

## Recertification and tax returns

It is almost tax time again. When filing your 2008 tax return (1040), keep a copy of your return along with a K-1, if you receive one, and all schedules. We will require a recent copy of your 1040 tax form at the time of recertification. If you do not file taxes, you may need to contact the IRS for verification of non-filing at 1-800-829-1040.

If you are receiving Social Security benefits, keep a copy of the letter you receive in December, showing your 2009 benefit amount.

If receiving benefits from any other source, keep all documents showing your name, the date, and the gross amount. If you are employed, save copies of your pay stubs.

Be prepared for your next recertification. Basic Health is required by law to verify your income and residence at least once per year. At that time, we will require:

- A copy of your most recent IRS 1040 with all schedules.
- Proof of all income received in the past 30 days.
- Proof of your street address in Washington State.
- A signed recertification form.

Saving a copy of your income documents and a copy of your IRS 1040 will help you maintain your health care coverage by responding quickly and completely when you receive your recertification notice.



Don't forget, you can mail or fax your documents. For questions, call a Basic Health Benefits Specialist at 1-800-660-9840 or go online to [www.basicealth.hca.wa.gov](http://www.basicealth.hca.wa.gov).

## Chat online with Basic Health Benefit Specialists

Over the summer, Basic Health conducted an online pilot project. This project allowed enrollees to use a new feature called Live Chat. During targeted business hours, enrollees entered Live Chat through the online application section of the Basic Health website and ask enrollment related questions.

Quickly, we found this to be an effective communication tool and resource for enrollees and members. The first month we saw 140 online chats; by the third month, we had 267 chats. We also trained additional staff and increased hours of availability.

You may be asking yourself why does this matter to me? Live Chat is a great alternative to picking up the phone if you have an account or enrollment question. Starting October 20, Benefit Specialists will be available to answer your questions online throughout the Basic Health website.

Hours of online availability will be Monday - Friday, 7 a.m. to 5 p.m. by going to [www.basicealth.hca.wa.gov](http://www.basicealth.hca.wa.gov). Don't wait—try it today!

## 2009 Basic Health Member Handbook

Watch for your *2009 Basic Health Member Handbook*, which will be sent to you in January. It is your certificate of coverage—the legal document that describes the Basic Health program and benefits, and outlines your rights and responsibilities.

## Benefit Change

There will be one change to your Basic Health benefits as of January 1, 2009. The 9-month waiting period for routine diabetic care will be waived for a Basic Health member who is diagnosed as a diabetic, or who is identified as a borderline diabetic by their contracted provider.

Benefits and services now covered include diabetes education services approved by the health plan, a yearly eye exam for diabetic retinopathy, and outpatient services related specifically to routine care. Contact your health plan for more information.

This serves as official notice of changes to your Basic Health coverage, and is an addendum to your *Member Handbook*.

# Questions about your ID cards, providers, and specific health benefits

If you have questions about your ID cards, providers, or specific health benefits, please call your health plan.

Health plan	Phone numbers	Web site	Customer service hours
Columbia United Providers, Inc.	1-800-315-7862 or 360-891-1520 TTY/TDD: 1-866-287-9962	www.cuphealth.com	Mon. – Fri. 8 a.m. – 5 p.m.
Community Health Plan of Washington	1-800-440-1561 TTY/TDD: 1-800-833-6388	www.chpw.org	Mon. – Fri. 8 a.m. – 6 p.m.
Group Health Cooperative	1-888-901-4636 TTY/TDD: 1-800-833-6388	www.ghc.org	Mon. – Fri. 8 a.m. – 5 p.m.
Kaiser Foundation Health Plan of the Northwest	1-800-813-2000 TTY/TDD: 1-800-324-8010	www.kaiserpermanente.org	Mon. – Fri. 8 a.m. – 6 p.m.
Molina Healthcare of Washington, Inc	1-800-869-7165 TTY/TDD: 1-877-665-4629	www.molinahealthcare.com	Mon. – Fri. 7:30 a.m. – 5:30 p.m.

## Cost-sharing for 2009

Remember that the deductible and out-of-pocket maximums for each covered family member will start over beginning January 1, 2009 for those benefits and services subject to a deductible and coinsurance. Other reminders about your cost-sharing responsibilities:

- In most cases, copays are \$15 for doctor visits and \$100 for emergency room visits.
- The deductible is \$150 for certain covered medical costs before your health plan pays the 80% coinsurance.

If you need help understanding a medical bill you receive or if you have specific questions about your benefits, call your health plan. (Health plan phone numbers are at the top of this page.)

## Tell a Friend!

If you know someone who needs health coverage, be sure to tell them Basic Health has space available. Anyone interested can call 1-800-660-9840 to get an application or visit [www.basichhealth.hca.wa.gov](http://www.basichhealth.hca.wa.gov), or start an application online.



To obtain this document in another format (such as Braille or audio), call our Americans with Disabilities Act (ADA) Coordinator at 360-923-2805.

TTY users (deaf, hard of hearing, or speech impaired), call 360-923-2701 or toll-free 1-888-923-5622.

Si desea ayuda en español, llame al 1-800-321-0291. Для обслуживания на русском языке, позвоните, пожалуйста, по телефону 1-800-387-8224.

한국어로 도움을 원하시면 1-800-324-1658로 연락하십시오. Nếu quý vị muốn được giúp bằng tiếng Việt, xin gọi số 1-800-423-2231.