

# NAVIGATOR NEWS



Dear navigators and colleagues,

Spring has sprung! And with it comes changes and challenges as we work to serve our members and clients. Community Health Plan of Washington (CHPW) has put together a few tools to help your springtime bloom with possibilities.

## Help your Apple Health (Medicaid) clients stay covered

It's official: Apple Health redetermination has begun. This means that as of April 1, 2023, Apple Health recipients have started receiving notices from the state asking them for renewal information.



The state estimates roughly 300,000 recipients may wind up no longer qualifying for Apple Health over the next 12 months. But they could qualify for another low-cost health plan, like Individual & Family Cascade Select or Medicare Advantage. CHPW is committed to helping Washington's communities avoid gaps in coverage—and you can help.

### Use our toolkit to share information

We've created a renewal toolkit to help Apple Health patients, providers, and navigators understand the Apple Health redetermination process. These materials include flyers, educational videos, and social media content, so they can be shared online and off.

[Explore our toolkit](#)

You can also direct Apple Health members with questions to our [Renew webpage](#).

If you have more questions or need help, we're here for you. Call CHPW's renewal team at 1-866-907-1904 (TTY: 711), 8 a.m. to 5:30 p.m., Monday to Friday.

Thanks for doing your part to make sure your clients stay covered!

## Alternative Treatments reimbursement guide for CHPW members



Last fall, we let you know about our new Alternative Treatments benefit for Apple Health. This benefit offers 20 combined visits for acupuncture, chiropractic, and massage services to our Apple Health members.

You may remember that we use an open network for these services. That means we will bill any licensed provider in Washington. But many providers aren't sure how to bill us, so we also offer reimbursement to members who pay out of pocket for their Alternative Treatments.

If you have clients who aren't sure what providers will see them for this benefit, or know providers who are unfamiliar with open networks, use our flyer to help. Providers can also learn about submitting claims by calling our Customer Service team at 1-800-440-1561 (TTY: 711), Monday through Friday, 8:00 a.m. to 5:00 p.m.

[View and download flyer](#)

## Be Well: Connecting members to their benefits

This year, we launched CHPW Be Well to remind our Apple Health members of their benefits and encourage them to use the services available to them. The Be Well series is full of helpful tips, reminders, and resources.



We're thrilled with the positive response we've gotten so far! Take a peek for yourself— check out one of our Be Well newsletters, a Health Calendar for Apple Health members. This resource offers a roadmap to planning health appointments that work for our members' schedules.

[Read it now](#)

## Opportunity: Provide friendship and support to senior community members

Do you or someone you know have a passion for helping our seniors? CHPW offers companionship to Medicare Advantage Plan 2 and Dual members through our Family on Demand program—and you can be part of it.

Family on Demand is offered through Papa Pals, a national organization that connects qualified community members to seniors. These are folks looking for movie buddies, rides to appointments, extra help around the house, and more. Strong social ties make our elders healthier and happier, so we hope you'll spread the word about this program. Or sign up yourself!



- [Papa Pals flyer](#) (English)
- [Papa Pals flyer](#) (Spanish)

[Learn more about Family on Demand](#)

## Questions? Concerns? We're here to help.

Reach out to your local CHPW rep if you have any questions. From Apple Health renewal to CHPW programs and services, we're here to support you in the work you do for your clients.

### Like this newsletter?

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Until next time,

*Caitlin Duffy*

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