

*SHARED LEARNING WEBINAR:*  
A CONVERSATION WITH WASHINGTON STATE  
MANAGED CARE ORGANIZATIONS

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JANUARY 23, 2025

# TODAY'S AGENDA

- Welcome and Introductions
- Primary Clinics Sharing
- Community Health Plan of Washington – Courtney Ward
- Molina Healthcare of Washington-Tory Gildred
- Future for Primary Care Practice Recognition Program  
- Judy Zerzan-Thul, MD – Chief Medical Officer,  
Washington State Health Care Authority
- Open discussion

# COMMUNITY HEALTH OF CENTRAL WASHINGTON

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Staci George

Director of Quality, Population Health and  
Utilization Review

# COLUMBIA COUNTY HEALTH DISTRICT

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Kim Emery, PA

Director of Clinic Services

# YAKIMA NEIGHBORHOOD HEALTH SERVICES

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Michelle Sullivan

Quality and Chief Compliance Officer



# KADLEC CLINIC

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- Laura Follett, RN
- Clinical Programs Manager

# POMEROY MEDICAL CLINIC

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Stephanie Hughes, RN

# COMMUNITY HEALTH PLAN OF WASHINGTON

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Courtney E. Ward, MPA

Manager, Health Systems Innovation

Delivery and Health Systems Innovation



# MOLINA HEALTHCARE OF WASHINGTON

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Tory Gildred, LICSW, SUDP

Associate Vice President

Behavioral Health

# COORDINATED CARE OF WASHINGTON

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Staici West

Vice President

Network and Development & Contracting

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# COORDINATED CARE OF WASHINGTON

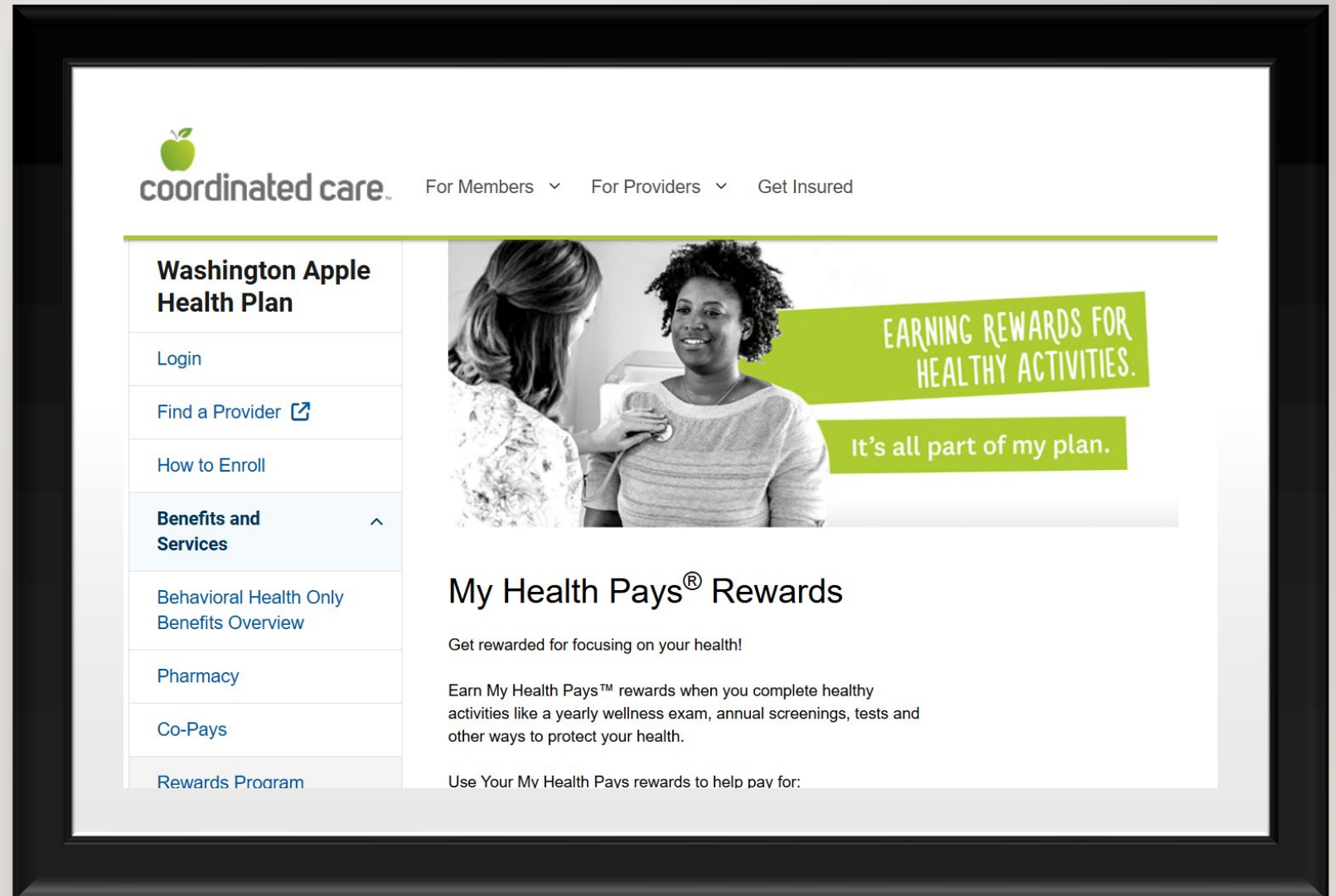
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- Transitions of Care Team prioritizes high risk behavioral health members
- Transitions of Care Team ensures that members are aware of how to call their providers, have phone numbers, and will assist in making an appointment
- Patients are asked about transportation issues and ensures that the member is aware of the transportation broker in their area.



