



Washington



# UnitedHealthcare Community Plan

**Washington Apple Health  
Behavioral Health Services Only**

Enrollee Medical and Behavioral Health Handbook

2021

CSWA21MC4888495\_000

**United  
Healthcare  
Community Plan**



Behavioral Health Only

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**

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:

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់លោកស្រីអ្នកទាក់ទង UnitedHealthcare Community Plan ឬលេខ 1-877-542-8997 ប្រសិនបើអ្នកចង់ 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، لطفاً با UnitedHealthcare Community Plan با این شماره تماس حاصل نمایید: 1-877-542-8997 وسیله ارتباطی برای ناشنویان 711 TTY:



---

# Table of contents

|  |                    |
|--|--------------------|
| Welcome to UnitedHealthcare Community Plan and Washington Apple Health . . . . .   | <a href="#">8</a>  |
| Important contact information . . . . .  | <a href="#">9</a>  |
| My health care providers . . . . .   | <a href="#">10</a> |
| How to use this book . . . . .   | <a href="#">11</a> |
| Getting started . . . . .  | <a href="#">13</a> |
| You will need two cards to access services, your UnitedHealthcare Community Plan Card and your ProviderOne Services Card . . . . . | <a href="#">13</a> |
| 1. Your UnitedHealthcare Community Plan ID Card . . . . .  | <a href="#">13</a> |
| 2. Your ProviderOne Services Card . . . . .  | <a href="#">13</a> |
| If you need a new ProviderOne Services Card . . . . .  | <a href="#">14</a> |
| Changing Behavioral Health Services plans . . . . .  | <a href="#">14</a> |
| Using private health insurance and your UnitedHealthcare Community Plan coverage . . . . .   | <a href="#">15</a> |
| How to get Behavioral Health Services . . . . .  | <a href="#">16</a> |
| Behavioral Health Services and your Primary Care Provider (PCP) . . . . .  | <a href="#">16</a> |
| How to get Behavioral Health Services . . . . .  | <a href="#">16</a> |
| Services you can get without a referral . . . . .  | <a href="#">17</a> |
| Telemedicine . . . . .   | <a href="#">17</a> |
| Apple Health services covered without a managed care plan (also called Fee-For-Service) . . . . .                                  | <a href="#">17</a> |
| You must go to a UnitedHealthcare Community Plan Behavioral Health provider or hospital . . . . .                                  | <a href="#">18</a> |
| Payment for Behavioral Health Services . . . . .   | <a href="#">18</a> |
| Quality Improvement programs . . . . .   | <a href="#">19</a> |
| Utilization management programs . . . . .  | <a href="#">19</a> |
| Information for American Indians and Alaska Natives . . . . .  | <a href="#">20</a> |
| Getting care in an emergency or when you are away from home . . . . .  | <a href="#">20</a> |
| County crisis line phone numbers . . . . .   | <a href="#">21</a> |

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

---

|   |                    |
|---|--------------------|
| Expectations for when a health plan provider will see you                                     | <a href="#">22</a> |
| Prescriptions   | <a href="#">22</a> |
| Benefits covered by UnitedHealthcare Community Plan   | <a href="#">23</a> |
| General services and emergency care   | <a href="#">23</a> |
| Behavioral Health   | <a href="#">24</a> |
| The below services may be available to support your treatment for Behavioral Health Services: | <a href="#">26</a> |
| Laboratory services   | <a href="#">26</a> |
| Additional services we offer  | <a href="#">27</a> |
| Care Management   | <a href="#">27</a> |
| Online and mobile tools   | <a href="#">27</a> |
| Care Coordination for complex case management services  | <a href="#">28</a> |
| Apple Health services covered without a managed care plan                                     | <a href="#">29</a> |
| Excluded services (not covered)   | <a href="#">31</a> |
| If you are unhappy with us  | <a href="#">32</a> |
| Ombuds  | <a href="#">32</a> |
| Important information about denials, appeals and administrative hearings                      | <a href="#">34</a> |
| Your rights   | <a href="#">36</a> |
| Your responsibilities   | <a href="#">37</a> |
| Advance Directives  | <a href="#">38</a> |
| What is an Advance Directive?   | <a href="#">38</a> |
| Mental health Advance Directives  | <a href="#">39</a> |
| What is a mental health Advance Directive?  | <a href="#">39</a> |
| How do I complete a mental health Advance Directive?  | <a href="#">39</a> |
| Preventing fraud, waste and abuse   | <a href="#">39</a> |
| We protect your privacy   | <a href="#">40</a> |

