



May 5-7, 2026



Opening in a Good Way

Statement of Gratitude

We offer this statement of gratitude for the Indigenous lands and waterways that teach us about wellness, as well as how to restore ourselves and those around us.

We strive to do our work in a way that honors the sacred connection between land, Indigenous People and health. We also align our advocacy efforts with Tribal priorities, following their lead to ensure we proceed in a good way.

As we gather today, we recognize the importance of building relationships with intention. We look to the lessons of history so our actions ensure future generations can thrive.

Tribal Relations Team

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Our Time Today

- Overview of Coordinated Care
- Community Relations
- Care Coordination Services
- Apple Health Core Connections
- How to reach us





Who We Are

Who We Are

- **Coordinated Care** is a managed care organization (MCO) that offers free or low-cost health insurance plans to individuals and families in Washington state
- We have **over 400 staff** living and working in every region across the state
- We serve over **360,000 members** statewide
- Coordinated Care launched in Washington in **2012**. Over the past **10+ years**, the number of members we serve has grown from 34,000 to over 300,000



Transforming the health
of the community, one
person at a time.

What We Offer

All lines of business are offered statewide as of Jan. 1, 2025!



Apple Health

- Medicaid Managed Care
- Enrollment: 211,800
- Statewide (all 39 counties)

Foster Care

- Medicaid program
- Enrollment: 20,100
- Sole-source
- Statewide (all 39 counties)

Marketplace

- WA Health Benefit Exchange
- Individual Market
- Enrollment: 98,700
- Statewide (all 39 counties)

Medicare

- Medicare Advantage (MA)
- Enrollment: 31,000
- Statewide (all 39 counties)

Value-Added Benefits

Coordinated Care Harvest Bucks™ (Medicaid & Foster)



- Value-added benefit available for Coordinated Care members in partnership with the WA DOH & Safeway
- Designed to address food insecurity by increasing access to fruit and vegetables
- Vouchers are \$10 each
- Use at any Safeway in WA to buy fruits and vegetables that are:
 - fresh
 - canned (*no added sugar or salt*)
 - frozen (*no added sauces or fried potatoes*)

Questions? FoodRx@coordinatedcarehealth.com

coordinated care
Harvest Bucks™ Rx

Fruit and Vegetable Prescription

With this prescription, you can get \$10 off of the price of fruits and vegetables at any Safeway store.

You can buy any variety of fruits and vegetables that are:

FRESH	- All Fresh Produce
CANNED	- No Added Sugar or Salt
FROZEN	- With no added sauces or Fried Potatoes

No purchase required.

SAFeway Rx Voucher Expires _____

\$10 OFF

Fruit and Vegetable Prescriptions

Fruit and Vegetable Prescription

Valid for purchase of fruits and vegetables*

* Any variety of fresh fruits and vegetables
* Canned vegetables with "NO SUGAR", "NO SALT ADDED"
* Frozen fruit and vegetables (plain), no added fats, sugars or salts
No "Seasoned", "In Sauce", Fried Potatoes

VOID

coordinated care. Harvest Bucks™ Rx

It Pays to Stay Healthy

You can use your My Health Pays Visa® Prepaid Card to purchase a variety of products and services*:

- Everyday items at Walmart
- Utilities
- Telecommunications
- Transportation
- Childcare
- Education
- Rent



*This card may not be used to buy alcohol, tobacco, or firearms products.

Funds expire 90 days after termination of insurance coverage or 365 days after date reward was earned, whichever comes first.

This card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A Inc. The Bancorp Bank; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions. ©2023 Coordinated Care. All rights reserved.

Start Earning Today!