# COORDINATED CARE OF WASHINGTON

<https://www.coordinatedcarehealth.com/members/medicaid/benefits-services/healthy-rewards-program.html>



The screenshot displays the Coordinated Care of Washington website. At the top left is the logo, a green apple with a leaf, followed by the text "coordinated care". To the right of the logo are three navigation links: "For Members" with a dropdown arrow, "For Providers" with a dropdown arrow, and "Get Insured".

Below the navigation is a horizontal green bar. On the left side, there is a vertical navigation menu for the "Washington Apple Health Plan". The menu items are: "Login", "Find a Provider" with an external link icon, "How to Enroll", "Benefits and Services" (which is highlighted in light blue and has an upward arrow), "Behavioral Health Only Benefits Overview", "Pharmacy", "Co-Pays", and "Rewards Program".

On the right side of the page, there is a large banner image. The image shows a healthcare provider in a white coat examining a patient's chest with a stethoscope. The patient is a Black woman with curly hair, smiling. Overlaid on the image are two green text boxes. The top one says "EARNING REWARDS FOR HEALTHY ACTIVITIES." and the bottom one says "It's all part of my plan."

Below the banner is the heading "My Health Pays<sup>®</sup> Rewards". Underneath this heading is the text "Get rewarded for focusing on your health!". Below that is a paragraph: "Earn My Health Pays<sup>™</sup> rewards when you complete healthy activities like a yearly wellness exam, annual screenings, tests and other ways to protect your health." At the bottom of this section is the text "Use Your My Health Pays rewards to help pay for:".



# COORDINATED CARE OF WASHINGTON

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## Healthy Activities That Earn Rewards

Take healthy steps to earn My Health Pays™ rewards.

**\$25** – Complete your Initial Health Screening forms within 90 days of enrollment

**\$25** – Annual Flu Shot (Sept. 1-March 31)

**\$40** – Annual Well Visit - once per year, available for infants and up.

**\$50** – Prenatal Visit - \$25 for initial visit plus \$5 per visit up to five visits.\*

**\$25** – Postpartum Visit – Complete a postpartum follow up visit.

**\$25** – Breast Cancer Screening – One per calendar year. Ages 40+.

**\$25** - Cervical Cancer Screening – One per calendar year. Ages 21-64.

**\$25** – Behavioral Health Follow-Up After Hospitalization – Within 30 days of discharge date for inpatient stay. One follow-up reward per inpatient stay. Ages 6+.

**\$40** – Comprehensive Diabetes – Complete HbA1c test, dilated eye exam, and nephropathy test (kidney screening) once in the calendar year. Ages 18-75.

\*To earn prenatal rewards, members must complete a Notification of Pregnancy.

# WASHINGTON STATE HEALTH CARE AUTHORITY

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Judy Zerzan-Thul, MD, MPH

Chief Medical Officer



# DISCUSSION