# Welcome to UnitedHealthcare Community Plan and Washington Apple Health

---

## Welcome!

You are receiving this handbook because you recently enrolled in Washington Apple Health (Medicaid) Behavioral Health Services Only (BHSO). UnitedHealthcare Community Plan works with Apple Health to provide your BHSO coverage. This handbook will provide more detail about your covered benefits.

Most Apple Health BHSO clients are enrolled with “managed care.” This means Apple Health pays your monthly premium for your coverage, which includes Behavioral Health Services (mental health and substance use disorder treatment). Clients in managed care must see providers who are in their plan’s provider network. To see providers outside of your plan’s network, pre-approval needs to be obtained.

UnitedHealthcare Community Plan will get in touch with you in the next few weeks. You can ask us any questions you have, or get help making appointments. If you need to speak with us before we call you, our phone lines are open 8:00 a.m.–5:00 p.m., Monday–Friday.

**If you do not speak English**, 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, call us at **1-877-542-8997**, TTY **711**. We will provide language assistance at no cost to you.

We can also assist you in finding 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 arrange for an interpreter to be at your appointments. Let your health care provider know you need an interpreter when you schedule your appointment.

If you have any questions about our interpreter services program please visit our website at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or [uhccommunityplan.com/wa/medicaid/bhso](https://uhccommunityplan.com/wa/medicaid/bhso). You can also visit the HCA Interpreter Services website [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 information in other formats or help to understand the information we provide to you.** 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

|   | Customer Service Hours               | Customer Service Phone Numbers                        | Website Address  |
|---|--------------------------------------|---|--|
| UnitedHealthcare Community Plan                           | 8:00 a.m.–5:00 p.m.<br>Monday–Friday | <b>1-877-542-8997</b><br>TTY <b>711</b>               | <a href="http://myuhc.com/CommunityPlan">myuhc.com/CommunityPlan</a> or <a href="http://uhccommunityplan.com/wa/medicaid/bhso">uhccommunityplan.com/wa/medicaid/bhso</a> |
| Health Care Authority (HCA) Apple Health Customer Service | 7:00 a.m.–5:00 p.m.<br>Monday–Friday | <b>1-800-562-3022</b><br>TRS <b>711</b>               | <a href="http://hca.wa.gov/apple-health">hca.wa.gov/apple-health</a>   |
| Washington Health Benefit Exchange                        | 8:00 a.m.–6:00 p.m.<br>Monday–Friday | <b>1-855-923-4633</b><br>TTY<br><b>1-855-627-9604</b> | <a href="http://wahealthplanfinder.org">wahealthplanfinder.org</a>   |



---

## My health care providers

We suggest you write down the name and phone number of your doctors 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/bhso](http://uhccommunityplan.com/wa/medicaid/bhso). 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 book

This handbook is your guide to services. When you have a question, check the list below for quick references and to see who can help.

| 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 14.</li><li>• How to get Apple Health covered services not included through your plan. See page 17.</li><li>• Your ProviderOne Services Card. See page 13.</li></ul> | <p>HCA at:</p> <p>ProviderOne Client Portal is available at:<br/><a href="http://www.waproviderone.org/client">www.waproviderone.org/client</a></p> <p>If you still have questions or need further help, call toll-free 1-800-562-3022.</p>              |
| <ul style="list-style-type: none"><li>• Choosing or changing your providers. See page 16.</li><li>• Covered services. See page 23.</li><li>• Making a complaint. See page 32.</li><li>• Appealing a decision by your health plan that affects your benefits. See page 34.</li></ul>      | <p>UnitedHealthcare Community Plan at<br/><b>1-877-542-8997, TTY 711</b></p> <p>Or go online to<br/><a href="http://myuhc.com/CommunityPlan">myuhc.com/CommunityPlan</a> or<br/><a href="http://uhccommunityplan.com/wa">uhccommunityplan.com/wa</a></p> |

