

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HEALTH AND RECOVERY SERVICES ADMINISTRATION
Olympia, Washington**

To: All Providers
Managed Care Organizations

**Memorandum No: 09-63
Issued: September 22, 2009**

From: Douglas Porter, Assistant Secretary
Health and Recovery Services
Administration (HRSA)

For information, contact:
1-800-562-3022, option 2, or go
to:
[HRSA Help Desk](#)

**Subject: General Assistance-Unemployable (GA-U): Managed Care Enrollment
Required**

Effective November 1, 2009, the Department of Social and Health Services (DSHS) will require General Assistance-Unemployable (GA-U) clients in Washington State to enroll in managed care.

What Is Changing?

Effective November 1, 2009, the Department of Social and Health Services (DSHS) will enroll GA-U clients statewide in managed care. DSHS will notify GA-U clients of this requirement by mail in September and October of 2009.

Some GA-U clients who are homeless may not receive notification about the changes if they do not receive mail consistently or have recently changed addresses.

Note: Managed care is currently mandatory for GA-U clients in King and Pierce counties.

Who Is Affected by this Change?

Almost all GA-U clients are affected by these changes. The following are some exemptions to mandatory managed care:

1. Clients residing in a nursing facility for long-term care;
2. Native Americans/Alaska Natives (NA/AN). They may choose to enroll; and
3. Legal immigrants.

For additional information and billing requirements for the GA-U Managed Care program refer to WAC 388-538-063.

Note: In December 2009, the Medical ID card will be replaced with the Services Card.

Note: Native Americans or Alaska Natives (NA/AN) are exempt from mandatory enrollment in managed care if they meet the provisions in 25 U.S.C. 1603 (c)-(d) for federally recognized tribal members and their descendants.

Important Things for Providers of GA-U Clients to Consider

Effective November 1, 2009, DSHS will enroll GA-U clients in the Community Health Plan of Washington (CHP). It will be important to determine whether or not a client is a GA-U client before making a medical or mental health referral.

To select a preferred clinic and a provider, GA-U clients need to call CHP at 1-800-440-1561.

Note: *To avoid automatic assignment* to a clinic and provider, GA-U clients must choose a clinic and provider prior to the cutoff date. A cutoff date is a monthly occurrence and normally falls seven days before the end of the month.

Covered Benefits

Effective November 1, 2009, medical and mental health benefits are covered by CHP. For a listing of covered benefits, visit the CHP website at: www.chpw.org or call 1-800-440-1561.

Chemical dependency treatment services will continue to be covered by the Division of Behavioral Health and Recovery (DBHR).

How Are Services Billed?

For all managed care services, except hospital inpatient, outpatient and facilities services (i.e. hospital inpatient rehabilitation, long-term care, nursing facilities) providers must follow CHP's authorization and notification guidelines and submit claims to CHP. This includes professional services in hospitals and home health claims.

Nursing Facility Providers should reference # Memo 09-64 for specific details for nursing home facilities that provide services to GA-U clients.

Hospital inpatient claims (DRG, UB92, and S claims for pregnant women) will continue to be sent to DSHS for payment and must meet DSHS's billing guidelines.

Hospital outpatient claims- (emergent outpatient surgical care, emergency room care or performed on an outpatient basis in a hospital) will continue to be sent to DSHS for payment and must meet DSHS's billing guidelines.

Note: Both Inpatient and Outpatient facilities admissions require CHP notification in order to coordinate care and payments. To notify CHP of a hospital admission, hospitals must fax notification to 1-206-652-7078 within 24 hours of admission or on the next business day. Omission may result in denied payments.

Note: Prescription drugs may be filled at participating pharmacies. CHP uses a formulary that is available at www.CHPW.org or a copy may be requested by calling 1-800-440-1561. Bill DSHS via Point of Sale for protease inhibitors.

What Can I Do?

- Identify clients receiving GA-U.
- Help GA-U clients to understand that their medical and mental health coverage will be changing November 1, 2009.
- Let clients know to look for information in the mail sometime in September and October of 2009.
- ***During the month of September and October***, help GA-U clients respond to these changes and avoid unnecessary confusion or automatic assignment to a provider. GA-U clients are required to sign up by selecting a *CLINIC* and a *PRIMARY CARE PROVIDER* during October 2009. Tell GA-U clients to call the Community Health Plan (CHP) of Washington at 1-800-440-1561 to select their preferred clinic and provider.

If you are currently a CHP provider, CHP will notify you of training or workshops to help understand this change. If you are not a CHP provider and have questions or would like information about becoming a CHP provider, contact CHP at 1-800-440-1561.

Who Do I Call if I Have Questions?

Community Health Plan of Washington
1-800-440-1561

Or visit Community Health Plan online at:
www.chpw.org

How Do I Conduct Business Electronically With DSHS?

You may conduct business electronically with DSHS by accessing the WAMedWeb at <http://wamedweb.acs-inc.com>.

In December 2009, DSHS will replace its current Medicaid Management Information System with a new payment processing system named ProviderOne. When fully operational, ProviderOne will pay about 100,000 providers who serve the one million people qualifying for DSHS services each year. Please visit <http://hrsa.dshs.wa.gov/ProviderOne> for more information.

How Can I Get DSHS/HRSA Provider Documents?

To obtain DSHS/HRSA provider numbered memos and billing instructions, go to the DSHS/HRSA website at <http://hrsa.dshs.wa.gov> (click the ***Billing Instructions and Numbered Memorandum*** link). These documents may be downloaded and printed.