

Informing Families

Building Trust

A Partnership for Better Communication
on Developmental Disabilities Issues in Washington State

Ready...Set...Know...

What to Expect and How to Respond to Changes in Medicaid

In the coming months, our state is moving to managed health care for individuals who receive SSI-Medicaid (but *not* Medicaid/Medicare). It's called the Healthy Options program. This bulletin is Part One of a three-part series to help keep you informed and prepared over the coming weeks and months.

The move to managed care is mandatory for everyone on SSI who does not live in a nursing home or Residential Habilitation Center. The following steps outline what to expect and how to respond after you receive your Healthy Options enrollment packet.

STEP 1: AWAIT NOTIFICATION

About thirty days prior to the effective date in your region (see inset to right) the Health Care Authority (HCA) will send you an enrollment packet that includes a handbook and a letter notifying you of the health care plan you've been enrolled in.

STEP 2: CONTACT YOUR CURRENT PROVIDER

Each plan has its own provider network of doctors, clinics, hospitals, pharmacies and specialists. After you receive notification, contact your current health care provider to find out if s/he contracts with the plan you've been enrolled in. Or, contact the plan for information about its provider network (see your Healthy Options handbook).

STEP 3: KEEP THE PLAN YOU'VE BEEN ASSIGNED OR REQUEST A CHANGE

If your provider is not in the plan, ask which plans s/he is with, and request a change to that plan (if it's available in your area). Instructions for requesting a change will be provided in your enrollment letter.

STEP 4: STAY INFORMED

Sign up for the *Informing Families, Building Trust* listserve at www.informingfamilies.org, find us on Facebook, and look for our bulletins in the mail.



What is Managed Care?

Managed health care allows you to pick a health plan and go to one clinic or doctor who is part of the plan's provider network, and you are guaranteed health care services and coordination. Your primary care provider (PCP) will give you the health care you need or have you go to a specialist. Visit the Health Care Authority's website for more information about managed care and Healthy Options plans in your area: www.hca.wa.gov/managed_care.