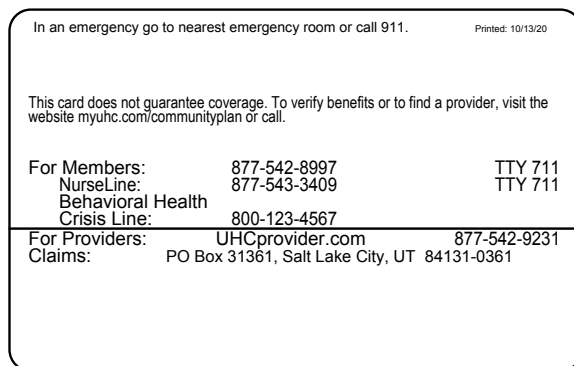
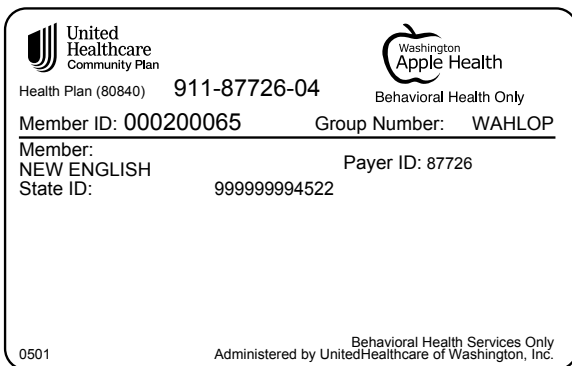
| If you have any questions about ...   | Contact ...   |
|---|---|
| <ul style="list-style-type: none"> <li>• Your Behavioral Health Services.<br/>(Mental Health or Substance Use Disorder)<br/>See page 16.</li> <li>• Referrals to specialists.<br/>See page 16.</li> </ul>                   | <p>Your behavioral health provider.</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">uhccommunityplan.com/wa</a></p> <p>You can also call UnitedHealthcare Community Plan's 24-hour Nurse Advice Line 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 Health Benefit Exchange at 1-855-WAFINDER (1-855-923-4633)</p> <p>Or go online to <a href="http://www.wahealthplanfinder.org">www.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 ID Card

Your member ID card should arrive within 30 days of your enrollment date. Your ID card will have your member ID number on it, and if any information is incorrect on your member ID card, call us right away. Carry your ID card at all times and show it each time you get care. If you are eligible and need care before the card comes, contact us at **1-877-542-8997**, TTY **711**, or by sending a message to our call center through [MyUHC.com](https://myuhc.com). Your provider can also contact us to check eligibility at any time.



### 2. Your ProviderOne Services Card

You will also receive a ProviderOne Services Card in the mail.

About 7 to 10 days after you are found eligible for Apple Health coverage, a services card will be mailed to you. This is a plastic ID card that looks similar to other health insurance ID cards. Keep this card, if you have received a ProviderOne Services Card in the past HCA will not send you a new one. 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.



Questions? Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), 13 or call Member Services at **1-877-542-8997**, TTY **711**.

[Table of contents](#)

---

## Using the ProviderOne Services Card

You may access a digital copy of your services card through the **WAHPlanfinder mobile app**, more information is available at [wahbexchange.org/mobile/](http://wahbexchange.org/mobile/). No need to order a replacement when you have a digital copy with you at all times! The number on the card is your ProviderOne client number. It will always be nine digits long and end in “WA.” You can look online to check that your enrollment has started or switch your health plan through the ProviderOne Client Portal at [www.waproviderone.org/client](http://www.waproviderone.org/client).

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

## If you need a new ProviderOne Services Card

If you don't receive your card, the information is incorrect, or you lose your card, there are several ways to request a replacement:

- Use the ProviderOne client portal at [www.waproviderone.org/client](http://www.waproviderone.org/client)
- Request a change online at [www.waproviderone.org/client](http://www.waproviderone.org/client)
  - Select the topic “Services Card”
- Call the toll-free IVR line at 1-800-562-3022, follow the prompts

There is no charge for a new card. It takes 7 to 10 days to get the new card in the mail. Your old card will stop working when you ask for a new one.

## Changing Behavioral Health Services plans

You have the right to change your Behavioral Health Services Only plan (BHSO) at any time. You have the right to change health plans without interruption of care, as noted in HCA's Transition of Care policy. Your new plan may start as soon as the first of the next month.

