

Healthy Options Assignment Process

Healthy Options eligible client categories are assigned to plans on a daily basis. The effective date of assignment to a health plan is always prospective beginning the first of each enrollment month. The categories include:

- TANF families
- Children under age 19 including those in the CHIP program
- Federally qualified pregnant women
- Categorically Needy Blind/Disabled not eligible for Medicare and not residing in an institution or receiving long-term care services through Aging and Disability Services Administration (ADSA)

The daily assignment process gives each client at least 10-days notice to accept the health plan assigned or change health plans.

- Exceptions to the 10-day notice are:
 - Clients with a break in Medical eligibility of less than two months
 - Newborns whose mothers were enrolled with a plan at the time of delivery

The ProviderOne payment system has five categories of clients in the assignment process.

1. New clients who have never been in the system or have not been eligible for medical services in the previous 12 months.
 - The Health Care Authority (HCA) assigns new clients to an available health plan in their area and sends the client a *Healthy Options Medical Benefit* handbook which includes:
 - A letter explaining which plan the client is assigned to and other available health plans
 - How to change to a different health plan if needed
 - A complete description of the managed care program
 - Information about all the available health plans
2. Clients with a break in medical service eligibility between 2 and 12 months.
 - HCA sends these clients an assignment letter. The letter tells them which plan they are assigned to, how to change to different plan if needed and how to get the *Healthy Options Medical Benefit* book for more information.
3. Clients who move to an area where the previous plan is not available.
 - HCA sends these clients an assignment letter. The letter tells them which plan they are assigned to, how to change to different plan if needed and how to get the *Healthy Options Medical Benefit* book for more information.
4. Clients linked to other enrolled family members including newborns whose mothers were enrolled in a plan at the time of delivery.
 - HCA sends these clients an assignment letter. The letter tells them which plan they are assigned to, how to change to different plan if needed and how to get the *Healthy Options Medical Benefit* book for more information.
5. Clients with a break in eligibility for medical services of less than two months.
 - HCA reconnects these clients to their previous plan effective the next prospective enrollment date without any notice.

Changing Health Plans

The effective date of any health plan change is the first of the next enrollment processing month. The HCA health plan assignment will remain in place for clients who do not respond to notices or do not make changes.

- Retroactive changes to health plans are not allowed.
- ProviderOne shows the current day's enrollment and should be verified with each visit before providing services to clients.
 - Clients may be enrolled in health plan "A" when eligibility is checked on the last day of the month but could change to health plan "B" effective the first day of the next month.
 - Changes for the following month must be made before the cut-off date. The cut-off date for changes is the business day before the last business day of the month.
- There are several ways to change health plans. Clients can start using the Client Portal and the automated Interactive Voice Response (IVR) system on May 30, 2012 for the July 1 effective enrollment date.
 - Use the ProviderOne Client Portal at <https://www.waproviderone.org/client>.
 - Use the HCA automated IVR system. Call 1-800-562-3022, press 6 for client services, and then press 2 for health plan enrollment.
 - Complete, sign, and fax the *Enrollment Form* (13-862) to 1-866-668-1214. Please fax them one by one without a cover sheet.
 - Mail the completed *Enrollment Form* to:
 - Health Care Authority
 - PO Box 45505
 - Olympia, WA 98504.