



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 (Medicaid)	ProviderOne fee-for-service	Ambetter	Special Requirements
Hormone Replacement Therapy (HRT)			✓	There is no prior authorization (PA) required. Benefits are administered through Envolve.
Hormone blockers for youth			✓	Same as above.
Mental health services (re: Gender Dysphoria Syndrome, etc.)			✓	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.</i>
Preventive services as appropriate			✓	Provider will discuss the appropriate preventative services with patient. Services may include mammography after a mastectomy, pelvic exams for female to male clients, prostate exams for male to female clients.
Electrolysis/laser		<input checked="" type="checkbox"/>		Surgical. <i>Only covered for surgery preparation.</i> Requires a PA.
Top surgery – Breast reconstruction (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"> o Surgical consult o Letter of recommendation from a licensed mental health provider o Letter of recommendation from primary care provider or provider managing patient's hormone replacement therapy
Top surgery – Mastectomy with or without chest reconstruction (female to male/masculinizing)		<input checked="" type="checkbox"/>	✓	Same as above.
Hysterectomy		<input checked="" type="checkbox"/>	✓	Same as above.
Orchiectomy		<input checked="" type="checkbox"/>	✓	Same as above.

(Over for more)



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Laryngoplasty/tracheal shave		<input checked="" type="checkbox"/>	✓	Surgical. Requires a PA. <i>HCA will review case-by-case, considered an exception to rule.</i>
Facial feminization surgery		<input checked="" type="checkbox"/>	✓	Surgical. Requires a PA. <i>HCA will review case-by-case, considered an exception to rule.</i>
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 Consulto Letters of recommendation from two (2) licensed mental health providerso Letter of recommendation from primary care provider or provider managing patient's hormone replacement therapy.

Transgender Health 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.

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