**Make sure you are enrolled in the newly requested plan 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](http://wahealthplanfinder.org)
- Request a change online: [https://fortress.wa.gov/hca/p1contactus/Client\\_WebForm](https://fortress.wa.gov/hca/p1contactus/Client_WebForm)
  - Select the topic “Enroll/Change Health Plans”
- Call the Health Care Authority at 1-800-562-3022 (TRS 711)

**Note:** If you are enrolled in the Patient Review and Coordination program, you must stay with the same health plan for one year. If you move, please contact us.

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

---

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

Some enrollees may also have private insurance. We may coordinate with your other insurance to help cover some co-pays, deductibles and services your private health insurance does not cover.

Make sure your behavioral health care providers are either a member of UnitedHealthcare Community Plan's provider network or willing to bill us for any co-pays, deductibles, or balances that remain after your primary coverage pays your health care bill. This will help you avoid any out-of-pocket costs. If you are Medicare eligible, remember your doctor must bill Medicare first.

When you go to your doctor or other medical provider(s), show all of your cards including your:

- 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.

# How to get Behavioral Health Services

---

## Behavioral Health Services and your Primary Care Provider (PCP)

Behavioral health includes mental and substance use disorder treatment services. Most behavioral health service enrollees may already have a Primary Care Provider (PCP) from another medical network, such as Medicare, private health insurance, Indian Health Centers, or Apple Health without a managed care plan (also called Fee-For-Service). We will coordinate your mental health and substance use disorder treatment with your PCP, if necessary. Please call us at **1-877-542-8997**, TTY **711** if you need help.

One of our behavioral health providers will take care of your behavioral health needs including mental health services and substance use disorder treatment services. If you need counseling, testing or need to see a behavioral health specialist, we will coordinate your behavioral health care needs.

## How to get Behavioral Health Services

If you need Behavioral Health Services you don't need a referral to see behavioral health specialists in your plan or to access drug and alcohol treatment services. Required care is 100% covered. If you need behavioral health care, your PCP and UnitedHealthcare Community Plan can help coordinate your care.

If we do not have a behavioral health specialist in our network who can give you the care you need, we will get you the care you need from a specialist outside the UnitedHealthcare Community Plan network using the pre-approval process. We 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.

If we deny this request and you disagree with our decision, you have the right to appeal. This means you can ask us to have a different person review the request. See page 32 for more information. If your PCP refers you to a provider outside our network, check with UnitedHealthcare Community Plan to receive pre-approval so you are not responsible for any of the costs. We will pay for these services.

---

## 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 Crisis Response Services including:
  - Crisis Intervention, and
  - Evaluation and Treatment services.
- Outpatient Behavioral Health Services (see page 25 for limitations)

## Telemedicine

Telemedicine lets you schedule a live video visit with a provider. This can be helpful if it's hard for you to get to appointments – or if your mental health provider has limited availability. Some limitations apply. To learn more call **1-877-542-8997**, TTY **711**.

## Apple Health services covered without a managed care plan (also called Fee-For-Service)

The HCA pays certain benefits and services directly even if you are enrolled in a health plan. These benefits include:

- Long term care services and supports
- Services for people 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 23 for more details on covered benefits. If you have any questions about a benefit or service listed here, call us.



---

## You must go to a UnitedHealthcare Community Plan Behavioral Health provider or hospital

You must 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 which includes:

- 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 providers 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).

## Payment for Behavioral Health Services

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

- You get a service that Apple Health does not cover
- 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. This is why you must 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, unless it's an emergency or has been 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. If you get a bill, please call us at **1-877-542-8997**, TTY **711**. We will work with your provider to make sure they are billing you appropriately.

---

## Quality Improvement programs

### Quality Improvement

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 on 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**.

### Case Management

UnitedHealthcare Community Plan provides case management to those with special needs. Our Case Managers work with your physician and outside agencies. They help you get the special services and care you need. We also have disease management programs. Members get reminders about their care and advice from a nurse. If you have special needs or need help managing a chronic illness, one of our Case Managers can help. You or your caregiver may call **1-877-542-8997**, TTY **711**, if you feel you need these services.

