

Coordinating behavioral health benefits for Apple Health Medicare Connect clients

Apple Health Medicare Connect clients have behavioral health benefits through [Apple Health \(Medicaid\) Behavioral Health Services Only \(BHSO\)](#) coverage. The payor for coverage changes depending on the benefits provided.

When does Medicare pay for behavioral health services?

Medicare covers the following behavioral health services:

- Behavioral health care (inpatient and outpatient),
- Residential treatment including mental health and substance use disorder (SUD) treatment services, and
- Opioid use disorder treatment services,

All provider types may not be credentialed by Medicare to provide services. Providers must be sure they are credentialed.

What if the service is not covered by Medicare?

Some services may not be covered by Medicare and require coordination between the Apple Health Medicare Connect plan and the BHSO plan to coordinate benefits.

View the [Behavioral health provider reference guide](#) to learn more about covered services and prior authorization.

When should Medicare care management be involved?

Care management staff should be involved when clients transition between levels of care. Care management can include case managers or Transition of Care (TOC) coaches to coordinate with hospital discharge planners to address barriers to discharge. Staff work with clients and caregivers to educate and empower them to effectively manage their condition or care. Care management should also include coordination across Medicare and Apple Health behavioral health benefits.

What does care management include?

Care management staff including care managers, case management and transition of care coaches identify and engage clients early to:

- Coordinate across Medicare and Apple Health benefits,
- Assist with transition planning,
- Promote scheduling and attending follow-up appointments with the primary provider,
- Increase understanding of discharge instructions and medications, and
- Educate on warning signs and symptoms with the goal of reducing readmissions.

Care management can assist with coordination with other managed care plans. This includes when a barrier to transition is identified.

Care management staff may stay engaged with clients for on-going concerns or client identified goals or if ongoing benefit coordination is needed.

How do I identify which Medicare or Medicaid plan to connect with?

Managed care and Medicare Advantage plan names and phone numbers can be found on ProviderOne, PRISM, CARE, EPIC, and PointClickCare.

This document is not to be utilized to make benefit coverage determinations or guarantee payment for services. Please refer to plan websites and provider manuals for additional information. These numbers are not for clients and are meant for plan coordination of benefits and for hospital outreach to plans for transition assistance.

Apple Health Medicare connect and Medicare Advantage care coordination contacts

Plan name and website	Care management phone number	Care management email
Community Health Plan of Washington	1-866-418-7004	Caremgmtreferrals@chpw.org
Coordinated care (Wellcare)	1-866-635-7045	CMEscalations@wellcare.com
Humana	1-866-868-5092	SNP_Intermountain_Coordination@Humana.com
Molina Healthcare of Washington	1-855-322-4082	MHW_DSNP_IP@molinahealthcare.com
UnitedHealthcare Community Plan of Washington	1-877-914-5734	Wa_carecoordinationrequests@uhc.com
Wellpoint Washington, Inc (previously Amerigroup)	1-833-607-6515 (voice mail)	WestRegionCMconcierge@anthem.com

Apple Health Medicare connect inpatient setting (transition of care) hospital contacts

Plan name and website	email
Community Health Plan of Washington	cyndi.stilson@chpw.org cc_sharon.mcmillen@chpw.org
Coordinated care (Wellcare)	complexdischargeplanning@coordinatedcarehealth.com
Humana	SNP_Intermountain_Coordination@Humana.com
Molina Healthcare of Washington	MHW_TOC_Referrals@molinahealthcare.com
UnitedHealthcare Community Plan of Washington	complexcare_dtd@uhc.com
Wellpoint Washington, Inc (previously Amerigroup)	cmrefwash@wellpoint.com