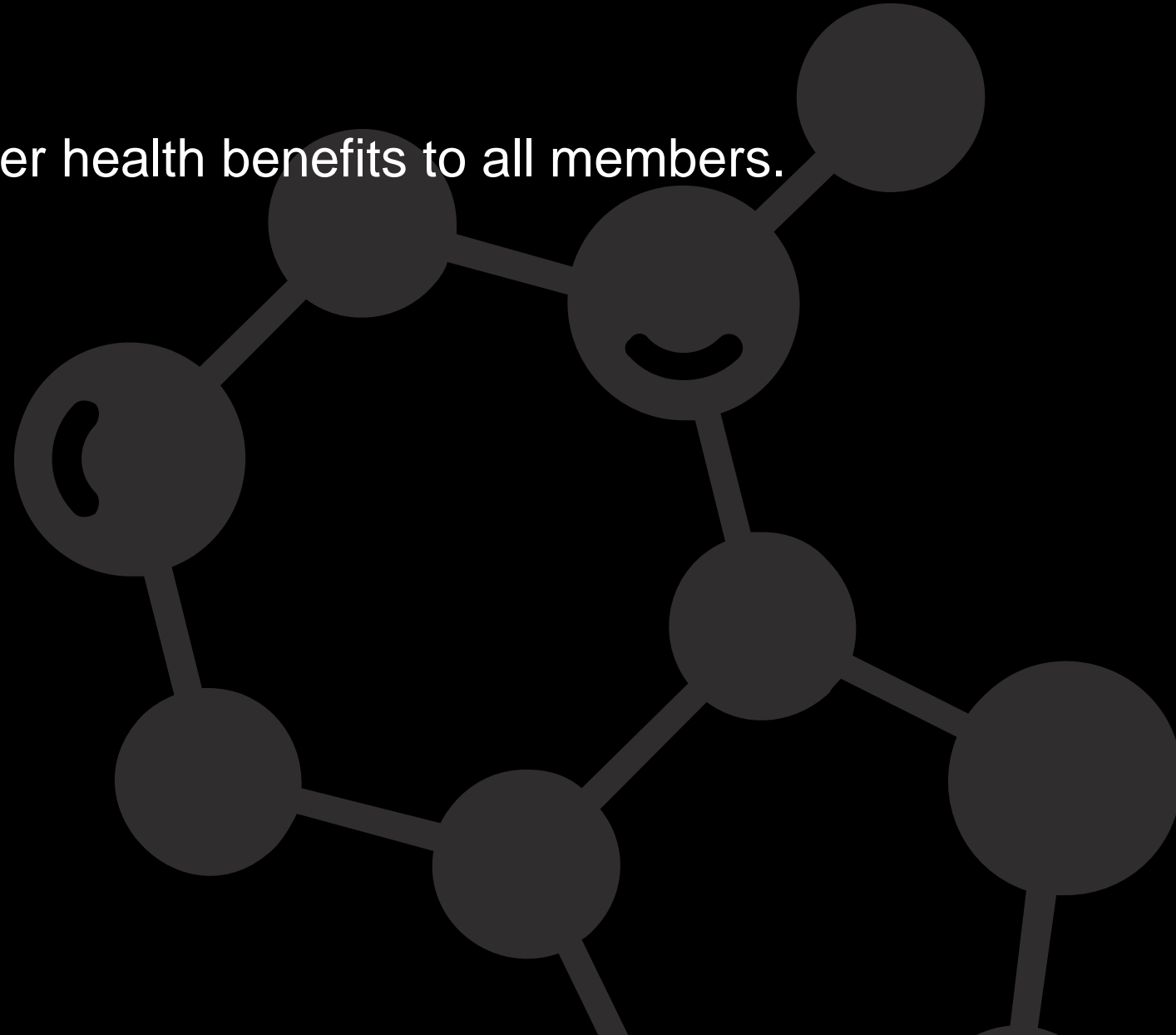


TRANSGENDER HEALTH SERVICES

We also offer transgender health benefits to all members.

