



How to Change Your Child's Apple Health Medicaid Managed Care Plan

IMPORTANT NOTE: In Whatcom County, Molina and Community Health Plan of WA are the only two plans available. The pediatricians at PeaceHealth Pediatrics **ONLY** accept Molina.

Choose one of the following ways:

- Use the ProviderOne Client Portal (**Easiest, quickest way to do it.**)
<https://www.waproviderone.org/client>
See next pages for detailed instructions on how to do this.
- Use the Health Care Authority's automated Interactive Voice Response system. Call 1-800-562-3022, press 6 for client services, and then press 2 for health plan enrollment.
- Complete and sign an **Enrollment Form** which you can find at **Healthy Options Enrollment Form (13-862)** (remember this number and look for it on this list) and fax it to 1-866-668-1214.
- Mail a completed, signed *Enrollment*

Form to: Health Care Authority

PO Box 45505

Olympia, WA 98504

How to Change Enrollment in a Healthy Options Plan Using the ProviderOne Client Web Portal

1. Go to <https://www.waproviderone.org/client>

Note: You cannot access this website from a DSHS or HCA networked computer.

2. Enter the client's ProviderOne ID Number (123456789WA) or Social Security number, Date of Birth, and Zip Code and click *Submit*:



The screenshot shows the login page of the ProviderOne Client Portal. At the top, it says "Welcome to the ProviderOne Client Portal". Below this, there are three input fields: "ProviderOne Client ID/SSN:", "Date of Birth:", and "Zip Code:". A "Submit" button is located below the "Zip Code" field. Below the input fields, it says "Please provide this information to login". At the bottom, there is a link that says "Click here [?] for help".

3. Click *Enrollment*:



The screenshot shows a menu titled "What would you like to do?". Below the title, there are four links: "Enrollment", "Plans Available", "Client Survey", and "Logout". At the bottom, there is a link that says "Click here [?] for help".

4. Click *View or Change Enrollment*. Do not try to dis-enroll using this tool:



The screenshot shows the same menu titled "What would you like to do?". Below the title, there are three links: "View or Change Enrollment", "Disenroll", and "Cancel". At the bottom, there is a link that says "Click here [?] for help".

5. Client information and current plan are displayed. Click *Change Enrollment*:

ProviderOne Client Portal

ProviderOne Client Id: 12344568WA Client Name: Doe, John

Program: HO-Healthy Options Plan: 105010201-Molina Healthcare of Washington, Inc

Start Date: 10/01/2008 End Date: 12/31/2999

Enrollment is: Mandatory Enrollment Reason: Auto Assignment

Household Members:

ProviderOne Client Id	Name Of Client	Start Date	End Date	Relationship
12344568WA	Doe, John	10/01/2008	12/31/2999	CH
12344567WA	Doe, Jane	10/01/2008	12/31/2999	OP

Buttons: Accept Enrollment, Change Enrollment, Do Not Enroll, Cancel

Click here for help Click here for ID and Provider lookup

NOTE: If there is more than one person in the household, the pop up box below will appear. Click *OK*. Everyone in the household must have the same plan. There are some exceptions. Please call Medicaid customer service at 1-800-562-3022 for help.

Windows Internet Explorer

Do you want to change organization for everyone in your household?

Buttons: OK, Cancel

6. Choose the plan you want and click *Ok*.

ProviderOne Client Portal

ProviderOne Client Id: 123456789 Client Name: Doe, John

Available Plans:

Choose One:

Plan	Phone Number
105010101-Community Health Plan of Washington	8004401561

Buttons: OK, Cancel

Click here for help Click here for ID and Provider lookup

7. Click *Accept Enrollment*, and then click *OK* in the pop up box to make this change effective.

ProviderOne Client Portal

ProviderOne Client Id: 123456789W Client Name: Doe, John

Program: HO-Healthy Options Plan: 105010101-Community, Health, Plan, of, Washington

Start Date: 08/01/2010 End Date: 12/31/2999

Enrollment Is: Mandatory Enrollment Reason: Client Choice

Household Members:

ProviderOne Client Id	Name Of Client	Start Date	End Date	Relationship
123456789WA	Doe, John	10/01/2008	12/31/2999	CH
123456781WA	Doe, Jane	10/01/2008	12/31/2999	OP

Buttons: Accept Enrollment, Change Enrollment, Do Not Enroll, Cancel

Click here for help Click here for User and Provider lookup

Windows Internet Explorer

Are you sure want to enroll?

Buttons: OK, Cancel

8. To enter the patient's primary care provider, or pregnancy or surgical information, click *Click Here* in the *Sign-up Form Details* column. If you choose not to enter that information click *Ok* to complete the plan change.

Enrollment Confirmation

Thank you for your plan choice! Next step - Go to the "Click here" link below, for each household member

Household Members:

ProviderOne Client Id	Name Of Client	Start Date	End Date	Relationship	Sign-up Form Details
123456789WA	Doe, John	08/01/2010	12/31/2999	Self	Click Here
123456788WA	Doe, Jane	08/01/2010	12/31/2999	CH	Click Here
123456787WA	Doe, Jack	08/01/2010	12/31/2999	OP	Click Here

Buttons: Client Survey, Logout, Ok

Click here for help Click here for User and Provider lookup

9. If you choose to enter additional information for each household member, we send the information to the health plan to help with PCP assignment and care coordination. Enter the applicable information and click *Ok*. Do this for each household member.

The screenshot shows a web form with a blue header. The header contains 'ProviderOne Client Id: 123456789WA' and 'Client Name: Doe, John'. Below the header, there are several input fields: 'PCP Choice: Dr. Smith', 'Pregnancy Due Date: 07/04/2010', 'Pregnancy Doctor: Dr. Jones', 'Provider Contact Number: 360-111-1111', 'Surgery Date: 08/01/2010', 'Surgery Doctor: Dr. Howard', and 'Provider Contact Number: 360-222-2222'. There is a checkbox for 'Do you have any special medical condition or developmental delay?' which is checked. Below that is a dropdown menu for 'In general, how would you rate your overall health now?' with '2-Very Good' selected. At the bottom right are 'Ok' and 'Cancel' buttons. At the bottom left is a link 'Click here for help'.

10. When finished entering details click *Ok*.

11. Click *Logout* on the Enrollment Confirmation screen to end the session.