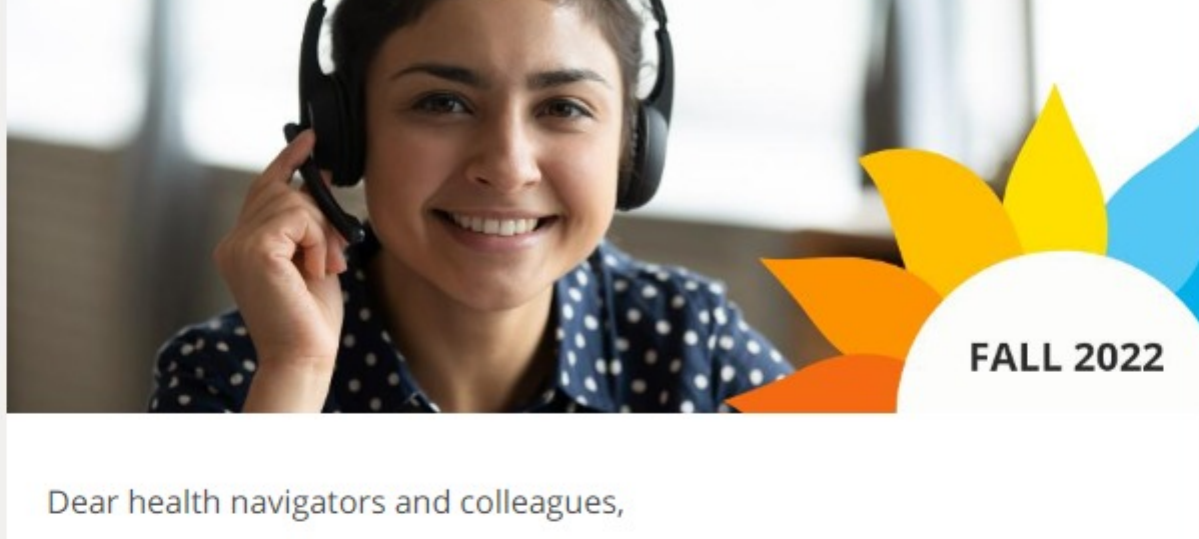


NAVIGATOR NEWS



FALL 2022

Dear health navigators and colleagues,

Can you believe we are well into fall? Just like with the weather, there are some exciting changes afoot at Community Health Plan of Washington (CHPW) that we'd like to share with you and your health care coverage clients.

Open Enrollment for Cascade Select

Washingtonians can enroll in an individual and family health plan for 2023 coverage through Washington's insurance marketplace— [Washington Healthplanfinder](#)— from Nov. 1 through Jan. 15.

- Our [Cascade Select](#) (“public option”) plans will be changing names in 2023 from CHNW (Community Health Network of Washington, our parent organization) to CHPW. The name change comes with a new “Individual & Family Plans” logo.
- Our Cascade Select offering is now available in 20 counties: Benton, Chelan, Douglas, Ferry (*new*), Franklin, Grant, Jefferson, King, Kitsap, Kittitas, Lewis, Mason, Okanogan, Pierce, Snohomish, Spokane, Thurston, Walla Walla, Whitman (*new*), and Yakima.
- CHPW has the lowest-cost Silver Cascade Care plan in 2023 in 11 of 20 counties!



We've expanded our network of providers to include several new major Specialty and Hospital partners:

- Ferry County Health
- Whitman Hospital
- Pullman Regional Hospital
- UW Medicine
- Harborview Medical Center
- Valley Medical Center

For a full list of our Cascade Select network, try our [Find a Doctor page](#). We recommend using this search tool because it will have our most up-to-date and accurate provider information.

Want to find out more about our [Individual & Family plans](#)? Visit our [FAQ page](#).

New Alternative Treatments benefit for Apple Health

CHPW recently launched a first-of-its-kind comprehensive Alternative Treatments benefit for our Apple Health (Medicaid) members. It gives them non-invasive treatment options for chronic pain and other conditions like headaches, allergies, anxiety, and depression.



- 20 visits combined a year for Acupuncture, Chiropractic, and Massage
- No referral or prior auth required
- No age restrictions
- Open network: Members can see any provider licensed in Washington. (If provider is unwilling to bill CHPW, member can pay up front and submit a claim for reimbursement.)

Our related [blog post](#) explains how Alternative Treatments can help with pain and stress.

It's Annual Enrollment Period (AEP) for Medicare!

Did you know? Some of your clients seeking health coverage may be “dual eligible” for both Medicaid and Medicare depending on their age and income. CHPW has a Medicare Advantage Dual Plan (HMO D-SNP) just for them, with greatly enhanced benefits for 2023:



Dental: Up to \$5,000/year. Plus, you can see the dentist of your choice.



Over-the-Counter (OTC) and Grocery benefit: \$125/month to spend on OTC items plus \$50/month to spend on healthy foods. All on one easy-to-use debit card good at thousands of retailers such as Safeway, Rite Aid, Walmart and more.



Health & Wellbeing package: 25 combined visits a year for acupuncture, naturopathy, chiropractic, massage, and other approved wellness programs.



Family on Demand: 60 hours per year of support and companionship through Papa Pals. Use for home visits, travel to errands and appointments, help with household chores, or just a friend to spend time with.



Plus: \$0 copay for prescription drugs, \$500/year for eyeglasses, \$2,250 a year for hearing aids.

Find out more on our [Dual Plan webpage](#).

We also have Medicare Advantage plans for:

- Those who aren't fully Dual-eligible but who are [eligible for Extra Help \(or LIS\)](#).
- Those who [don't want or need prescription drug coverage](#), such as veterans who may already have coverage through the VA or TRICARE.



Do your clients have questions? We have answers!

CHPW's local Account Managers are available to answer Medicare questions and enroll patients throughout all of AEP (October 15 – December 7)! Contact your [local CHPW rep](#) or visit us online at [medicare.chpw.org/contact-us/chpw-representatives/](#) to help your clients schedule a 1-on-1 meeting or sign up for a free Medicare Information Session.

PHE extended again

As expected, the Biden administration has [extended the COVID-19 Public Health Emergency \(PHE\)](#) for another three months, through Jan. 11. The PHE was first declared in January 2020, and has been renewed every 90 days since then.

Current Apple Health (Medicaid) clients will not lose their coverage during the PHE. When PHE ends, they will once again be required to prove that they still meet the eligibility requirements to receive Medicaid benefits.

We have been asking our Apple Health members to verify or update their contact information through [Washington Healthplanfinder](#) so that we can get in touch when PHE ends and it's time for them to renew their coverage. We encourage you to remind your clients to do the same.

And lastly...

- Navigators, thank you for all you do! We mean it. Hear (and see) it from us:



- Don't forget to bookmark our [Navigator Center](#). It's a hub of useful tools and information designed just for you.
- Keep up to date on health tips and topics via our [CHPWConnections](#) blog.

Once again, our heartfelt thanks for all you do to help keep our communities healthy.

Until next time,

Caitlin Duffy

Caitlin Duffy
Director, Business Development and Sales