Get to Know

Wellpoint®

Wellpoint Washington, Inc.

Revised: 01.26.24, NR

Presentation Overview

- Who we are and who we serve
- Services covered by Apple Health (Medicaid)
- Providers and community
- Healthy Rewards program
- Member Value Added Benefits
  - Health kits
  - Education support
  - Fitness and wellness
  - Kids and youth
  - Maternity and newborns
- Member tools and resources
- WA Marketing team contact info

We Serve WA Apple Health

We offer free or low-cost health insurance to kids, families, and adults who may qualify for:

- **TANF:** Temporary Assistance for the Needy
- **CHIP:** Children's Health Insurance Program
- **FCS:** Foundation Community Support
- **BHSO:** Behavioral Health Services Only
- **COFA Islander:** Compact of Free Association
- **SSI & ABD:** Supplemental Security Income & Blind and Disabled
- **Expansion Population**

Individuals and families can find out if they qualify at:
www.wahealthplanfinder.org

washington healthplanfinder
click. compare. covered.

- We are honored to walk along side these programs -

Services Covered by Apple Health (Medicaid)

Basic Medical Care

- Preventative care
- Maternity & newborn care
- Specialist referrals
- Urgent & emergency care
- Immunizations
- Prescriptions
- X-rays, labs, and other tests.

Behavioral Health Care

- Mental health services
  Evaluation & assessment, group counseling, peer support, & more.
- SUD treatment services
  Group & individual counseling, detox, & case management.

Additional Care

- Transportation to medical appointments (non-emergency)
- Condition Care (CNDC) for asthma, diabetes, and other conditions
- Case management (chronic conditions)
- Breast pumps & much more.

Vision & Dental Care

- Age 21 and **under**
  Eye exams every 12 months* along with glasses, contact lenses, & fittings
- Age 21 and **older**
  Eye exams every 24 months*. Glasses/frames not covered.
- Dental benefits for children and adults.

*Exams can be more frequent if medically necessary. Vision and dental benefits are paid by the state using ProviderOne services card.

We ♥ Our Providers!

To truly improve the health outcomes of our members and their families; we need to focus on more than just medical needs.

Our focus includes physical and behavioral health, emotional "well being" and addressing social determinants of health.

We support organizations that are focused on creating healthy neighborhoods & communities.

Organization	Program/Event
Columbia Valley Comm. Health	Back to school event
ICHS	Vaccine events
NeighborCare	COVID vaccine events
Lifeline Connections	Fence installation at Women's Recovery Center
Sea Mar	Fiestas Patrias & Latino Health Conference
Skagit Pediatrics	COVID initiative & new air filtration system
Spokane Regional HD	Community baby showers
Summit Pacific Medical Center	2023 Ride the Harbor
Valley View Health Center	2023 Hygiene Kit Sponsors

“We believe focusing on the whole person is the foundation to living well because health is beyond physical; it’s recognizing the behavioral and social drivers that impact it, too.”

- Wellpoint.com

We ♥ Our Community too!

We address & invest in education, employment, housing and homelessness issues, social justice, domestic violence, juvenile justice, jail transition, transportation, health equity, education, employment, and much more.

We want to listen and learn from you to better inform how we show up for you, and for our members in this community.

Organization	Program/Event	Region
Associated Ministries	Project Homeless Connect ‘23	Pierce
Atlantic Street Center	Annual Juneteenth Celebration & Gala	King
Cowlitz Tribe	‘23 Tribal Health Walk	Great Rivers
Gonzaga Haven	Shelter Program’s Adult Education Room	Spokane
Impact Compassion	Food & essential needs for the homeless	Greater Columbia
Share Vancouver	Walk-in cooler repair	Southwest
SPARC	Services for children with developmental conditions.	North Sound
YMCA	HallowQueens Annual Drag Show	North Central
Family Support	Community Baby Shower	Salish

Healthy Rewards Program

Stay healthy. Earn more.

Wellpoint℠

Healthy Rewards | Members can earn rewards for:

Wellpoint Washington, Inc. rewards its members for making healthy choices.

Healthy Rewards is a no-cost, optional program for eligible Wellpoint members.

