



Optum Network Manual Addendum for Washington Apple Health (Medicaid)

Washington State Health Care Authority

The national Network Manual generally applies to all types of business managed by Optum. There are some sections where differences may apply based on state law. This addendum does not replace the primary Network Manual. Rather, it supplements the national Network Manual by focusing on the core service array, roles and responsibilities, as well as process and procedures specific to the Washington Apple Health Plan.

Benefit Administration

In general, behavioral benefits are administered by Optum[®] as part of UnitedHealthcare Community Plan's services. Exceptions for Washington Apple Health (Medicaid) are noted below.

Washington Apple Health (Medicaid) Plan

- Medicaid Enrollees
- Mental Health
 - Outpatient Services
 - Inpatient Benefits are managed by the Behavioral Health Organization (BHO)
- Substance Use
 - Outpatient Services are managed by the Behavioral Health Organization (BHO)

Benefit Exclusions and Limitations

Please refer to the UnitedHealthcare Community Plan Manual to review applicable benefit exclusions and limitations. This Manual is available for providers at uhcommunityplan.com.

Prior Authorization Requirements

Extended outpatient services CPT code (90837) requires prior authorization. Please contact the Customer Service phone numbers listed on the enrollee's Health Plan ID card for verification of eligibility and benefits.

Additional Resources

Washington Recovery Help Line: Phone: 1-866-789-1511

Website: www.warecoveryhelpline.org