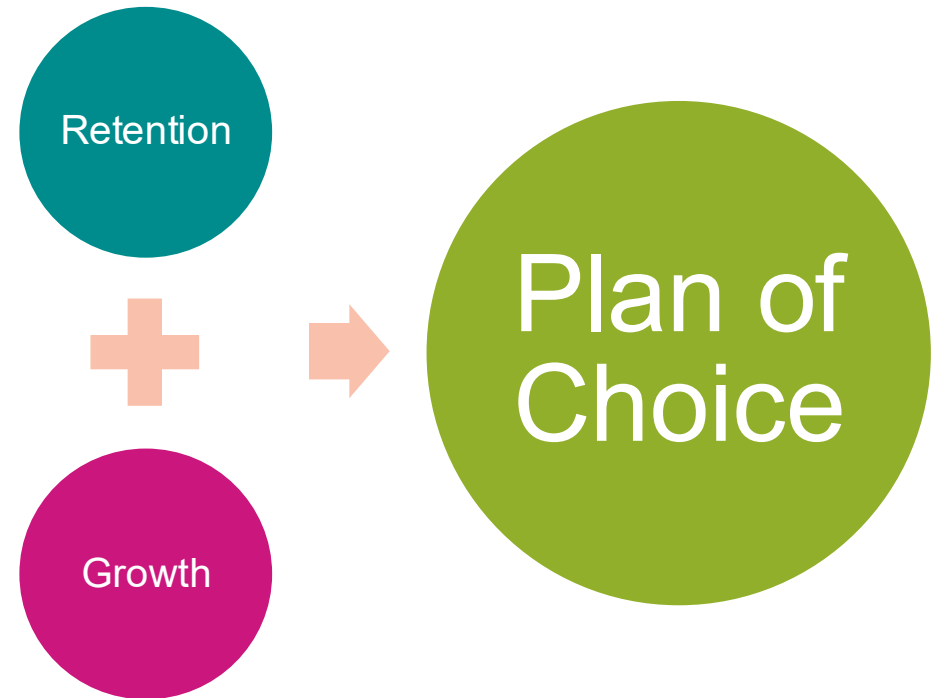
ACTIVITY	REWARD AMOUNT	REWARD DETAILS
Annual Well-Visit	\$40	1 per calendar year; all ages
Annual Flu Shot	\$25	1 per flu season (Sep. 1-Mar. 31)
Prenatal Visit	\$25	Submit a Notification of Pregnancy and complete and prenatal visit
Postpartum Visit	\$25	Complete a postpartum follow up visit.
Breast Cancer Screening	\$25	1 per calendar year; Ages 40+
Cervical Cancer Screening	\$25	1 per calendar year; Ages 21-64
Diabetes HbA1c test	\$20	Ages 18-75
Diabetes eye exam	\$10	Ages 18-75
Diabetes kidney exam	\$10	Ages 18-75



Community Relations

Community Relations focus:

- Locally Engaging Members
- Developing lasting relationships with Clinics, Navigators and Community Partners
- Supporting a Healthier Community
- Active on State & Local Boards, Coalitions & ACH
- Licensed Producers



Contact us when you have/need:

- Questions about our health plan benefits
- Member related issues
- Ordering collateral and branded giveaways
- Trainings & Presentations
- Sponsorship & Partnership Opportunities
- Event & Tabling Opportunities
- Liaison between community partners and internal teams



Collaborations & Opportunities

- Open Enrollment
- Lunch & Learns
 - In-Person
 - Zoom
- Event Collaboration
- Tabling opportunities
 - Meet our members
 - Answer questions
 - Offer Benefit Education & Resources
- Community Events





Care Coordination Services

What We Do



CARE COORDINATION:

- Short term support (30 days)
- Help connecting to providers, resources, services
- Telephonic plus in-community in 13 counties



TELEPHONIC CARE MANAGEMENT:

- Complex healthcare needs
- Long term support (60-120 days)
- Care plan and goals
- Assessment required for participation



SPECIAL PROGRAMS based on member eligibility and needs:

- Health Homes (Medicaid + DSNP)
- Member Connections (Community Health Workers)
- Start Smart For Your Baby
- Children with Special Health Care Needs
- Health Coaching (specific chronic condition support)



Cultural Responsiveness in Health Care

- Connection to Indian Health Care Providers
- Person-centered, culturally responsive care plans that support member identity
- Our staff will
 - Partner with caseworkers and caregivers to identify goals and
 - Determine how to achieve those goals together
- Health Care Coordination can be
 - A one-time request
 - Ongoing until issues are resolved
 - Reopened at any time



