

Apple Health Booklets Online

Talking points for MACSC and MEDS call centers

Background

Starting April 7, 2018, new Washington Apple Health (Medicaid) clients will no longer automatically be mailed a *Welcome to Washington Apple Health* booklet. These clients **will** receive a letter that lists their covered household members and the name of their managed care plan.

- The booklets will continue to be available on the HCA website.
- Clients can request a printed copy of the booklet be mailed to them at no charge. Information on requesting a printed copy is included in the letter HCA mails to them.

Why is the Health Care Authority making this change?

Today's practice in the health insurance industry is online access to benefit booklets—with the option to request a printed copy. The five managed care organizations under contract with HCA to serve the majority of Apple Health clients already use online access to their member handbooks unless a client wants to be mailed a printed copy.

The number of Apple Health clients with online access through computers, tablets, and smart phones has dramatically increased in the last 10 years. HCA offers clients choices—some information about Apple Health coverage is on the HCA website, the Apple Health booklets are available online, and clients can request a printed copy be mailed at no charge.

Where do I go if I want to look at my Apple Health booklet online?

Visit the HCA website at www.hca.wa.gov/ah-client-booklets

Several booklets are listed on the webpage. How do I know which one to read?

The letter you received when you started Apple Health coverage tells you the name of your particular Welcome booklet.

If you're not sure which booklet to read, call 1-800-562-3022 between 7 a.m. and 5 p.m., Monday through Friday (except holidays). Choose Option 1 and then choose Option 3. To help us serve you, please have your ProviderOne number ready. (The number is on your Services card.)

Can I read the booklet on my phone or do I need a computer?

You can open and read the file on a smartphone. The larger the screen, the easier it will be to read.

If you prefer a larger screen, and you have access to a computer, we can help you find your booklet online or email it to you. If you don't have access to a computer, or you prefer a printed booklet for any reason, call 1-800-562-3022 between 7 a.m. and 5 p.m., Monday through Friday (except holidays). Choose Option 1 and then choose Option 3 and request a printed copy. To help us serve you, please have your ProviderOne number ready. (The number is on your Services card.)

How long will it take to get a printed booklet mailed to me?

Your booklet should arrive within seven to 10 days. Depending on where you live, you might receive it faster.

Are the Apple Health booklets still available in other languages?

Yes. The booklets are available online in English and 14 other languages. Printed copies in languages other than English are also available on request.

How do I get a large-print or Braille copy of my booklet?

Make your request by calling 1-800-562-3022 between 7 a.m. and 5 p.m., Monday through Friday (except holidays). A customer service representative will help you. If you know your ProviderOne number (shown on your Services card), we can help you faster.

Why do I have to print out my own booklet?

You don't! If you are comfortable reading through a booklet online, great! If not, we will mail you a copy at no charge. Just call 1-800-562-3022 between 7 a.m. and 5 p.m., Monday through Friday (except holidays), to request your booklet. Choose Option 1 and then choose Option 3. To help us serve you, please have your ProviderOne number ready. (The number is on your Services card.)