First Friday Forum
New Holly Gathering Hall
Friday, June 6th, 2019

The power of community
Community Health Plan of Washington’s Background

- We made a commitment over 25 years ago to improve the health of our communities by making quality health care accessible to all Washington State residents.
- We are a local health plan with long-established ties to communities throughout the State and well-equipped to facilitate and coordinate with local resources on behalf of our members.

We are the only not-for-profit health plan serving enrollees in Medicaid Managed Care.
Community Focus

- Connecting with members.
- Telling our story of the community.
- Our promise is to make sure our Apple Health and Medicare Advantage plan members receive the health and social services they need.
- We serve over 250,000 Apple Health members in Washington state.
- We have 10,000 Medicare Advantage members, half of who are Medicare-Medicaid duals.
Community Health Centers welcome patients at more than 130 clinics across the state.

Access to the top doctors, nurses, and medical specialists across Washington.

Preventive services such as physicals, mammograms and immunizations are included in coverage.
New Marketing Materials

Act now!
Time is running out.

Over 25,000 in-network Medicare doctors, specialists, clinics and facilities. Call us if you would like help getting care or scheduling appointments!

1-800-942-0247 (TTY Relay: 7-1-1)
8 a.m. to 8 p.m., seven days a week.
Medicaid Updates

- Nurse Advice Line
- Acupuncture Benefit
- Resource Hub
- Baby Bassinet Box
- ChildrenFirst Rewards
NEW Nurse Advice Line

1-866-418-2920

Nurse line is for CHPW members and uninsured patients only.
Medicaid Acupuncture Benefit

- CHPW Apple Health adult members (excludes BHSO members) age 18 and above can get up to six (6) acupuncture visits each calendar year at no cost when they see a CHPW network provider.

- CHPW will cover acupuncture needling treatment only. Herbs, nutritional supplements and other visits are not covered.

- No PCP referral is required. Members can call Customer Service or search our directory to find a provider.

- If the member needs more than six (6) visit, a prior authorization is required for extension.
CHPW Resource Hub

- CHPW offers an online source for community services across the state. Members can easily find free or lower cost help for housing, utility bills, clothes, job training and more.

Learn more at https://chpwresourcehub.auntbertha.com
- CHPW’s Baby Bassinet Box program helps keep members and their baby safe while sleeping.
- Members can get a baby box if they are with CHPW and are pregnant in their third trimester. Most Community Health Centers have baby bassinet boxes available.
- When they come in for a checkup, they will be shown a short video on safe sleep in either English or Spanish.
- Baby Box Includes
  - Diaper bag and diapers
  - Wearable baby blanket
  - Baby clothes
  - Baby wipes
  - Thermometer
**ChildrenFirst Rewards**

*CHPW is focused on the wellbeing and health of our members.*

Through the ChildrenFirst program we reward our members for getting care during pregnancy and childhood.

1. Prenatal Program members will get a $65 gift card to buy a car seat. The gift card will be mailed to their home and can be redeemed online.

2. Well Child Program members will get a $20 gift card every time their child comes in for a well child visit and is up-to-date in their vaccinations.

3. Before the child’s first birthday, they can claim a one-time $65 gift card for a car seat instead of the $20.
Medicare Advantage Updates

- CHPW representatives are licensed to enroll potential members in our Medicare plans.
- CHPW now offers a Medicare Advantage plan with a $0 premium in King County.
- Our Special Needs Plan, for dual Medicaid-Medicare members has robust supplemental benefits that include:
  - Dental
  - Transportation
  - Over the Counter
  - Hearing Aids
  - Vision
Thank you

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