SERVICES INCLUDE

- Hormone therapy
- Mental health services
- Surgical services
(covered through ProviderOne)

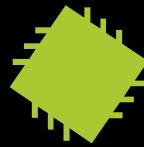




HELP TO QUIT SMOKING

Are you ready to quit smoking?

We can help.



no cost medication
(gum, lozenges, patch)



personal coach for
encouragement and support



personalized help for
teens wanting to quit

*Don't forget... smoking doesn't just refer to cigarettes.
It includes hookah, e-cigarettes, and vaping which can all be harmful to your health.*



FAMILY PLANNING & SAFE SEX

Make a plan with your family or wait until the time is right.

BENEFITS INCLUDE

- Birth control
 - No cost with prescription
 - OTC without a prescription
 - Birth control pills, ring, shots, IUDs, long acting birth control/implant, emergency contraceptive, condoms, spermicide
- Pregnancy testing
- Maternity support services
- Sterilization
- Pregnancy terminations

ALREADY PREGNANT?

We have a special program to help called Start Smart for Your Baby!



TRANSPORTATION TO APPOINTMENTS

You may qualify for *no cost rides* to your appointments.



bus
tickets



gas
vouchers



mileage
reimbursement



volunteer
drivers



commercial
bus + air



accessible
vehicle



taxi
cab

Appointments include doctor, dentist, hospital and/or drug store visits for medically necessary services.

To arrange transportation, contact your Regional Broker, or us.

