Your Medicaid Rights

OPEN ENROLLMENT ENDS MARCH 31, 2014!

The next deadline to apply, select and pay for a Qualified Health Plan is March 23 at 5 p.m. for coverage effective April 1, 2014. Health plans purchased by 11:59 p.m. on March 31 will be effective May 1, 2014. The next Open Enrollment period will be November 15, 2014 to February 15, 2015.

It is important that you know your rights and responsibilities under Washington Medicaid. You have the right to:

• Choose your primary provider
• Receive quality health care
• Be treated with respect
• Be seen by a primary provider who will arrange your care
• Get all the facts from your primary provider about your health and treatment
• Know about alternative procedures or treatments other than what has been offered to you
• Say no to any medical services you disagree with
• Get a second medical opinion
• Be told what services are covered by Medicaid
• Know if a co-payment/deductible is required
• Know the names, education and experience of your health care providers
• Get help with any special disability needs

Con't on Page 2
Our Insurance Participations

OUR CLINIC ACCEPTS ALL INSURANCES AND IS PARTICIPATING IN THE FOLLOWING INSURANCE COMPANIES NETWORKS

Aetna
Amerigroup
Premera Blue Cross
Cigna Healthcare
First Choice Health
Providence Health Plan
Regence BlueShield
United Healthcare
Coordinated Care
Medicaid/Apple Health
DSHS/Provider One
Molina Healthcare
LikeWise Health Plan of WA
Group Health Cooperative PPO
Washington Department of Labor & Industries (L & I)

Medicaid Your Rights (Con’t)

• Get help with any special language needs
• Tell your primary provider how you wish to be treated if you ever become too ill to make your care decisions yourself
• Be told in writing when and why benefits are being reduced, denied or stopped
• Have your medical records kept confidential
• Get a free copy of your medical records
• Voice your concern about the service or care you receive
• Contact DSHS with any questions or complaints you have
• Appeal any denial or reduction of Medicaid eligibility or service.

Atsumi Miyata, Intern, University of Washington (Bothell).

“I am excited working with medical professionals and care for pediatric patients.”
NEWBORN OR DEPENDENT CHANGES

Upon the birth of a newborn dependent, adoption or other changes to a dependent status, you must contact the employer and/or health plan to add new dependents within the time limits defined by the health plan. Most insurance companies require notification of the change within 21-30 days from the date of birth, adoption, or event date. Failure to add the new dependent may result in a lapse of insurance coverage for the new dependent, meaning all services provided during the lapse time are the responsibility of the patient. Contact the employer or health plan with further questions regarding this process.

INSURANCE REFERRALS & AUTHORIZATIONS

Some health plans require insurance referrals or pre-authorizations in order to receive treatment from a specialist or for special services or medications. It is the responsibility of the patient, parent or guardian, to know their benefits and request the required referral or pre-authorization prior to receiving the services for which the referral or authorization is needed.
What is Newborn Screening?

Soon after birth, all babies born in the United States are checked for certain medical conditions. This is called newborn screening.

Importance of Newborn Screening

All babies are screened, even if they look healthy, because some medical conditions cannot be seen by just looking at the baby. Finding these conditions soon after birth can help prevent some serious problems, such as brain damage, organ damage, and even death. For example, a test for phenylketonuria (PKU) checks if the baby’s body can break down phenylalanine. Phenylalanine is found in most foods and can build up in the blood and tissues of a baby with PKU, resulting in brain damage. This can be prevented if a baby with PKU is put on a special diet early. Babies are also tested for hypothyroidism, which means that their bodies do not make enough thyroid hormone. Babies with hypothyroidism can take medication with the hormone to avoid the slowed growth and brain damage that can happen if their hypothyroidism is not treated.

Even though some conditions cannot be treated as easily as PKU and hypothyroidism, it is still helpful to know about the condition as soon as possible. For example, a baby with sickle cell disease is at risk for harmful infections. These babies can take a daily dose of penicillin, an antibiotic medicine, to help prevent infections. Although the penicillin will not change the fact that the baby has sickle cell disease, it can help prevent serious problems.

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