

# Washington Apple Health Managed Care Plan Comparison Guide



This guide compares Apple Health (Medicaid) managed care plans. Below you can view:

- Plan report card
- Basic covered services
- Value-added benefits comparison chart

Use this guide to help you choose an Apple Health (Medicaid) managed care plan that best fits the needs of you and your family.

## 2023 Washington Apple Health Plan Report Card

This report card shows how Apple Health plans compare to each other in key performance areas.

| Performance areas                       | Coordinated Care of Washington | Community Health Plan of Washington | Molina Healthcare of Washington | United Healthcare Community Plan | Wellpoint (previously Amerigroup) |
|---|--------------------------------|-------------------------------------|---------------------------------|----------------------------------|-----------------------------------|
| Getting care                            | ★★★★                           | ★★★                                 | ★★★★                            | ★★★★                             | ★★★                               |
| Keeping kids healthy                    | ★★★★                           | ★★★                                 | ★★★★                            | ★★★★                             | ★★★                               |
| Keeping women and mothers healthy       | ★★★★                           | ★★★                                 | ★★★★                            | ★★★★                             | ★★★                               |
| Preventing and managing illness         | ★★★★                           | ★★★                                 | ★★★★                            | ★★★★                             | ★★★                               |
| Ensuring appropriate care               | ★★★★                           | ★★★★                                | ★★★★                            | ★★★★                             | ★★★                               |
| Satisfaction of care provided to adults | ★★★★                           | ★★★                                 | ★★★★                            | ★★★★                             | ★★★                               |
| Satisfaction with plan for adults       | ★★★★                           | ★★★                                 | ★★★★                            | ★★★★                             | ★★★                               |

| KEY: Performance compared to all Apple Health plans |      |
|---|------|
| Above average                                       | ★★★★ |
| Average   | ★★★  |
| Below average                                       | ★★   |

*These ratings were based on information collected from health plans and surveys of health plan members in 2022. (some of the data used in the Getting Care category is from 2021).*

*The information was reviewed for accuracy by independent auditors.*

*Health plan performance scores were not adjusted for differences in their member populations or service regions.*

*View the **Washington Apple Health Plan Report Card**.*

## Covered services

All Apple Health managed care plans must cover these basic services shown below.

|   |  |
|---|--|
| <b>Hospitalization</b>  | A stay in the hospital, including inpatient surgery and recovery.  |
| <b>Emergency services</b>   | Visits to the emergency room, including ambulance services or treatment at an urgent care center.                    |
| <b>Ambulatory services</b>  | Doctor visits when you're sick or injured, or outpatient clinic visits.  |
| <b>Prescription medications</b>   | Medicine your doctor orders.   |
| <b>Laboratory services</b>  | X-rays, MRIs, blood tests, etc.  |
| <b>Maternity and newborn care</b>   | For individuals who need prenatal care or help with pregnancy, complications, and delivery.                          |
| <b>Pediatric services, including dental and vision care</b>                   | Dental check-ups, routine eye doctor visits, eyeglasses, immunizations, and more.                                    |
| <b>Preventive and wellness services, including chronic disease management</b> | Screening tests for things like osteoporosis and mammograms, and help living with long-term illnesses like diabetes. |
| <b>Behavioral health services</b>   | Mental health and substance use disorder treatment services  |
| <b>Rehabilitative services and devices</b>                                    | Physical therapy, speech therapy, artificial limbs, and other medical equipment.                                     |






Learn about other *benefits and services covered by Apple Health.*






# Apple Health Managed Care Value-Added Benefits Comparison Chart






Value-Added Benefits (VAB) offer additional supports not covered by Apple Health (Medicaid) and are provided to clients by their managed care plan.

Some managed care plans offer virtual or in-person coordination support to help you access these and other benefits. Click the plans names at the top of the table for a complete list of benefits offered by plan. Common VABs are found in the table below.

| Value-Added Benefits                          | <a href="#">Coordinated Care</a>   | <a href="#">Community Health Plan of Washington</a> | <a href="#">Molina Healthcare of Washington</a>   | <a href="#">UnitedHealthcare Community Plan</a>  | <a href="#">Wellpoint Washington (previously Amerigroup)</a> |
|---|--|---|---|--|--|
| <b>Food Security</b>                          | Support with access to \$100/year in vouchers for fruits and vegetables  | N/A   | Free two weeks of healthy meals from FarmboxRx after a hospital stay<br><br>Support from registered dietitians and health educators through our My Health program | See Maternity Support VAB  | Free Costco Gold Card Membership                             |
| <b>Housing Support</b>                        | Earn up to \$200 in rewards to use toward rental fees/rent and utilities   | N/A   | N/A   | On My Way (OMW) Program: help prepare youth members reach their housing, employment, and financial management needs for the future   | N/A  |
| <b>Transition Support for Jail/ Detention</b> | Grants for members to buy essential needs, such as food, clothing, and other items, to support successful transition | N/A   | N/A   | Location-based services when available<br><br>Members receive duffel bags containing essentials upon leaving an incarcerated setting | Free Laptop<br><br>\$100 for Internet/ technology            |

