



Children & Youth with Special Health Care Needs

www.doh.wa.gov/cyshcn

CYSHCN Managed Care Organization Referrals for Type 1 Diabetes

In Washington state, there are five Medicaid Managed Care Organizations (MCOs) who are contracted to deliver Integrated Managed Care (ICM) services which include **Care Coordination and Case Management** for eligible Medicaid clients. Both Care Coordination and Case Management are administered as the MCO identifies clients who would benefit. Each MCO has identified one or more dedicated staff to assist in problem-solving for children with special health care needs and their families. They are also able to assist in understanding and accessing benefits, arranging supplies, coordinating complex health problems, assist with facilitating authorizations and referrals to community resources.

Care Coordination Activities (CC):

- Focus on short term or intermittent needs
- May be provided by unlicensed/nonclinical staff
- Access to care/services addressing social needs
- Improve clinical outcomes
- Increase self-management skills
- Voluntary

Case Management Activities (CM):

- Focus on longer term support (approx. 3-6 months engagement)
- Provided by licensed/clinical staff
- Assist members in managing complex healthcare needs
- Goal setting based on individual's priorities
- Integrated care planning with member consent
- CM services are voluntary, and must have member/guardian consent to provide CM

Contacting MCOs for Referrals and Support

There are several ways to connect with MCOs on behalf of your CYSHCN client

1. CYSHCN coordinators can reach out to the direct MCO central email managed by HCA. This contact is great for general MCO questions or if you need additional support or clarity about which MCO to reach out to and what services to request. The email is HCAMCPrograms@hca.wa.gov. You can also reach out to Kathleen Donlin directly at HCA as she partners with all 5 MCOs. Kathleen's contact information is: (360) 725-2128
kathleen.Donlin@hca.wa.gov

Recommendations Requesting MCO Care Coordination & Case Management:

- Discuss with CYSHCN and family prior to referral and get consent prior (if possible) **Send a secure email to the client's MCO to request care coordination. Specify [CYSHCN - Request for Care Coordination] in the subject line and provide the following information within the request:**
 - Individual's name
 - Individual's ProviderOne ID (9-digit number ending in "WA")
 - Individual's date of birth
 - CYSHCN's Coordinator's name or FRC's name and contact information
 - Details about the individual, including current services (if known) and the reason for the request for care coordination
 - Client or legal representative's contact information
 - Indicate that the client or their representative requested care coordination
 - Indicate if the MCO should contact the CYSHCN Coordinator prior to contacting the individual or their representative

Apple Health managed care plan emails:

- Molina: MHW_PediatricCM@MolinaHealthCare.com
- Community Health Plan of Washington (CHPW): CareMgmtReferrals@chpw.org
- Coordinated Care of Washington (CCW): CareManagement@coordinatedcarehealth.com
- UnitedHealthcare Community Plan (UHC): WA_CareCoordinationRequests@uhc.com
- Wellpoint (Formerly known as Amerigroup): cmrefwash@amerigroup.com

Phone numbers:

Molina Healthcare of Washington, Inc. (MHW): 1-800-869-7165

Community Health Plan of Washington (CHPW): 1-800-440-1561

Coordinated Care of Washington (CCW): 1-877-644-4613

UnitedHealthcare Community Plan (UHC): 1-877-542-8997

Wellpoint (WLP): 1-833-731-2167

Children in Foster Care:

Fostering Well-Being Program

The Fostering Well-Being (FWB) program provides personalized care coordination for our Apple Health (fee-for-service Medicaid) foster care population, specifically for:

- Tribal-affiliated or in tribal custody and have not opted to enroll in managed care due to being American Indian/Alaska Native, or
- Non-Citizen, or
- Apple Health eligible (not opted into MCO) Medically Intensive Children's Program (MICP)

* Not sure if a child/youth qualifies? That's okay, you can contact FWB to find out!

* To request care coordination from FWB you can:

- Email FWB at: fwb@dshs.wa.gov
 - Please provide the patient's name, DOB, ProviderOne ID and a brief description of why

care coordination is being requested

- Email or fax a referral form: [Click here for the referral form](#)
- Call: 1-800-422-3263 ext. 52626 | option 5
 - Please note, their team is remote and the best option for communication is by email or fax

For more information about the FWB program, please visit their website: [Fostering Well-Being | DSHS \(wa.gov\)](#)

* Coordinated Care of Washington is contracted as the single managed care plan to serve the integrated foster care contract statewide, including foster children and youth, adoption support, and alumni of foster care. Direct CCW email is: AHCCTeam@coordinatedcarehealth.com. Please note, children/youth that are Tribal-affiliated or in tribal custody have the choice of enrolling into Coordinated Care of Washington or remaining Apple Health fee-for-service and will receive care coordination through the Fostering Well-Being program. These children/youth are not auto enrolled into a program.



141-140 March 2024 To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email doh.information@doh.wa.gov