## 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 care by making decisions based on medical need, appropriateness, and whether it is a covered benefit.

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

---

## 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. 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 about enrollment.

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 know your culture, community, and health care needs.

They will give you the care you need or refer you to a specialist. They may also help you with decisions you need to make about 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 or when you are away from home

Examples behavioral health emergency/crisis include, when the individual is experiencing:

- Threatens to or talks about hurting or killing themselves
- Feels hopeless
- Feels rage or uncontrolled anger
- Feels trapped, like there is no way out
- Engages in reckless behaviors
- Feels anxious, agitated, or unable to sleep
- Withdraws from friends and family
- Encounters dramatic mood changes
- Sees no reason for living
- Increases alcohol or drug use

If you think you have a behavioral health emergency, call a 24-hour crisis line, **call 911**, or go to the nearest hospital location where emergency providers can help you. 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.

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

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

## 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 numbers below.

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

---

# Expectations for when a health plan provider will see you

How soon you get in to see your provider depends on the care you need. You should expect to see one of our providers within the following timelines:

- **Emergency care:**  
Available 24 hours a day, seven days a week.
- **Urgent care:**  
Office visits with your Behavioral Health Provider or other provider within 24 hours.
- **Routine care:**  
Office visits with your Behavioral Health Provider, or other provider within 10 days. Routine care is planned and includes regular provider visits for concerns that are not urgent or emergencies.

## Prescriptions

Behavioral health prescriptions are not covered under this benefit. Instead, they are covered as part of your physical health benefit. Enrollees with Medicare coverage will access their prescription coverage through their Medicare Part D plan. If you have questions about your prescription drug coverage, call us.

---

# Benefits covered by UnitedHealthcare Community Plan

Some of the behavioral health benefits we cover are listed below. It is not a complete list of covered services. Check with your behavioral health provider or contact us if a service you need is not listed. For some services, you may need a referral from your PCP, behavioral health provider, and/or pre-approval from us.

Some services are limited by number of visits. If you need additional services, your provider may request a Limitation Extension (LE).

If you need non-covered services, have your provider request an exception to rule (ETR).

Remember to call us at **1-877-542-8997**, TTY **711** or check our provider directory at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) before you get Behavioral Health Services or ask your PCP to help you get the care you need.

## General services and emergency care

| Service                                     | Additional information   |
|---|--|
| Emergency Services                          | Available 24 hours per day, 7 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 behavioral health problem that needs care right away, but your life is not in danger |

---

## Behavioral Health

Behavioral Health Services include mental health and substance use disorder treatment services. If you need counseling, testing or need to see a behavioral health provider, contact us at **1-877-542-8997**, TTY **711** or select a provider from our provider directory.

| Service                                   | Additional information   |
|---|--|
| Substance Use Disorder Treatment Services | Substance Use Disorder 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 residential treatment</li><li>• Opiate substitution treatment services</li><li>• Case management</li></ul> |
| Medication Assisted Treatment (MAT)       | Now referred to as Medications for Opioid Disorder (MOUD), see below.  |
| Mental Health, Inpatient Treatment        | 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.  |

| 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>  |
| <b>Evaluation and Treatment/Community Hospitalization</b> | <p>Includes freestanding evaluation and treatment (E&amp;T)</p>  |



---

## The below services may be available to support your treatment for Behavioral Health Services:

- 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 – Child care 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

These services are only available through limited state funding. To access these services please speak with your behavioral health provider.

## Laboratory services

| Service             | Additional information                 |
|---------------------|--|
| Laboratory Services | Some services may require pre-approval |

---

## Additional services we offer

### Care Management

UnitedHealthcare Community Plan provides care management to those with special needs. Our Case Managers work with your physician and outside agencies. They help you get the special services and care you need. We also have disease management programs. Members get reminders about their care and advice from a nurse. If you have special needs or need help managing a chronic illness, one of our Care Managers can help. You or your caregiver may call **1-877-542-8997**, TTY **711**, if you feel you need these services.

### Online and mobile tools

Find a provider and answers to your questions at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).

Use our **mobile UnitedHealthcare Health4Me® app** that lets you easily access your health plan information. 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**

### 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)**

### Substance use disorder helpline

Licensed clinicians are available 24/7 to answer questions and provide supports on alcohol and drug addiction. Call the toll-free at **1-855-780-5955** or visit [liveandworkwell.com/recovery](https://liveandworkwell.com/recovery) to use live chat.