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wellpoint.com/wa/medicaid

Healthy Rewards Customer Service Line: Toll free **888-990-8681 (TTY 711)** Monday through Friday from 6 a.m. to 5 p.m. Pacific time

Activity	Reward	Who Can Earn	Limitation
ADHD medication management	$10, max $40	Ages 6-12	1 per quarter
Childhood & adolescent wellness visit	$25	Ages 3–21	1 per 12 months
Childhood immunization combo 10	$25	Ages birth–1 (stop at 2nd birthday)	1 per member
1st prenatal care visit	$20	F, ages 13-55	1 per pregnancy
Ongoing prenatal care visits (6)	$5, max $30	F, ages 13-55	6 per pregnancy
Postpartum care visit	$25	F, ages 13-55	1 per pregnancy
Breast cancer screening	$50	F, ages 50-74	1 per 24 months
Cervical cancer screening	$50	F, ages 21-64	1 per 3 years
Chlamydia screening	$75	F, ages 14-24	1 per 12 months
High blood pressure medication refill	$10, max $40	Ages 18–75	1 per quarter
Asthma management	$10, max $40	Ages 6 & older	1 per quarter
Diabetes screening and control, A1c less than 8	$25	Ages 18–75	1 per year

Activity	Reward	Who Can Earn	Limitation
Antidepression medication management	$10, max $40	Ages 18 & older	1 per quarter
Mental health engagement	$10, max $40	Ages 6 & older	1 per quarter
Mental health medication refills	$10, max $40	Ages 6 & older	1 per quarter
30-day follow up after **ER visit for behavioral health**	$25	Ages 6 and older	1 per 12 months
30-day follow up after **hospitalization for behavioral health**	$25	Ages 6 and older	1 per 12 months
Substance use disorder engagement	$10, max $40	Ages 12 and older	1 per quarter
Substance use disorder treatment medication refills	$10, max $40	Ages 12 and older	1 per quarter
30-day follow up after **ER visit for substance use disorder**	$25	Ages 13 and older	1 per 12 months
Flu shot	$25	Ages 6 mo.–17; & ages 45 years+	1 per 12 months
COVID-19 vaccine (after completing full series)	$100	Ages 0-64	1 per member

Healthy Rewards | How to Earn Rewards

Members can see what they can earn on their Healthy Rewards account homepage, and after they finish an activity, we will load the rewards to their account.

1 Register for Healthy Rewards by logging in to the Benefit Reward Hub at: wellpoint.com/wa/medicaid.

Or call Healthy Rewards toll free at **888-990-8681 (TTY 711)** Monday through Friday from 6 a.m. to 5 p.m. Pacific time.

2 Complete eligible appointments and screenings (activities).

3 Choose gift card from stores like Amazon, PlayStation, Apple, AMC, Kohl's, Marshalls, Home Depot, Petco, Barnes and Nobles & more.

The Sydney℠ Health mobile app gives 24/7 access to member's benefits, claims information, and ID cards.

Plus, members can use it to find doctors, set up virtual care visits, track health, live chat with a representative, & more.

sydney

Member Value Added Benefits

Being healthy is about more than just doctor visits.

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Health Kits

Flu Pandemic Kit

May include essential and preventative items such as a face mask, hand sanitizer, and wipes.

First-aid & Dental Hygiene Kit

Get these kits free when you fill out a personal disaster plan online.

Wound Care Kit*

Includes instructions and supplies to properly care for minor wounds.

Life Transition Kit**

Includes:

- An emergency blanket
- First-aid supplies
- Oral/dental supplies

Light Box

A plug-in light that helps extend the feeling of daylight during winter months for members ages 19 and older with seasonal affective disorder (SAD) or depression.

Note: All kits can be redeemed through our website, Member Services, or on Sydney Health app.
**For members experiencing homelessness.
***For members experiencing homelessness, moving out of an institution and into the community, or enrolled in a local employment program.

Benefits for a Whole You

Free Costco Gold Star membership*

Member must be up to date on their Annual Wellness Visit.

$50 ORCA LIFT card**

Members get help to get to school, work, job interviews, or dropping kids at daycare.

Eyeglasses

Up to $100 for one pair every year for members ages 21–64.

Free Smartphone

Get monthly minutes, data, and unlimited text messages if you qualify (available to all Apple Health members).

Vital Decisions program

A special program for members with a terminal illness offering phone counseling sessions with their own counselor & education and coaching to help them take an active role in end-of-life decision making.

LiveHealth Online

Video chat with a doctor, therapist, psychologist, or psychiatrist using a smartphone, tablet, or computer.

Free Membership to a National Disability Advocacy Organization

- American Association of People with Disabilities (AAPD)
- Autistic Self Advocacy Network (ASAN)
- National Council on Independent Living (NCIL)
- TASH

*One card per family, per year. No age restrictions.
**Available for King, Pierce & Snohomish Counties.

Education & Employment Support

Free Laptop*

For members transition -ing from incarceration.

Internet Essentials Package*

$100 allowance to cover cost of internet services, installation, set-up fees, and/or to purchase equipment to obtain (or strengthen) an internet connection.

Employment Industry Certification**

We pay for employment certification in fields such as:

- Business education
- Early childhood educ.
- English/language arts
- Foundations of reading
- Health
- Marketing
- Technology education

Peer Support

We pay the registration and annual fees for members who want to become or renew as peer support counselors.

Free GED Testing

We pay for all four GED tests or HiSet for members ages 17 and older.

Community Resource Link

A tool to help find jobs, housing, food & other support services.