| Value-Added Benefits               | Coordinated Care of Washington, Inc   | Community Health Plan of Washington    | Molina Healthcare of Washington    | UnitedHealthcare Community Plan    | Wellpoint Washington (previously Amerigroup)   |
|------------------------------------|---|--|--|--|--|
| <b>Maternity Support</b>           | <p>Free car seat or Pack and Play and help with cribs</p> <p>Labor &amp; planning assistant (Doula) for physical &amp; emotional support breastfeeding support available 24/7 by video</p> <p>Support to reduce smoking (Puff-Free Pregnancy)</p> <p>Three month supply of prenatal vitamins</p> <p>Choose from a free manual or electric breast pump</p> | <p>Free prenatal vitamins</p> <p>Healthy You, Healthy Baby program with specialized case managers for additional support with pregnancy related needs</p> <p>Choose from a free manual or electric breast pump</p>   | <p>Free prenatal vitamins</p> <p>Free Text4baby appointment and health info for a healthy pregnancy</p> <p>Choose from a free manual or electric breast pump</p> | <p>Car seat at no cost</p> <p>Home-delivered meals for two-week period to enrolled birthing person and up to four additional household members</p> <p>Babyscripts: educational content</p> <p>Text4Baby education and support</p> <p>Free prenatal vitamins</p> <p>Healthy First Steps Program from prenatal to one year postpartum</p> <p>Choose from a free manual or electric breast pump</p> | <p>Two week food delivery program for pregnant and new parents</p> <p>10-week meal delivery for pregnant individuals with gestational diabetes</p> <p>\$100 gift card to buy baby items</p> <p>Choose from a free manual or electric breast pump</p> |
| <b>Life Transition Support/Kit</b> | <p>Help with personalized care management to provide free necessities (toiletries, shoes, and planners, and more)</p> <p>LGBTQIA+ Care Navigators provide you with gender affirming care navigation and support</p>   | <p>Life-skill education for youth 15-18 years old</p> <p>Up to \$500 in funding toward enrichment activities related to independent living goals</p> <p>Daily living skills coaching</p> <p>Education support</p> <p>Career development</p> <p>Vocational training</p> <p>Job placement services</p> <p>LGBTQIA+ Care Navigators provide you with gender affirming care navigation and support</p> | <p>LGBTQIA+ Care Navigators provide you with gender affirming care navigation and support</p>  | <p>On My Way (OMW) Program: help prepare youth members reach their housing, employment, and financial management needs for the future</p> <p>LGBTQIA+ Care Navigators provide you with gender affirming care navigation and support</p>  | <p>Free Life transition kit with dental and first aid kits, emergency blanket, and more</p> <p>Wound kit for youth experiencing homelessness</p>   |
| <b>Transportation</b>              | <p>Automatically earn up to \$200 in rewards to use toward transportation needs</p>   | <p>N/A</p>   | <p>N/A</p>   | <p>N/A</p>   | <p>\$50 Orca card for members living in King, Pierce, and Snohomish counties</p>   |

