

# What do I do when...?

## Children in Out-of-Home Placement are Denied Apple Health (Medicaid) Services, Treatment, or Equipment



**Apple Health providers are familiar with the types of services, treatments, and prescriptions that require prior-authorization.**



**Foster parents do not have the legal authority to request an "administrative hearing".**



**It is against the law for medical providers to charge an Apple Health foster care client "the difference" between what the medical provider charges and what Apple Health will pay – there are no co-pays for Apple Health for foster care.**



**Services covered by the Apple Health orthodontia benefit can be found in WAC [388-535A-0040](http://www.wa.gov/wac/388-535A-0040)**

### What:

When a child is prescribed or court ordered to receive a medical service, treatment, or equipment that is not automatically covered by Apple Health, there is a process in place to avoid an "Administrative Hearing" if those services are denied for children in out-of-home placement.


The purpose of this process is to enhance coordination between the Health Care Authority (HCA) and CA, when Apple Health services or equipment have been prescribed, recommended, or ordered and are then denied by the HCA Medical Benefits and Utilization Management section.

### How is Apple Health prior authorizations processed for children/youth in out-of-home placement?

- When HCA receives a request for prior authorization of any prescription, medical service, dental service; durable medical equipment; or supply request, it is reviewed for approval or denial.
- Prior authorizations are denied for a variety of reasons. When a request is denied, HCA notifies the Fostering Well-Being Care Coordination Unit (FWB CCU) about the denial.
- If HCA is going to deny the request, the FWB CCU is notified prior to denial and assumes coordination responsibility to ensure that all appropriate or requested information has been submitted by the prescriber.
- The FWB CCU notifies the CA assigned worker and the foster parent/caregiver about the denial and continues to communicate with them as needed.
- FWB CCU staff will contact the medical provider if additional information is needed.
- Once FWB CCU obtains the additional information, it is provided to HCA for consideration.
- If the case is still denied, the case will be reviewed by the HCA Utilization Review committee. The committee will provide the CA Foster Care Health Program Manager with a copy of the information reviewed to determine the outcome of the case.
- Throughout the process, the child's CA assigned worker and caregiver are kept informed and may be consulted for additional information or documentation.

# What do I do when...?

## Children in Out-of-Home Placement are Denied Apple Health (Medicaid) Services, Treatment, or Equipment

 **Foster parents and caregivers should NEVER pay out-of-pocket for healthcare related goods and services.**

### How can children be approved for dental and orthodontia treatments?

CA workers and caregivers should not commit to any dental or orthodontic treatment or procedure without confirming that it has received prior authorization from HCA.

Medicaid coverage for orthodontia is very limited. Children must have very specific medically documented concerns in order to receive this benefit.

When seeking prior authorization, the provider must submit the treatment plan for how they intend to address the child's orthodontic concerns including how long the treatment is expected to last as well as projected costs of the treatment.

Orthodontic treatment must be medically necessary; cosmetic is never a covered service even if it's of the opinion it would benefit a child/youth's mental health.

### What happens if CA is court ordered to provide a service or treatment not covered by Apple Health?

If the court orders a service or treatment not covered by Apple Health, the CA worker should contact the HQ Foster Care Health Program Manager and the FWB CCU.

The FWB CCU will coordinate with the CA worker and the appropriate HCA staff to determine if there is a way for Apple Health to cover the court ordered service or treatment.

The goal is to avoid paying state funded foster care dollars for a health care service that could be covered under Apple Health.

CA workers should utilize resources available to them through the FWB CCU as this unit provides medical expertise for children in out-of-home placement.

CA Headquarters Contact:  
Michelle Bogart  
Foster Care Health Program Manager  
360-902-8006  
[michelle.bogart@dshs.wa.gov](mailto:michelle.bogart@dshs.wa.gov)

FWB CCU  
[Fwbccu@dshs.wa.gov](mailto:Fwbccu@dshs.wa.gov)  
1-800-422-3263 ext. 52626