



Gender Affirming and Transgender Health Care: Covered Services

Coordinated Care is proud to serve our transgender and gender-fluid members with gender-affirming care. **Coordinated Care** works with the Health Care Authority (HCA) Transgender Health Care program for Apple Health (Medicaid) to cover surgical services through ProviderOne fee-for-service. **Ambetter** covers services directly. This grid is to help providers understand how each service is covered.

Treatment	Apple Health (Managed Care)	ProviderOne Fee-For-Service	Ambetter	HCA Requirements
Mental health services (re: Gender Dysphoria Syndrome, etc.)	<input checked="" type="checkbox"/>		✓	Member will need a Case Manager. <i>Please note that HCA requires a diagnosis of gender dysphoria to access gender-affirming services for Medicaid members, following WPATH guidelines.</i>
Hormone Therapy	<input checked="" type="checkbox"/>		✓	There is no prior authorization (PA) required. Gender dysphoria diagnosis required.
Hormone blockers (puberty suppression therapy)	<input checked="" type="checkbox"/>		✓	Same as above.
Preventive services as appropriate	<input checked="" type="checkbox"/>		✓	Provider will discuss the appropriate preventative services with client. Services may include mammography after a mastectomy, pelvic exams for masculinizing clients, prostate exams for feminizing clients.
Facial or body hair removal (Electrolysis/laser)		<input checked="" type="checkbox"/>		Requires a PA. The following must be submitted with the PA: <ul style="list-style-type: none"> Letter of recommendation from provider managing client's hormone replacement therapy Letter of recommendation from a dermatologist or PCP documenting medical conditions and attempted treatments that prevent client from using other forms of hair removal. Photos of requested area to be treated: immediately, 8 hours, and 24 hours after hair removal.
Top surgery – Breast augmentation (male to female/feminizing)		<input checked="" type="checkbox"/>	✓	Surgical. Requires a PA. The following must be submitted with the PA: <ul style="list-style-type: none"> Surgical consult Letter of recommendation from a licensed mental health provider Letter of recommendation from primary care provider or provider managing client's hormone replacement therapy

(over for more)



Treatment	Apple Health (Managed Care)	ProviderOne fee-for-service	Ambetter	Special Requirements
Top surgery – Mastectomy with or without chest reconstruction (female to male/masculinizing)		<input checked="" type="checkbox"/>	✓	Surgical. Requires a PA. Same as breast augmentation
Hysterectomy		<input checked="" type="checkbox"/>	✓	Surgical. Requires a PA. The following must be submitted with the PA: <ul style="list-style-type: none"> o Surgical consult o Letter of recommendation from a licensed mental health provider o Letter of recommendation from primary care provider or provider managing client's hormone replacement therapy
Orchiectomy		<input checked="" type="checkbox"/>	✓	Same as above.
Laryngoplasty/tracheal shave		<input checked="" type="checkbox"/>	✓	Same as above, with photos of client's face and neck.
Facial feminization surgery		<input checked="" type="checkbox"/>	✓	Same as above, with photos of client's face and neck.
Bottom surgery – (male to female/feminizing or female to male/masculinizing)		<input checked="" type="checkbox"/>	✓	Surgical. Requires a PA. The following must be submitted with the PA: <ul style="list-style-type: none"> o Surgical Consult o Letters of recommendation from two (2) licensed mental health providers o Letter of recommendation from primary care provider or provider managing client's hormone replacement therapy.

Care Management Services

We offer **no-cost care management services for all our members**, and can help members navigate the prior authorizations and special requirements needed to access the full range of available services on their gender and health care journeys.

For more information, call Coordinated Care:

- Apple Health (Medicaid) members or providers can call 1-877-644-4613.
- Ambetter members and providers can call 1-877-687-1197.
- Apple Health Core Connections members (those in foster care, adoption support, and alumni of foster care), and their providers can call 1-844-354-9876.

HCA Transhealth program site: <https://www.hca.wa.gov/billers-providers-partners/programs-and-services/transhealth-program>

Providers: for more details, please reference the Physician-related/professional services billing guide on the HCA website.

<https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/provider-billing-guides-and-fee-schedules>