---

## Call us. We're here for you.

Call one of our member advocates when you have a question or need help. Our interpreters are also ready to help you by phone. You can receive information in your preferred language or another format such as large print, Braille, audio tapes or other devices to assist the hearing impaired. This includes American Sign Language. Call **1-877-542-8997**, TTY **711**, 8:00 a.m.–5:00 p.m., Monday–Friday.



**Follow us on Facebook** at [facebook.com/UnitedHealthcareCommunityPlan](https://facebook.com/UnitedHealthcareCommunityPlan).  
Keep up on local events and health plan news.

### **Simple for you. That's our promise.**

Health care isn't always easy. But we'll make it as simple as possible for you. So let us know if you need help with anything. And thank you for joining UnitedHealthcare Community Plan.

## Care Coordination for 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 to 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 may ask for case management services for yourself or a family member at any time. Others, such as 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**

Health Home program provides additional help coordinating your care. Contact us at **1-877-542-8997**, TTY **711** to see if you are eligible.

## Apple Health services covered without a managed care plan

Apple Health coverage without a managed care plan (Fee-For-Service) or other community based programs cover the following benefits and services even when you are enrolled with us. We and your PCP will help you access these services and coordinate your care. You will need to use your ProviderOne Services card for all services. If you have a question about a benefit or service not listed here, call us.

| Service                     | Additional information  |
|-----------------------------|---|
| Ambulance Services (Air)    | All air ambulance transportation services provided to Washington Apple Health clients, including those enrolled in a managed care organization (MCO).   |
| Ambulance Services (Ground) | All ground ambulance transportation services, emergency and non-emergency, provided to Washington Apple Health clients, including those enrolled in a managed care organization (MCO).  |
| Crisis Services             | <p>Crisis services are available to support you, based on where you live. If there is a life-threatening emergency, please call <b>911</b>. See page 21 for the numbers in your area.</p> <p>For the Suicide Prevention Life Line:<br/>1-800-273-8255, TTY Users: 1-800-799-4TTY (4889).</p> <p>For mental health or substance use disorder crises, please call the Behavioral Health Administrative Services organization (BH-ASO). Phone numbers can be found on page 21 or at: <a href="http://www.hca.wa.gov/health-care-services-and-supports/behavioral-health-recovery/mental-health-crisis-lines">www.hca.wa.gov/health-care-services-and-supports/behavioral-health-recovery/mental-health-crisis-lines</a>.</p> |

| Service   | Additional information   |
|---|--|
| <p><b>First Steps Maternity Support Services (MSS) and Infant Case Management (ICM), and Childbirth Education (CBE)</b></p> | <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. 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 provide 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, birthing plan, what to expect during labor and delivery, and newborn safety.</p> <p>For providers in your area, visit <a href="http://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/first-steps-maternity-and-infant-care">www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/first-steps-maternity-and-infant-care</a>.</p> |
| <p><b>Inpatient Psychiatric Care</b></p>  | <p>Call us for help in accessing these services.</p>   |
| <p><b>Transportation for Non-Emergency Medical Appointments</b></p>   | <p>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="http://www.hca.wa.gov/transportation-help">www.hca.wa.gov/transportation-help</a>.</p>   |

---

## Excluded services (not covered)

The following behavioral health services are not covered by us or Apple Health without a managed care plan. If you get any of these services, you may have to pay the bill. If you have any questions, call us.

| Service  | Additional information   |
|--|--|
| Alternative Medicines                          | Christian Science practice, faith healing, herbal therapy, or homeopathy |
| Marriage Counseling and Sex Therapy            |  |
| Personal Comfort Items                         |  |
| Services Not Allowed by Federal or State Law   |  |
| Services Provided Outside of the United States |  |

---

## If you are unhappy with us

You or your authorized representative have the right to file a complaint. This is called a grievance. We will help you file a grievance.

### 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
- Any other problems you may 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.