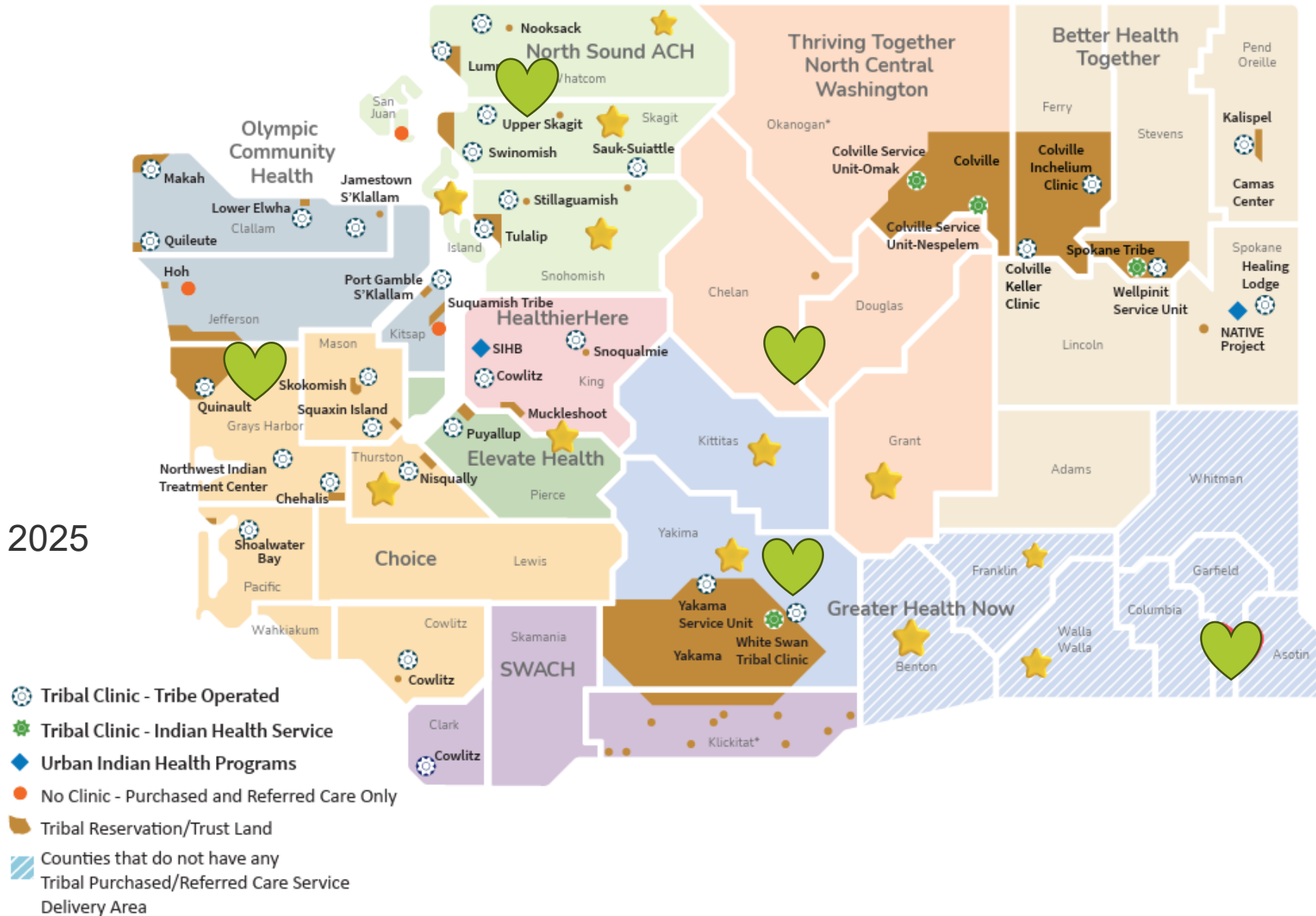
Field-based Community Health Workers

★ = Medicaid & Ambetter

♥ = Wellcare*

*New positions as of May 2025

Tribes and Tribal Health Clinics in Washington State



How to reach us or make a referral for Integrated Managed Care

For External Community or Provider Referral: Send to caremanagement@coordinatedcarehealth.com

For community members and providers:

Care Management Line: 1-877-644-4613 EXT 69626

If referring somebody via email, please include:

- Member's Name and Date of Birth
- Provider One number
- *Additional information that is helpful, but not required:*
 - *Who is making the referral and preferred contact*
 - *Member's best contact number and way to contact or time to call, and other demographics (where the member is currently if in a facility vs community setting)*
 - *Primary reason for referral*
 - *If BH include underlying reason ex. Depression, SUD, Suicidal Ideation*
 - *If requesting in-person services from a Community Health Worker, Requested meeting dates and times and the contact person for meeting acceptance.*
 - *Point of contact if member is unable to communicate*

How to reach us or make a referral for Ambetter and Wellcare

For External Community or Provider Referral:

Providers can submit a referral through the provider portal or call the Provider Services line **877-687-1197** and select the Care Management option.

For community members: 877-687-1197

Contact Member Services - Members can request care management by contacting the member services line and asking for a care manager.

For any escalations or concerns, please reach out to

IndianHealthCareProviderAssistance@coordinatedcarehealth.com

Ambetter additional information:

<https://www.ambetterhealth.com/content/dam/centene/Coordinated%20Care/ambetter/PDFs/WA-Ambetter-Provider-QRG.pdf>

Referring for Care Coordination/Care Management

Team	Apple Health Core Connections (Foster Care)	Coordinated Care (Medicaid, BHSO)	Ambetter (Marketplace)	Wellcare (Medicare & DSNP)
Email	AHCCTeam@coordinatedcarehealth.com	caremanagement@coordinatedcarehealth.com	None	
Phone	1-844-354-9876, Dial 2 for Member Services	1-877-644-4613 EXT 69626	Community members: 877-687-1197 Providers: 877-687-1197	

