

Health Home

Improving your quality of life by coordinating medical and social services



MolinaHealthcare.com



Your Extended Family.



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How to get more information

By Phone

If it is hard to read or understand this booklet, please call Molina Healthcare Member Services at (800) 869-7165 (TTY 711). We can help by providing the information in another format, such as LARGE PRINT or Braille, or have the information read to you in your primary language.

For people who have difficulties with hearing or speech, the TTY/TDD line is 711. Your phone must be equipped to use this line.

Online Client Portal

If you wish to verify your Health Home services coverage, select a different Health Home service agency, or want to stop participating in the Health Home program, go to: wahealthplanfinder.org.

Interactive Voice Recognition (IVR) or Member Services

You may call our automated system anytime at (800) 869-7165 (TTY 711).

During business hours, Monday through Friday from 7:30 a.m. to 6:30 p.m., you may always talk to a live person by following the voice prompts.

Other Languages

You can ask for this guide in other languages by calling (800) 869-7165 (TTY 711).

On the Web

For more information on Medicaid, visit hca.wa.gov/medicaid.

For more background on the Health Home program, visit hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/health-home.

What is a “Health Home”?

A Health Home is not a place. It is a set of care coordination services, provided by a person called a care coordinator who will work with you to manage all of the support services you currently receive.

Participation in Health Home services can make things go more smoothly for you. The results should be fewer unnecessary hospital admissions and avoidable visits to emergency departments. The program is designed to make it easier to coordinate your care and get the services you qualify for and need. Health Home services include:

- Complete care management
- Care coordination
- Health promotion
- Complete transitional planning (example: help when you are discharged from a hospital or a place like a nursing home)

- Individual and family support services (example: educate families and caregivers to help you reach your health goals)
- Referral to community and social support services (examples: transportation, food, and housing)

Health Home services are designed to support you with your ongoing chronic conditions and assist you in meeting your health goals. Health Home services improve coordination and care for medical and other social service needs, such as long-term services and supports, mental health services, and substance use disorder services. Health Homes services are intended to improve coordination between all of your providers.

Who is eligible for Health Home services?

The services are for Apple Health (Medicaid) or dual Medicare/Medicaid members who need services that support them in managing their chronic conditions. The Health Care Authority determines who is eligible for Health Home services.

Where is the Health Home program offered?

This program is offered in every county in Washington State.

Who provides Health Home services?

Health Home services are managed by Molina Healthcare or a care coordination agency with the help of care coordinators.

What is a Health Home care coordinator?

A Health Home care coordinator is someone who, with your written consent, will work with you to develop a Health Action Plan (HAP) and coordinate your care so you receive the right care, at the right time, and in the right place. Care coordinators have specialized training to assist members with achieving their health goals.

A care coordinator will contact you to describe Health Home care coordination services and answer your questions. When you are contacted, you may choose to participate. If you decide not to participate in the Health Home program, it will not impact your eligibility for other services. You can get more information on the Health Home program at hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/health-home.



How can Health Home services work for you?

Here are some examples of Health Home services. These provide an idea of how the services can work for you if you choose to participate. Although this is not a complete list, it may be helpful.

Health Home Program (if you give permission)	Example of Service
Get coaching from a care coordinator to support your participation in your care	Help in making a list of questions for your provider so you have them ready when you go to your appointment
Ongoing communication with your provider on care coordination	<p>This could be a message that alerts your providers if you are admitted to or released from the hospital.</p> <p>This could be a person you can talk with when you are worried your provider does not understand something, such as how hard it is to travel to appointments.</p>
Care coordination through a team of providers working with you	Your personal caregiver, primary care provider, care coordinator, psychologist and pharmacist meet to make sure that you are receiving the best care in all areas of your health. For example, they make sure medications work together well or determine if you need to change your medications.

How do you get Health Home services?

It is as easy as 1, 2, 3...

1. Ask your provider or Molina Healthcare if you are eligible for the program. You will be connected to a Health Home care coordinator. The care coordinator will answer your questions and let you know if you qualify. You can decide whether or not to participate.
2. Complete a Health Home Participation Authorization and Information Sharing Consent. The care coordinator will help you fill it out. This consent provides your permission to allow sharing of your medical and social service information. The information will only be shared with providers and others you designate.
3. Complete a Health Action Plan (HAP). The care coordinator will support you in completing a HAP. The HAP will include health goals that you choose. The care coordinator will meet with you face-to-face, in a place you are comfortable, to complete the HAP.



