




Washington's Medicaid Managed Care: Where are we now?

Prior Authorizations Limit Access


National Average	12.5%
Coordinated Care of WA	8.4%
UnitedHealthcare	11.5%
Amerigroup	14%
Molina Healthcare	19.3%

Department of Health and Human Services
Office of Inspector General



High Rates of Prior Authorization Denials by Some Plans and Limited State Oversight Raise Concerns About Access to Care in Medicaid Managed Care

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Office of the Inspector General, <https://oig.hhs.gov/oei/reports/OEI-09-19-00350.asp>.

2023 EQRO Technical Report

Table 7. Compliance Review Results by MCP: Coverage and Authorization of Services.

§438.210 - Coverage and authorization of services	AMG		CCW		CHPW		MHW		UHC	
	MCO	BHSO	MCO	BHSO	MCO	BHSO	MCO	BHSO	MCO	BHSO
438.210 (b) Authorization of services – File review	0	0	2	2	2	2	0	0	3	3
438.210 (c) Notice of adverse benefit determination – File review	0	0	3	3	2	2	1	1	3	3
438.210 (d) Timeframe for decisions – File Review	0	0	2	2	3	3	0	0	3	3
Total Score	0/9	0/9	7/9	7/9	7/9	7/9	1/9	1/9	9/9	9/9
Total Score (%)	0%	0%	78%	78%	78%	78%	11%	11%	100%	100%

Washington State Health Care Authority, “2023 Technical Report,” <https://www.hca.wa.gov/assets/billers-and-providers/eqr-technical-report-2023.pdf> at 30.

Apple Health Report Card

Performance areas	Amerigroup Washington	Coordinated Care of Washington	Community Health Plan of Washington	Molina Healthcare of Washington	United Healthcare Community Plan
Getting care	★☆☆	★★★	★☆☆	★★★	★☆☆
Keeping kids healthy	★☆☆	★★★	★★★	★★★	★★★
Keeping women and mothers healthy	★☆☆	★★★	★★★	★★★	★★★
Preventing and managing illness	★☆☆	★★★	★★★	★★★	★★★
Ensuring appropriate care	★☆☆	★★★	★★★	★★★	★★★
Satisfaction of care provided to children	★☆☆	★★★★	★★★	★★★	★★★
Satisfaction with plan for children	★★★	★★★	★★★	★★★	★★★

2022 Washington Health Care Authority Apple Health Report Card,

<https://www.hca.wa.gov/assets/free-or-low-cost/19-057.pdf>.

Cost Implications on Apple Health Enrollees

INSURANCE TYPE	Went without care due to cost	Did not fill a prescription, cut pills in half, or skipped a dose due cost
PRIVATE INSURANCE: EITHER HEALTH INSURANCE THROUGH MY EMPLOYER OR A FAMILY MEMBER'S EMPLOYER OR HEALTH INSURANCE I PURCHASE ON MY OWN	57%	28%
MEDICARE, COVERAGE FOR SENIORS AND THOSE WITH SERIOUS DISABILITIES	43%	20%
APPLE HEALTH, COVERAGE FOR LOW-INCOME PEOPLE	70%	37%

Altarum Healthcare Value Hub, [Consumer Healthcare Experience State Survey](#), 2022.

Apple Health Enrollees' Responses

I've severely neglected my dental health because there isn't a dentist locally who will accept my state insurance.

Currently I have a very bad dental issue which requires a dentist to accept my insurance coverage which is slim, also an appointment would be around 3 months from now. I'm hoping the bad tooth just falls out.

I am currently in need of an visit with an optometrist but can only find one office in my area that is covered by Medicaid and they cannot fit me in for another four months.

I can't find a mental health provider that will accommodate my disabilities that my insurance covers.

I have been on the Apple Health Plan for 6 months now. I would like to have routine medical checkups but many of the facilities listed on the Apple Health site actually do not accept the insurance.

With the state provided insurance I am only able to be seen at one doctor's office in my city. They are always booked way far out and do not work with my schedule or need for help.