**YEP,
YOU'RE
COVERED**



FOR THESE TOO



care management &
MemberConnections



online member
account



Rewards
Program



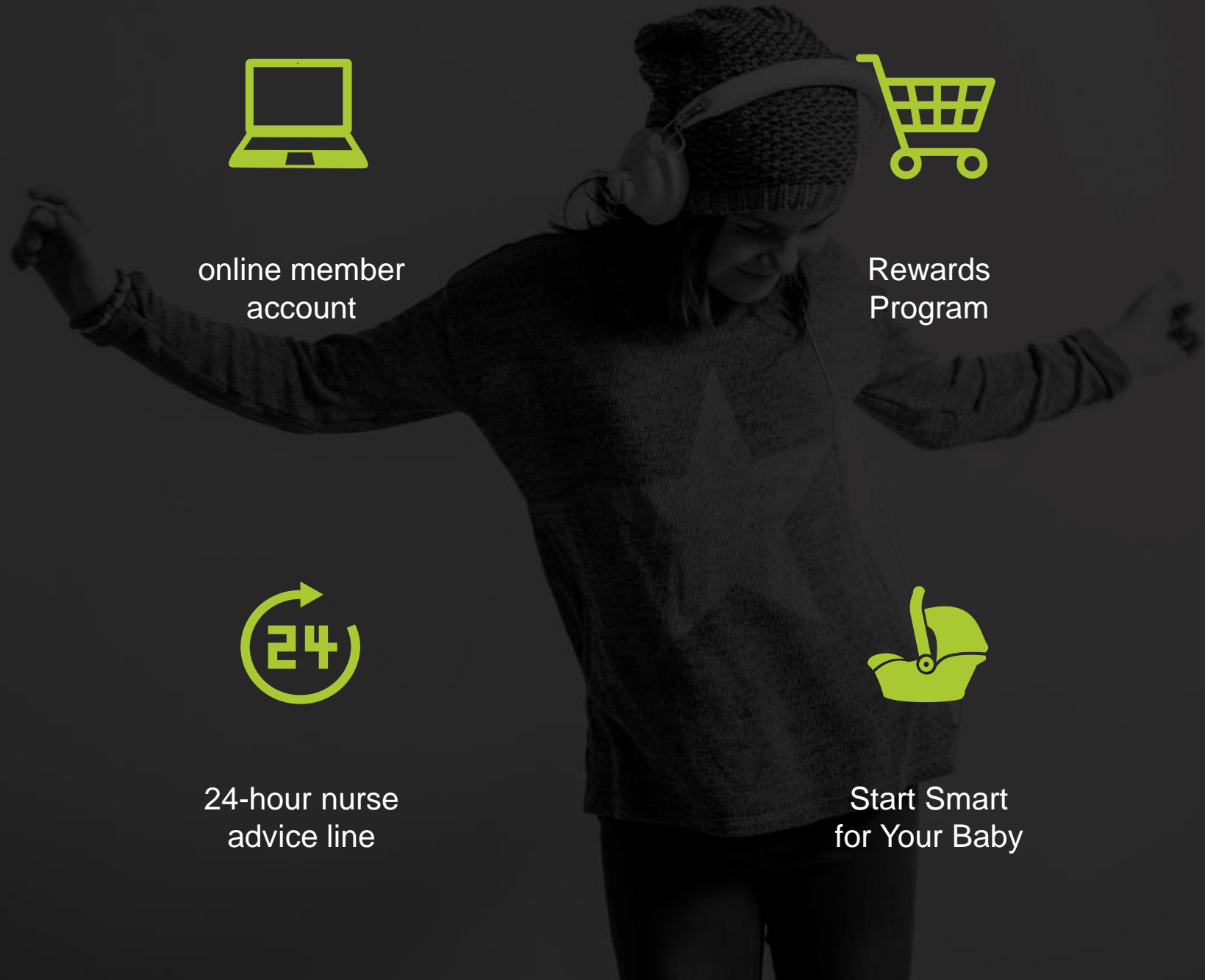
Safelink
cell phone



24-hour nurse
advice line



Start Smart
for Your Baby





CARE MANAGEMENT & MEMBER CONNECTIONS

Receive personalized help managing your benefits, resources, and health conditions

HOW WE CAN HELP

- Find doctors and specialists
- Community resources like housing, food and clothing
- Advocate for you
- Health education and support
- Someone to call for help

For help locating medical, dental, and behavioral health providers:

CALL

1-844-354-9876

EMAIL

AHCCTeam@coordinatedcarehealth.com



ONLINE MEMBER ACCOUNT

Access your benefits and get a new ID card 24/7 through your account

BENEFITS INCLUDE

- Easily view and order new ID cards
- Securely communicate with health plan
- Online Health Library

Must be 18+ to access your online member account





REWARDS PROGRAM

Earn rewards for staying healthy!

\$15

For completing an
initial Health Risk
Assessment
(1 per lifetime)

\$25

For an annual well
care visit
(Infants and up)

\$10

For annual
flu shot
(ages 6 months-99 years)

Visit CoordinatedCareHealth.com/Rewards for more details.



SAFELINK CELL PHONE

Get a cell phone with 350 minutes + unlimited texting!

BENEFITS INCLUDE

- No cost cell phone
- 350 minutes per month and unlimited texting
- 4.5 GBs data per month
- Unlimited calls to Coordinated Care Member Services or 24-Hour Nurse Advice Line





24-HOUR NURSE ADVICE LINE

Call our registered nurses anytime for medical + mental health support.

OUR NURSES CAN HELP

- Decide if you should go to a primary care provider, ER or urgent care
- Answer questions about medical situations
- Find a doctor

CALL OUR NURSE ADVICE LINE

1-844-354-9876

**Press 2 for member services, then 4 again for nurse line after hours*



START SMART FOR YOUR BABY

We've got goodies for pregnant members and new parents!

BENEFITS INCLUDE

- No cost car seat
- Pregnancy testing at a health care clinic
- Case management and support for your pregnancy
- No cost electric breast pump
- Prenatal vitamins
- Puff Free Pregnancy[®] to help quit smoking
- Education + resources
- In-home monitoring and support as needed



Take advantage of these programs and services.

You're worth it!

ENROLLMENT

Think you may qualify for Apple Health Core Connections?

**CONTACT THE HEALTH CARE AUTHORITY
FOSTER CARE MEDICAL TEAM**

1-800-562-3022 ext. 15480

fcmt@hca.wa.gov

ENROLLMENT

Don't qualify for Apple Health Core Connections?

You may still qualify for regular Apple Health (Medicaid).

www.wahealthplanfinder.org

or

CONTACT

1-877-644-4613

KNOW YOUR RIGHTS

A person with their arms raised in a celebratory gesture against a brick wall. The person is wearing a light-colored long-sleeved shirt and dark jeans. The background is a dark, textured brick wall.

