

Changing the Health Plan on Your Medical Coupon

How do I change my Health Plan?



Call 1-800-562-3022. Press 1, then 1 again, then answer the questions. Make sure you have your child's social security number ready.

Visit the Access Coordinators at WAHA (800 E. Chestnut, Bellingham) and we will help you fill out and fax the form to change your Health Plan.

How soon will the Health Plan be changed?

- If you call or fax the form **before the 15th** of the month, it will change next month.
- If you call or fax the form **after the 15th** of the month, it will change the month after next. For example: if you call on June 27th, your Health Plan will change beginning August 1st.

Our doctor says that they can't accept the Health Plan that my child is on. What options do we have since my child needs to be seen?

- In case of emergency, take them to the emergency room.
- **If it is urgent** like an ear infection or fever, call your Health Plan to help you find a doctor that will see you. If the doctor they recommend won't see you, call the Health Plan back. They will get you an appointment.
- If your child needs routine or preventive care (shots, a follow up), it is best to wait and see your child's doctor after the right Health Plan is on your coupon.
- Some doctors will let you sign a waiver and pay for the visit.

If your child is one of the following, they don't have to be in a Health Plan. If you have questions about whether a being on a Health Plan is best for your child, call WAHA's Access Coordinators at 788-6594. To have the Health Plan taken off the coupon, call 1-800-562-3022.

- Pregnant teen in the 3rd trimester who is seeing a doctor for her pregnancy and that doctor does not accept any Health Plan.
- Alaska Natives and Native Americans
- Children with special needs
- Children with other health insurance
- Children living in a shelter or who are homeless

This *Tools to Use* created by:

