

Care Management Programs Apple Health (Medicaid) Members

Provider Resource

Overview:

Molina has a variety of Care Management Programs that are voluntary for members in order to improve health outcomes, assist members with managing their conditions, and provide members with needed resources and referrals. Our program staff collaborates with providers and delivers care coordination services. Members can be referred to programs through provider referral or self-referral.

For referrals to any of the programs outlined below:

- Providers can refer by completing and faxing the attached Referral Form (page 3) to Care Management Services at: (800) 767-7188
- The referral form is available online at: MolinaHealthcare.com/providers/wa/medicaid/forms/Pages/fuf.aspx
- Members can self-refer by calling Member Services at: (800) 869-7165, TTY 711
- To better serve your patients, please let them know you will be referring them to us for services

Case Management (services in many areas are primarily telephonic)

Molina's Case Management Program can help a member with:

- Accessing community resources
- Navigating health plan services
- Identifying gaps in care and barriers to meet health care needs
- Coordinating services with a member's health care team
- Supporting improved health outcomes through goal setting
- Providing education and resources to help manage chronic conditions



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Specialized Programs (telephonic services)

Molina's specialized programs include:

- Bariatric Surgery (800) 869-7175, ext. 144055
- Autism/ABA Therapy
- Transgender Care Coordination
- High Risk OB
- Health Services for Children with Special Needs

Community Connector (community health worker role) (face-to-face services)

- Enhancement and extension of Case Management Services
- Assists members with navigating the health care system
- Helps members connect to community resources
- Links members to transportation resources
- Assists members with overcoming access to care barriers

Patient Review and Coordination Program (telephonic services)

- Restricts members to one prescriber and one pharmacy for narcotic medications
- Assists members with improved health outcomes
- Improves appropriate utilization of the health care system
- Has shown a reduction in narcotic-related deaths

Health Homes (face-to-face services)

Contact: WAHealthHomes@MolinaHealthcare.com

- An additional Medicaid benefit for member with a PRISM risk score of 1.5 or greater
- Provides community-based care coordination
- May accompany members to medical appointments
- Coordinates/collaborates with providers to facilitate member care
- Completes face-to-face assessment and health action plans

For questions regarding prior authorizations, prescriptions, and benefits, or for help locating a provider, please call (855) 322-4082.