## Ombuds

An Ombuds is a person who is an available option 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 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>                              |
|------------------|--|--|
| Great Rivers     | Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum                                     | 1-833-721-6011                             |
| Greater Columbia | Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman, Yakima | 1-833-783-9444<br>or<br>1-509-783-9444     |
| King             | King   | 1-800-790-8049, #3<br>or<br>1-206-477-0630 |
| North Central    | Chelan, Douglas, Grant, Okanogan   | 1-844-636-2038                             |
| North Sound      | Island, San Juan, Skagit, Snohomish, Whatcom   | 1-888-336-6164<br>or<br>1-360-416-7004     |
| Pierce           | Pierce   | 1-800-531-0508                             |
| Salish           | Clallam, Jefferson, Kitsap   | 1-888-377-8174<br>or<br>1-360-692-1582     |
| Spokane          | Adams, Ferry, Lincoln, Pend Oreille, Spokane, Stevens                                | 1-866-814-3409<br>or<br>1-509-477-4666     |
| Southwest        | Clark, Klickitat, Skamania   | 1-800-696-1401                             |
| Thurston-Mason   | Mason, Thurston  | 1-800-658-4105<br>or<br>1-360-763-5793     |



---

# Important information about denials, appeals and administrative hearings

You have the right to ask for a review of a decision if you think it was not correct, not all behavioral health 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.

**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.

**An appeal** is when you ask us to review your case again because you disagree with our decision. You may appeal a denied service. You may call to let us know, but you must send your appeal in writing with your signature within 60 days of the date of denial. We can help you file an appeal. Your provider, Ombuds, or someone else may appeal for you if you sign to say you agree to the appeal. You only have 10 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 5 days. In most cases we will review and decide your appeal within 14 days. We must tell you if we need more time to make a decision. An appeal decision must be made within 28 days.

We are required to receive your appeal in writing. Send it to us at:

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

We can help you file your appeal. 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.

**If it's urgent.** For urgent behavioral health conditions, you or your doctor can ask for an expedited (quick) appeal by calling us. If your behavioral health condition requires it, a decision will be made about your care within 3 calendar 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. We must make reasonable efforts to give you a prompt verbal notice if we deny your request for an expedited appeal. 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 must mail a written notice within two calendar 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 the Health Care Authority will review your case.

You have 120 calendar days from the date of our appeal decision to request an administrative hearing. You only have 10 calendar 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.

To ask for an administrative hearing:

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

Or

2. Write 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 the Health Care Authority's Board of Appeals or by asking for a review of your case by an Independent Review Organization (IRO).

**Important time limit:** The decision from the hearing becomes a final order within 21 calendar 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 5 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.

**Questions?** Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan), 35  
or call Member Services at **1-877-542-8997**, TTY **711**.

[Table of contents](#)

---

If you do not agree with the decision of the IRO, you can ask to have a review judge from the 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

## 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 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 his or her 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

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

- 
- 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

## 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 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 Primary Care Provider, 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 Health Care Authority 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 Health Benefit Exchange at [wahealthplanfinder.org](http://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

---

# 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. Healthcare 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 your plan or the Health Care Authority 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.

---

## 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 Advance Directive form and more information on how to complete it at [hca.wa.gov/health-care-services-and-supports/behavioral-health-recovery/mental-health-advance-directives](https://hca.wa.gov/health-care-services-and-supports/behavioral-health-recovery/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 goes unchecked it cost 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

If a fraud, waste and abuse event arises from a care provider, please notify UnitedHealthcare Community Plan by calling the **Fraud, Waste and Abuse Hotline**: 800-455-4521 or 877-401-9430. Please also report the incidents to all the following entities within 5 business days of learning of the allegation. Email Washington State Health Care Authority at [HotTips@hca.wa.gov](mailto:HotTips@hca.wa.gov) or the Medicaid Fraud Control Unit, Office of Attorney General at [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 the Health Care Authority 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.

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

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. Department of Health and Human Services, 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 Avenue 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 the plan's privacy practices and your PHI. Please refer to your Notice of Privacy Practices for additional details. You may also contact us for more information.

**UnitedHealthcare Community Plan**

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

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

[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or [uhccommunityplan.com/wa/medicaid/bhso](https://uhccommunityplan.com/wa/medicaid/bhso)



UnitedHealthcare Community Plan  
**1-877-542-8997, TTY 711**  
[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)



Behavioral Health Only