

Re-issue

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
MEDICAID PURCHASING ADMINISTRATION
Olympia, Washington**

To: All Providers
Managed Care Organizations

Memo : 09-63
Re-issue: October 19, 2010

From: Doug Porter, Administrator and
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Authority/Medicaid Purchasing
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For information contact
1-800- 562-3022 or go to:
<http://hrsa.dshs.wa.gov/contact/default.aspx>

Subject: Managed Care Enrollment Required for Disability Lifeline Clients

Reminder: The Department of Social and Health Services (the Department) reminds providers of the following:

- General Assistance - Unemployable (GA-U) is now named Disability Lifeline (DL); and
- DL clients in Washington State are enrolled by the Department in managed care.

What Changed?

The 2010 session of the Washington State Legislature renamed the General Assistance - Unemployable (GA-U) program to Disability Lifeline (DL).

The Department enrolls clients into the Community Health Plan of Washington (CHPW) for health care upon determination of eligibility for DL. Mandatory managed care for DL clients is now statewide.

Who Was Affected by this Change?

Almost all DL clients were affected by these changes.

For additional information and billing requirements for the DL managed care program refer to [WAC 388-538-063](#).

Note: American Indians or Alaska Natives (AI/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. For exemption to mandatory enrollment, clients must identify themselves as eligible for the exemption upon application for services.

Important Things for Providers Serving DL Clients to Consider

It is important to determine client eligibility before making a medical or mental health referral.

Covered Benefits

Effective November 1, 2009, medical and mental health benefits are covered by CHPW under the managed care provisions.

Note: 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 other facilities services (i.e. hospital inpatient rehabilitation, long-term care, and nursing facilities) providers must follow CHPW's authorization and notification guidelines and submit claims to CHPW. This includes professional services in hospitals and home health claims.

Note: Providers must obtain written prior approval (PA) from CHPW care management staff or Medical Director when providing durable medical equipment (DME) and medical supply equipment (MSE) to DL clients.

Nursing Facility Providers - For specific details about nursing home facilities that provide services to DL clients see # Memo 09-64.

Hospital Inpatient Claims (DRG, UB-04, and pregnancy related claims) continue to send to the Department for payment and must meet the Department'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 the Department for payment and must meet the Department's billing guidelines.

Note: Both Inpatient and Outpatient facilities admissions require CHPW notification in order to coordinate care and payments. To notify CHPW 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. CHPW uses a formulary that is available at www.CHPW.org or a copy may be requested by calling 1-800-440-1561. Bill the Department via Point of Sale for protease inhibitors and anti retroviral agents.

What Can I Do?

- Identify clients receiving Disability Lifeline.
- Disability Lifeline clients are enrolled in CHPW when approved for the Disability Lifeline program. Tell Disability Lifeline clients to call CHPW at 1-800-440-1561 to select their preferred clinic and provider.

If you are currently a CHPW provider, CHPW will notify you of training or workshops to help understand requirements. If you are not a CHPW provider and have questions or would like information about becoming a CHPW provider, contact CHPW 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 Can I Get the Department/MPA Provider Documents?

To download and print the Department/MPA provider numbered memos and billing instructions, go to the Department/MPA website at: <http://hrsa.dshs.wa.gov> (click the **Billing Instructions and Numbered Memorandum** link).