Coordinated Care Harvest Bucks (Medicaid and AHCC):
FoodRx@coordinatedcarehealth.com

**For any escalations or concerns for all programs,
please reach out to**
IndianHealthCareProviderAssistance@coordinatedcarehealth.com

Tribal Member Self-Attestation for Medicaid

Standard enrollment questionnaire* includes self-attestation of:

- Member's Tribal Affiliation
- Preferred Provider Point of Contact / Indian Health Care Provider (PPPoC/IHCP)
- Tribal Caseworker
- Permission to coordinate with the IHCP and/or Tribal Caseworker

*as contractually required by WA State HCA





Apple Health Core Connections

When Children/Youth Enter Foster Care

Apple Health Core Connections (AHCC) Covers

21,000+ members statewide

- Children/youth in out-of-home placement
- Adoption Support
- Guardianship Assistance Program (GAP)
- Extended foster care (18-21)
- Alumni of foster care (18-26)
- Children/youth reunited with their parents, one year post dependency*
- Youth enrolled in Unaccompanied Refugee Minor program (through age 21)**



*Parents must meet income and resource requirements.

** Youth enrolled in the URM program remain eligible through age 26 if they meet qualified alien status at age 21.

***Tribes have their own separate child welfare programs and can choose to opt their children/youth in. Forms for Tribes to opt in can be found on the HCA Website at <https://www.hca.wa.gov/free-or-low-cost-health-care/i-need-medical-dental-or-vision-care/foster-care>

Eligibility and Enrollment



To enroll an AI/AN youth with AHCC:

1. Consult with your DCYF Tribal Liaison or your Tribal Child Welfare social worker.
2. DCYF and Tribal caseworkers can contact Foster Care and Adoption Support (FCAS) at the Health Care Authority by calling 1-800-562-3022 (ext. 15480) or emailing fcas@hca.wa.gov.

Requesting Care Management for AI/AN Youth

Key Information to Include

- Member name
- Member Date of Birth
- Coordinated Care Member Number or Provider One Number
- Contact information (Phone, email)
- Tribal Affiliation/Citizenship or Child Welfare Jurisdiction
- Information about the need or request for support

Contact

- Call 1-844-354-9876, dial 2 for Member Services
- Email us at:
AHCCTeam@coordinatedcarehealth.com

Support and Training



AHCC Liaisons

Coordinated Care has Liaisons to the Department of Children, Youth, and Families in each of the DCYF regions. The Liaisons are here if you need assistance coordinating with AHCC staff, health care providers, or with other issues that may arise. Liaisons are focused on promoting effective communication between DCYF, Coordinated Care, members, caregivers, parents, and physical and behavioral health providers.



AHCC Community Educators

Provide no cost training for caregivers, adoptive parents, DCYF and Tribal caseworkers, and providers on topics related to the needs of children in the child welfare system. Training topics include trauma, resiliency, and evidenced based treatment.

Coordinated Care AHCC Contacts

- **Apple Health Core Connections**

- AHCCTeam@CoordinatedCareHealth.com
- (844) 354-9876
- CoordinatedCareHealth.com

- **AHCC Regional Health Liaisons**

- **Regions 1, 2 & 6 (Peninsula, Southwest, Central & Eastern WA):**

- ★ ➤ **Michelle Wiley** | 509-774-7297 ★
Michelle.M.Wiley@coordinatedcarehealth.com

- **Regions 3, 4, & 5 (North Sound, King, Pierce)**

- ➤ **Kristina Greene** 206-601-8326,
Kristina.Greene@coordinatedcarehealth.com

- **Community Educator**

- Nathan LaChine | 253-691-0998
Nathaniel.LaChine@coordinatedcarehealth.com

DCYF Region Map



Which Team Do I Contact?

Team	Apple Health Core Connections (Coordinated Care of Washington)	Foster Care Adoption Support (Health Care Authority)	Fostering Well Being (Department of Social and Health Services)
Email	AHCCTeam@coordinatedcarehealth.com	fcas@hca.wa.gov	fwb@dshs.wa.gov
Phone	1-844-354-9876, Dial 2 for Member Services	1-800-562-3022, ext. 15480	1-800-422-3263 ext. 52626/option 5
Focus	<ul style="list-style-type: none"> • Basic/initial “we need help” health questions • Care coordination and resources for AHCC members • Bills received for physical, pharmacy, and behavioral health for AHCC members 	<ul style="list-style-type: none"> • All enrollment and eligibility for youth in foster care, adoption support, guardianship, alumni, and reunification populations • Bills for services covered by fee for service – dental, orthodontics 	<ul style="list-style-type: none"> • Care coordination and resources for youth covered by fee for service • Dental and orthodontic care coordination • AI/AN youth, BHSO for physical health • DCYF requests for youth placed out of state

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Thank You!