YOU HAVE THE RIGHT TO

- Medical care whenever you need it and have health coverage through the month of your 26th birthday.
- Be respected by your health care provider.
- Be informed of all risks and benefits of any medications that are prescribed or recommended to you.
- A copy of all medical records while you were in the custody of Department of Children, Youth, and Families (DCYF) when you exit care.

See your rights and responsibilities <https://www.coordinatedcarehealth.com/members/foster-care/member-resources/member-rights-and-responsibilities.html>

Mental health and reproductive health are protected. A signed release may be required to share this information.

CONNECT WITH US

APPLE HEALTH CORE CONNECTIONS

1-844-354-9876

AHCCTeam@coordinatedcarehealth.com

@CoordinatedCare
on **[Facebook](#)** and **[Twitter](#)**

HCA FOSTER CARE MEDICAL TEAM

(eligibility and enrollment)

1-800-562-3022, ext. 15480

FCMT@hca.wa.gov

(509) 774-7297

APPLE HEALTH CORE CONNECTIONS LIAISONS

REGION 01 and 02 and 03

Michelle Wiley-Bunting

509-774-7297

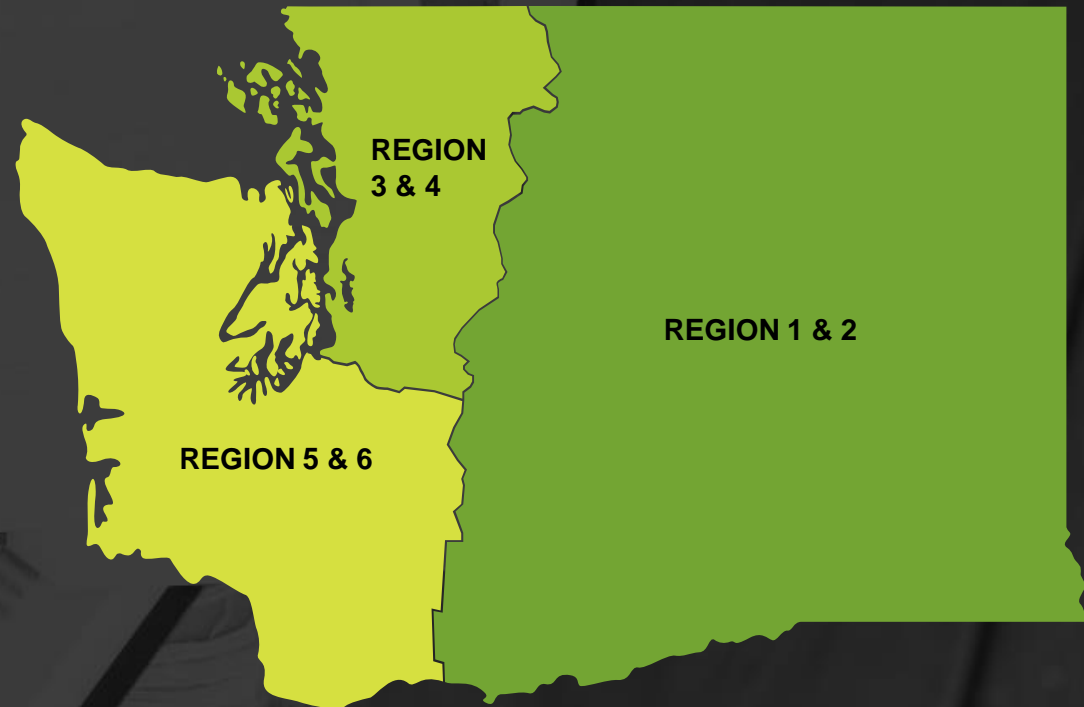
Michelle.M.WileyBunting@coordinatedcarehealth.com

REGION 04 and 05 and 06

Jen Estroff

206-492-9019

JEstroff@coordinatedcarehealth.com



COMMUNITY EDUCATORS

CENTRAL AND EASTERN WA

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WESTERN WA

Lindsey Greene

206-200-4902

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