Visit:

www.wellpoint.findhelp.com

*Within 12 months of release & seeking employment or furthering education. One laptop/internet package per member, per lifetime.
**One per member, per lifetime.

Fitness & Wellness

Gym Membership*

$50 allowance to cover cost of a participating gym membership for members ages 18+ who have been diagnosed with obesity, diabetes, prediabetes, and/or hypertension.

FitnessCoach Program

Online exercise classes & fitness information to help members get in shape in their own home.

WW (formerly Weight Watchers®) voucher**

We cover the sign-up fee, 13 weeks of in-person classes, and 14 weeks of online classes to help members meet their weight loss goal.

Free Acupuncture Treatments

Seven sessions per year from an in-network acupuncturist.

Emotional Well-being Resources

Members 13+ have access to this web & mobile online community designed to help them cope with emotional health issues such as depression, anxiety, stress , chronic pain, insomnia, and/or managing drugs or alcohol.

Ex Program by Truth Initiative™ Smoking Cessation

Members 18+ enrolled in this digital quit-tobacco program can access free nicotine patches, gum or lozenges as well as custom quit plans, expert support, & more.

*Gym must be able to receive the coded card.
**One-time benefit for members 18+ with permission from a doctor.

Questions?

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Kids & Youth

TutorMe Online Tutorial

Members ages 8–17 at risk of failing a grade or individual subject or involved with the juvenile justice system, can get up to 24 hours of help.

Boys & Girls Club membership*

For members ages 6–18 where available.

YMCA membership*

For members ages 19 and under that qualify for the Y scholarship in Wenatchee & Longview, WA.

WA State 4-H membership*

For members ages 5–18.

Sports Physicals

Free yearly sports physical for members ages 7–18.

Healthy Families Program

This six-month program includes nutritional support and fitness coaching for families with children ages 7–17.

Meditation App*

Emotional support app for members ages 18 and younger.

Youth can access guided meditations, sleep aids, and other resources to promote mindfulness and reduce stress.

*Free annual membership for clubs listed and free annual subscription for meditation app.

Maternity & Newborns

Taking Care of Baby and Me®

This program supports healthy pregnancies and healthy babies with free educational tools and support. Plus, members get up $75 in rewards for going to prenatal and postpartum appointments on time.

Circumcision for newborns

We pay up to $150 for circumcision for our newborns through an in-network provider.

Baby Essentials bundle*

Eligible members receive a $100 gift card to use toward the purchase of baby essential items such as: formula, bottles & nursing supplies, baby food, diapers, wipes & creams, baby bath-tubs, car seat, stroller, portable crib, etc.

Maternal Meal program**

Pregnant or postpartum members can receive up to two free customized, home-delivered meals a day for 14 days (28 meals per member total).

Gestational Diabetes Meal program**

Pregnant members with gestational diabetes can receive up to two free customized, home-delivered meals a day for 10 weeks to help improve maternal health and perinatal outcomes.

*One card per pregnancy.

** Various meal options available including low-sodium, low-fat, diabetic-friendly, gluten-free, renal-friendly, and pureed meals.

Member Tools & Resources

If you have questions or need information, you can reach our team by phone, online, or on the app:

24-Hour Nurse Help Line

Speak to a nurse 24/7:
Call 866-864-2544 (TTY 711).

Member Services

Call us or visit us online:
833-731-2167 (TTY 711), toll free.
Monday through Friday from 8 a.m. to 5 p.m. Pacific time.

wellpoint.com/wa/medicaid

Sydney Health Mobile App

sydney

Download the app:
Access member ID card, find a doctor, live chat with a representative, and more.

Other Languages

We provide our materials in other languages and formats at no cost
Call us at 833-731-2167 (TTY 711), toll free.

To renew health plan, please visit www.wahealthplanfinder.org or call 1-855-923-4633.

New to Apple Health?

Apply or renew, learn about free or low-cost Apple Health, health care options for immigrants, get free help with application & more at:

www.wahealthplanfinder.org

855-923-4633

Video: Apply for or renew coverage

Free or low-cost healthcare info at hca.wa.gov

How to choose Wellpoint

Go to choosewellpoint.com or visit WA Healthplanfinder

- Create an account and complete the application.
- After approved, select Wellpoint as health plan.

How to switch to Wellpoint

Change health plans at any time by calling or logging into WA Healthplanfinder and by selecting Wellpoint.

Wellpoint

833-731-2167 (TTY 711)

wellpoint.com/wa/medicaid

wellpoint.findhelp.com

facebook.com/wellpointinc

twitter.com/wellpoint

Wellpoint – YouTube

linkedin.com/company/wellpoint

Get to Know Our Team!

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Get to Know Our Team!

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Does your clinic or organization need Wellpoint materials?

We can deliver material to you or have them shipped right to your door.

Let us know what you need!