Using the HAP for guidance, the care coordinator will work with you to see if you need additional services or resources for:

- Health care
- Long-term services and supports
- Mental health
- Substance use disorder (alcohol and drug use)

You can request and arrange future visits any time. Whether you meet in person or talk on the phone depends on your needs.

Do you get to stay with current health care and providers?

Yes! You can keep seeing your same provider and care team members. As part of Health Home services, your care coordinator may be in contact with providers about coordinated coverage and transitional care as your needs change. If you decide to join the program, be sure to let your care coordinator know the names of your providers, caregivers, and the services you are receiving.

How will providers know if you are in a Health Home program and who to contact?

They can tell by looking at your Apple Health information through ProviderOne.

Do you have to be in the Health Home program?

No, this is a voluntary program. You are not required to participate. However, the Health Home program provides important care coordination assistance to get all of the medical and social services you need.

Do you have to pay for Health Home services?

No, there is no cost to you for these services. It is one of your health care benefits.



What if you disenroll from Molina Healthcare or move?

If you disenroll from Molina Healthcare, you will be contacted by a new Health Home lead organization in Washington. If you move out of state, you will NOT be able to continue Health Home services with your care coordinator since the Health Home program is only available in the State of Washington.

What are your complaint and appeal rights?

You keep your current Apple Health complaint and appeal rights.

What if you want to stop participating in the Health Home program?

You can call Molina Healthcare at (800) 869-7165 (TTY 711) and say you do not want to be in the Health Home program, or talk to your care coordinator. The program is voluntary.

What if you change your mind and want to participate in the Health Home program again?

You can contact Molina Healthcare at (800) 869-7165 (TTY 711) and let them know you want to join the Health Home program again.

For American Indians or Alaskan Natives

If you are a member of a federally recognized tribe or an Alaskan Native, you may choose to participate in the Health Home program. If you decide to go back to your Tribal Clinic or fee-for-service, let your Tribal Clinic know (they can assist you) or call (800) 562-3022. You will not have to wait to switch back.

Who to call in the event of a health crisis?



- For a life-threatening emergency, call 911
- For a mental health crisis, call your local Crisis Line
- For the National Domestic Violence Hotline, call (800) 799-7233

Molina Healthcare of Washington (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina 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.

Molina 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.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (800) 869-7165, TTY/TTD: 711.

If you believe that Molina has failed to provide these services or discriminated in another way, you can file a grievance with our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
200 Ocean Gate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (800) 816-3778.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.

**Non-Discrimination Tag Line– Section 1557
Molina Healthcare of Washington, Inc.
Molina Medicaid**

You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

Usted tiene derecho a recibir esta información en un formato distinto, como audio, braille, o letra grande, debido a necesidades especiales; o en su idioma sin costo adicional.

- English **ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-869-7165 (TTY: 711).**
- Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-869-7165 (TTY: 711).
- Chinese 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-869-7165 (TTY: 711)。
- Vietnamese CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-869-7165 (TTY: 711).
- Korean 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-869-7165 (TTY: 711) 번으로 전화해 주십시오.
- Russian ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-869-7165 (телетайп: 711).
- Tagalog PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-869-7165 (TTY: 711).
- Ukrainian УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-869-7165 (телетайп: 711).
- Cambodian (Mon-Khmer) ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃគឺអាចមានសំរាប់បម្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-869-7165 (TTY: 711)។
- Japanese 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-869-7165 (TTY: 711) まで、お電話にてご連絡ください。
- Amharic ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-869-7165 (መስማት ለተሳናቸው፡ 711)።
- Cushite XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-869-7165 (TTY: 711).
- Arabic ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-869-7165 (رقم هاتف الصم والبكم: 711).
- Punjabi ਧਿਆਨ ਧਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਿ ਰੇ, ਤਾਂ ਭਾਸ਼ਾ ਧਵਿੰ ਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਿ ਰੈ। 1-800-869-7165 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।
- German ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-869-7165 (TTY: 711).
- Laotian ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-869-7165 (TTY: 711).



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