| Value-Added Benefits  | Coordinated Care of Washington, Inc   | Community Health Plan of Washington   | Molina Healthcare of Washington    | UnitedHealthcare Community Plan    | Wellpoint Washington (previously Amerigroup)   |
|---|---|---|---|--|--|
| <b>Fitness/Healthy Lifestyles (Gym Membership)</b>                              | <p>Weight loss coaching and support for healthy eating habits</p> <p>Post-bariatric surgery support and coaching</p> <p>MyStrength app with tools to reduce anxiety, depression, and substance use</p>  | <p>Guidance from experienced health coaches, nurses, and registered dietitians to support new health routines, diagnosis management, and activity plans</p> | <p>Weight management coaching to help you reach your healthy weight goal</p> <p>Nutrition consultation with a registered dietitian including meal planning and guidance</p>   | <p>Dedicated subject matter expert registered nurse for those with bariatric conditions</p>  | <p>\$50 card for gym membership for members with diabetes or obesity diagnosis</p> <p>Choose Healthy Online fitness</p> <p>WW (formerly Weight Watcher®) voucher Covers sign-up fee, 13 weeks of in-person classes, and 14 weeks of online classes</p> |
| <b>Kids Activities/ Clubs (4H, Boys and Girls Club for kids 6-18 years old)</b> | <p>Free Boys &amp; Girls Club membership</p> <p>Healthy Kids Club with CC the Panda, and partner providers, leading kids on their health and wellness journey</p> <p>Free sports physical</p>   | <p>Free Boys &amp; Girls Club membership</p> <p>Free sports physical</p>  | <p>Free Boys &amp; Girls Club membership</p> <p>Free sports physical</p>  | <p>Free Boys &amp; Girls Club membership</p> <p>Free sports physical</p>   | <p>Free Boys &amp; Girls Club membership</p> <p>4H membership</p> <p>Virtual tutoring services</p> <p>YMCA membership for clients living in Wenatchee and Longview</p> <p>Free sports physical</p>   |
| <b>Hearing/Vision Benefit(s) For adults 21 and older</b>                        | <p>Free eyeglasses</p>  | <p>Free eyeglasses</p>  | <p>Free eyeglasses from Zenni Eyewear</p>   | <p>\$100 for eyeglasses</p>  | <p>\$100 for eyeglasses</p>  |
| <b>Telehealth Resources</b>   | <p>Free 24/7 hour phone and video visits to ask questions, get advice, a diagnosis, or prescription with Teladoc or network providers</p> <p>NeuroFlow app for behavioral health support</p> <p>Pacify App with 24/7 access to doulas, lactation consultants, Crisis Help line and more during pregnancy and beyond</p> | <p>24/7 phone and video visits through CHPW Virtual Care</p> <p>Help learning to use technology for health care</p>   | <p>24/7 virtual urgent care (Teladoc)</p> <p>Pyx Health App: program offering companionship and resources to support your physical and mental health needs</p> <p>Our network of telehealth providers includes: Boulder Care, Bright Heart Health, Bicycle Health and Teladoc</p> | <p>Virtual care with UHC Doctor Chat</p> <p>Bright Heart Health: 24/7 substance use disorder phone line</p> <p>Eleanor Health: help coordinating physical health through care managers and services for long-term mental health needs</p> <p>BoulderCare: telehealth solution for members looking for addiction treatment</p> <p>Charlie Health: Personalized Intensive Outpatient Program for youth</p> | <p>Live Health Online</p> <p>Emotional Wellbeing App</p> <p>Meditation App for kids</p>  |

| Value-Added Benefits  | Coordinated Care of Washington, Inc    | Community Health Plan of Washington   | Molina Healthcare of Washington   | UnitedHealthcare Community Plan   | Wellpoint Washington (previously Amerigroup)   |
|---|--|---|--|---|--|
| <b>Rewards Programs (Up to \$200 per member per year)</b>     | Earn up to \$200 for getting flu shots, well-visits, screenings and more. Rewards are automatically added to prepaid Visa card for healthy choices   | Our ChildrenFirst program includes Prenatal, Postpartum and Well-Child Reward programs<br><br>Well-Child Rewards program starting at two weeks old up to age 18<br><br>Reward for each well-child checkup, total benefit value up to \$200 annually in the form of gift cards from Target, Amazon, or Safeway       | Earn up to \$200 in gift cards annually for taking care of yourself and your family by completing preventive screenings and services   | Earn rewards for completing important preventive services including well-child visits, immunizations, breast cancer screening, diabetes monitoring, and more<br><br>\$200 per member per year   | Up to \$200 in rewards annually  |
| <b>Additional Services (Acupuncture, Circumcisions, etc.)</b> | Amazon Prime discount<br><br>Free smart phone with unlimited text messages; free calls to Coordinated Care and 24/7 advice nurse line<br><br>90-day Medication Fills: option to have prescriptions mailed to your home or filled at your pharmacy<br><br>Quit smoking and other tobacco use with coaching and custom support | Amazon Prime discount<br><br>Combined 20 visits per year for pain and stress support including acupuncture, chiropractic, and massage therapy (open network, no referral needed or prior authorization)<br><br>Quit smoking support<br><br>Circumcision<br><br>90-day medication supply for most chronic conditions | Amazon Prime discount<br><br>Pyx Health App: program offering companionship and resources to support your physical and mental health needs<br><br>90-day Medication Fills: option to have prescriptions mailed to a member's home or fill at their pharmacy<br><br>Help to quit smoking through Molina's My Health Tobacco Cessation Program | Amazon Prime discount<br><br>90-day medication fills: option to have prescriptions mailed to a member's home or fill at their pharmacy<br><br>Quit for Life: nicotine cessation support<br><br>UHC App: manage your health online or on the go<br><br>Mobile access to health information including member ID card, current benefits, find a doctor, etc. | Amazon Prime discount<br><br>7 acupuncture sessions<br><br>Free Industry Certification for employment<br><br>Free GED-Tests<br><br>Traditional healing benefits for American Indian/Alaska Native members (Including sweat lodge, smudging, storytelling, and circle sharing)<br><br>\$150 circumcisions with in-network provider<br><br>Free Flu Pandemic Kit |

*Access to these benefits is dependent on Apple Health eligibility. The products and services described in the chart above are not offered or guaranteed through Apple Health. Access to these benefits is not subject to the Apple Health appeals process. Any disputes regarding these products and services may be subject to the managed care plan's grievance process.*