

October 26, 2009

Beginning November 1, 2009, the medical services some clients receive under the Alien Emergency Management program will change. Because you are a person who needs a great deal of care at home, we are writing to let you know that you will continue to receive services that allow you to remain in your home.

Please save this letter and show it your providers to prevent any misunderstandings. You should take this letter with you when you order supplies, when you see the doctor, when you go to the hospital or anytime you require health care. It will tell everyone that your services are not changing under this new program. Prior authorization will still be required for some of the services you receive, just like they do now.

Your eligibility for coverage will need to be re-certified yearly. If you later require placement in a nursing home you may also apply for alien medical services under the Long-Term Care program.

If you disagree with any of our decisions, you may ask to have the case reviewed. You can also ask for an administrative hearing. Administrative hearing rights are included in this letter.

For more detailed information see WAC 388-438-0110 and WAC 388-438-0120.

If you or your providers have questions please call our Medical Assistance Customer Service Center at 1-800-562-3022, available 7 a.m. to 5 p.m. Monday through Friday. Additional information is also available at the HRSA Web site at <http://maa.dshs.wa.gov>.

Sincerely,

Gail Kreiger, BSN
Chief Office of Medical Benefits and Clinical Review
Health and Recovery Services
Department of Social and Health Services