



Delayed Enrollment of Washington UnitedHealthcare Community Plan Members Affecting in-Network Pharmacies

On April 1, 2016, the Washington Health Care Authority implemented a change in their enrollment eligibility policy with the goal of enrolling members into Washington Apple Health Medicaid managed care plans as soon as possible. Under the terms of the revised policy, when a member enrolls in UnitedHealthcare Community Plan, the member's eligibility would retroactively become effective on the first day of the month the member was approved for coverage, regardless of the approval date within the month. Previously, a UnitedHealthcare Community Plan member's eligibility would start either on the first day of the current month or the first day of the following month, based on whether the member was approved for coverage in the first or second half of that month.

Since the change, we have experienced system issues that have resulted in some UnitedHealthcare Community Plan members not being automatically loaded or loaded with an incorrect effective date in our enrollment files. As a result, we are manually loading our members, which may delay their enrollment by as much as three days and cause eligibility questions for you and some of our members trying to obtain a prescription.

We are working to resolve these enrollment issues as quickly as possible and will inform you when they are resolved.

What you need to do:

If you're unable to confirm current eligibility when processing prescriptions for a UnitedHealthcare Community Plan member, please call Member Services at **877-542-8997** for assistance. When you connect to our automated system, please follow these steps:

- When asked if you are calling as a health care professional, say "no."
- When asked what the member ID is for the individual you're calling about, state the member's ID number from their member health care ID card or enter their member ID number using the key pad on your phone. If you do not have the member's ID number, say "I don't have it."
- When asked the reason why you're calling, say "pharmacy."

You will then be connected to a Member Services representative who can assist you with eligibility verification.

We sincerely apologize for any inconvenience this may have caused. Thank you for your continued support of UnitedHealthcare Community Plan members.