

Washington State Family to Family Health Information Center



Newsletter #15 – May 2022

Care Coordinators: MCOs' Best Kept Secret

For families who have children with complex health care needs, coordinating all the appointments, medications, and therapies can be difficult. When an individual has several doctors and specialists that they regularly see, the help of a care coordinator can be invaluable. A care coordinator, or patient care coordinator, is a health professional employed by an MCO, or managed care organization, to oversee complex care cases. They can help with getting needed appointments, acquiring resources outside of prescriptions, ensuring that medications are easily available and do not have any interactions, and help families have better peace of mind that all of their medical practitioners are on the same page.

Care coordinators are available to many patients, but they are rarely given as an option to overtaxed patients or patients' parents. Primary care physicians sometimes recommend a care coordinator to help a patient or family, but as they are not familiar with every aspect of a patient's life and health care, they will often assume that a family does not need a care coordinator when they would be greatly aided by having one. For those with a strong connection to a primary provider, asking them to request a care coordinator for their healthcare can be an efficient way to start the process. While a primary care physician is often the one to initiate the assistance of a care coordinator, is possible for a patient or their family to request care coordination on their own.

The process for requesting a care coordinator is different through different health care systems. The majority of individuals on Medicaid, also known as Apple Health, have their healthcare covered by an MCO. Calling the MCO's customer service line is often the first step in getting a care coordinator. The phone numbers of the five MCO's that oversee apple health in Washington state are as follows: [Amerigroup](#) at 1-800-600-4441, [Community Health Plan of Washington](#) at 1-800-440-1561, [Coordinated Care of Washington](#) at 1-877-644-4613, [Molina Healthcare of Washington](#) at 1-800-869-7165, and UnitedHealthcare Community Plan at 1-877-542-8997. If you are unsure which MCO is in charge of your healthcare, view our video on [Who is in Charge of Your Apple Health Healthcare?](#) If there are problems in getting through to your MCO, you can call the [Health Care Authority](#), that oversees all Washington Medicaid MCOs, at 1-800-562-3022.

I'm Vaccinated Because . . . Mask Kits Now Available for Free

F2F is offering [mask and fabric pen kits](#) to anyone who is willing to send us an image of their final, fabulous designs! The double-layer adult size fabric masks are printed with "I'm vaccinated because" on them, with room to give your "why" and decorate as you see fit. We will mail you five masks and fabric pens to decorate you face masks however you'd like.

May 2022 Calendar

All events, unless noted, are free and on-line

[Infant and Early Childhood Conference](#) – May 2nd-6th

[Social Communication 101](#) – May 3rd

[Calling Autistic Parents at the Arc of King County](#) – May 8th

[Life After High School](#) – May 10th

[Pediatric Complex Care Seminar: Aspiration](#) – May 12th

[Preparing for Life After School](#) – May 12th

[Reuniones Familiares Virtuales 2022](#) – May 13th

[Sharing Down Syndrome in Pierce County](#) – May 13th

[Legal Transitions to Adulthood Class](#) – May 16th

[Cerebral Palsy Caregiver Support Group](#) – May 16th

[WA State Sibling Connection](#) – May 19th

[Professional Photo Session for Dads on Mercer Island](#) – May 21st

[Creating Connections: Be the Change](#) – May 21st

[Legal Transitions to Adulthood Class](#) – May 21st

[Familias Resilientes](#) – May 24th

[2022 Fatherhood Summit](#) – May 24th-26th

[Saying It Out Loud Conference](#) – May 26th

[STOMP Brunch and Learn](#) – May 27th