



Children and Youth with Special Healthcare Needs

www.doh.wa.gov/CYSHCN

CYSHCN Managed Care Organization Referrals

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 clients. Both Care Coordination and Case Management are administered as the MCO identifies clients who would benefit, but **CYSHCN coordinators can also request and refer Care Coordination and Case Management services** for their CYSHCN clients.

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

Managed Care Plans

[Apple Health Managed Care Service Map](#)

[Wellpoint](#)

[Community Health Plan of Washington](#)

[Coordinated Care of Washington*](#)

[Molina Healthcare of Washington](#)

[UnitedHealthcare](#)

*Note that Coordinated Care of Washington is also 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

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.
2. You can reach out the MCO emails [below](#) to request Care coordination and/or case management. Please see the table below as the process may vary for each MCO.
3. You can reach out to the MCO CYSHCN coordinators in the [CYSHCN Coordinator Contact list](#)

MCO Point of Contact Information

	General Contact Information	Referral Information
Wellpoint	cmrefwash@wellpoint.com	Use contact to send a request for care coordination planning and case management
Coordinated Care of Washington	CareManagement@coordinatecarehealth.com	Use contact to send a request for care coordination planning and case management
Community Health Plan of Washington	CareMgmtReferrals@chpw.org	Use contact to send a request for care coordination planning and case management
Molina Healthcare of Washington	MHW_PediatricCM@molinahealthcare.com	<p>Pediatric referrals can be submitted, using the following referral form, link https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/wa/Medicaid/forms/Care-Management-Referral-Form.pdf</p> <p>For children with Autism/IDD, email address is ABA@molinahealthcare.com</p>
United Healthcare	wa_carecoordinationrequests@uhc.com	Use contact to send a request for care coordination planning and case management

CYSHCN MCO Coordinator Contacts

Apple Health Managed Care Contacts for Children and Youth with Special Health Care Needs (CYSHCN)

The Apple Health Managed Care Organizations (MCOs) have dedicated care coordinators for individuals with special health care needs. Each MCO has identified one or more staff to assist in problem-solving for children and youth with special health care needs and their families. They are also able to assist in understanding and accessing benefits, coordinating complex health problems, and referrals to community resources such as WithinReach. The coordinators can be reached at the below phone numbers or e-mails.

Primary Contact Person:	Secondary Contact Person:
Community Health Plan of Washington (CHPW) 1-800-440-1561	
Ganita Musa Manager, Medicaid 206-291-8073 Ganita.Musa@chpw.org OR Megan Boardman Manager, Wellness and Chronic Conditions program 206-515-7947 Megan.Boardman@chpw.org	FOR BH ONLY Christine Kapral Senior Children's Behavioral Health Administrator 360-471-1448 Christine.Kapral@chpw.org
Coordinated Care of Washington 1-877-644-4613	
IMC/AHMC Sherry Bennatts, RN Senior Manager, Case Management 253-442-1543 sbennatts@coordinatedcarehealth.com	IMC/AHMC Suzie Tallar Program Specialist II, 253-442-1527 Suzanne.E.Tallar@coordinatedcarehealth.com
IFC Keith McNeal Manager, Case Management-AHCC 253-240-3111 Keith.McNeal@coordinatedcarehealth.com	IFC Sydney L. Doherty Director, Case Management (Foster Care) 253-290-2878 or Toll Free 877-844-4613 Sydney.L.Doherty@coordinatedcarehealth.com
Molina Healthcare of Washington 1-800-869-7165	
Kelly Anderson, MBA, BS, RN, CCM Program Director, Healthcare Services Direct 425-375-0809 Kelly.Anderson@molinahealthcare.com	MHWCReferrals@molinahealthcare.com Multiple people cover this mailbox
UnitedHealthcare Community Plan 1-800-829-2925	
Cassie Mitson, RN, CPN Private Duty Nursing Case Manager Private Duty Nursing Utilization Management Nurse 952-202-9122 Fax#: 888-838-7962 cassie_mitson@uhc.com	FOR BH ONLY Kate Naeseth, MPA, CMHS Children's Behavioral Health System Administrator 763-321-2358 kate.naeseth@uhc.com
Wellpoint 1-800-600-4441	
Derek Steele <u>Manager, Case Management</u> 206-482-4362 Derek.Steele@anthem.com cmrefwash@amerigroup.com	Abigail Osborne-Elmer Manager, BH Pediatric Case Management 509-405-0204 abigail.osborne-elmer@amerigroup.com wabhpeds@amerigroup.com

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.
 - Emails from local health jurisdiction identify the sender as a public health employee and are HIPAA-compliant
- Specify CYSHCN - Request for Care Coordination or Case Management] 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 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*

MCOs and SSI Application Support

MCOs are able to support CYSHCN and their families with **SSI applications**. The procedure would still be to request Coordination support, with the MCOs via one of the [three recommended mechanisms](#). The MCOs contract out the SSI application support. This is important to share with families right away. A company called [Centauri Health Solutions](#) will reach out to families for support in their SSI applications if the MCO identifies this need. Because Centauri will be calling families asking for personal health information for the CYSHCN in the household, it is important for families to be made aware of this partnership to build trust and partnership with this resource.

CYSHCN coordinators may share a [Centauri FAQ document](#) with CYSHCN families in order to prepare and educate on them on the resource.

Next Steps

The CYSHCN program encourages CYSHCN coordinators to utilize these care coordination and care management resources with the intent of reducing duplication of work and expanding CYSHCN coordinator capacity with the increased support. Please reach out to the [CYSHCN program](#) if you

encounter any barriers to engaging with these existing resources; the program is available to offer guidance and resolution.

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.