

## Health Home Program provides:



Comprehensive care management



Care coordination



Health promotion



Transition planning



Individual and family support



Referral to useful support services



### Member Services

(800) 869-7165 (TTY 711)

### Virtual Urgent Care (Open 24/7)

Talk or video chat with a doctor or nurse practitioner. No cost\*. No appointment needed. Visit our website:

wavirtualcare.molinahealthcare.com  
or call (844) 870-6821 (TTY 711)  
For emergencies, call 911

### 24-hour Nurse Advice Line

Open 7 days a week.  
(888) 275-8750 (TTY 711) - English  
and other languages

(866) 648-3537 - Spanish

*\*Molina offers Virtual Urgent Care at no cost to Apple Health members in Washington through contracted providers. Cell phone and data fees may apply.*

Molina Healthcare of Washington (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-869-7165 (TTY: 711).

Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-869-7165 (TTY: 711).

Chinese 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電1-800-869-7165 (TTY: 711)。

[MolinaHealthcare.com](http://MolinaHealthcare.com)



Your Extended Family.

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# Health Home

Support is available for  
care coordination and  
social service assistance



Your Extended Family.

## What is a Health Home?

A Health Home is not a place. It is a set of services to support you if you have serious chronic conditions and more than one medical or social service need.

The Health Home program can help you:

- Make appointments
- Coordinate with multiple providers
- Find helpful community resources
- Get social service assistance

This is a voluntary program. It is part of your health care benefits.

## How do the services work?

Health Home services are managed through Molina or a care coordination agency with the help of care coordinators.

Care coordinators help in many ways:

- They meet with you to help schedule your medical appointments and manage your health and social service needs
- They stay in touch with you and the agencies that support you
- If you go to the hospital or care facility, the care coordinator will assist in planning your transition when it's time for you to leave and make sure you have everything you need

- If you have trouble getting needed support, the care coordinator can assist by working with your health care providers, including mental health or substance use specialists

## Do I qualify for these services?

You are eligible if you have:

- Apple Health (Medicaid), or are a dual Medicare/Medicaid member
- One or more serious chronic conditions
- A serious health issue that typically requires more than one service provider

## How much will this cost?

Nothing - there is no cost to you. Health Home services are part of your Apple Health benefit.

## Can I keep the same providers and care team members?

Yes. A Health Home care coordinator will be added to your support team and you can continue to work with the same people, such as:

- Your caregivers
- Your Molina case managers
- Your regular providers, nurses, physical therapists, mental health counselors and specialists

## How can I sign up?

- When a care coordinator contacts you, tell him or her that you want to join the Health Home program
- Schedule a time you can meet with your care coordinator at a location of your choice

It's that easy!

