

Managed Care Organization	General contact	Tribal Liaison contact
Community Health Plan of Washington	<p>Customer service: 1-800-440-1561 Website: www.chpw.org Provider line: 1-800-440-1561 Contracting Link: https://forms.chpw.org/#/provider-enrollment Provider Portal: https://www.chpw.org/provider-center/provider-resources/provider-portals/ HealthMAPS is the provider portal: https://mychpw.chpw.org/en/provider Provider Education and Training Materials: https://www.chpw.org/provider-center/training-and-orientation/mandatory-and-optional-training/ Access HealthMAPS through Onehealthport after setting up a CHPW account: https://www.onehealthport.com/sso-payer/community-health-plan-washington</p>	<p><u>Tribal Affairs Administrator</u> Theresa Hattori tribalaffairs@chpw.org 206-408-4790 206-521-8834 (fax)</p>
Coordinated Care	<p>Enrollee Line: 1-877-644-4613 Provider Line: 1-877-644-4613 Website: www.coordinatedcarehealth.com Contracting Link: https://www.coordinatedcarehealth.com/providers/become-a-provider.html Provider Portal: https://www.coordinatedcarehealth.com/providers.html</p>	<p>Inbox for IHCPs IndianHealthCareProviderAssistance IndianHealthCareProviderAssistance@coordinatedcarehealth.com Carin Moritz, Senior Network Development Specialist <ul style="list-style-type: none"> - Any questions/issues for all lines of business (Medicaid, Marketplace, and Medicare Advantage) - (p) 509-319-0207 - Email Carin.Moritz@coordinatedcarehealth.com Kate Mundell, Senior Director Contracting & Network Development <ul style="list-style-type: none"> - Escalations for all lines of business - Email Mary.Mundell@coordinatedcarehealth.com </p>
Molina Healthcare	<p>Customer service: 1-800-869-7165 Website: www.molinhealthcare.com Provider line: 1-888-858-5414 or; Provider email: MHWProviderServicesInternalRep@molinahealthcare.com</p>	<p>Community Engagement/Tribal Liaison Twila Mallari Twila.Mallari@molinahealthcare.com 425-659-3465</p>

Contracting Link:

<https://www.molinahealthcare.com/providers/wa/medicaid/Pages/home.aspx>

Provider Portal: <https://provider.molinahealthcare.com/Provider/Login>

Diane Steele | Provider Contract Coordinator (Tribal Provider Credentialing)

Molina Healthcare of Washington, Inc.

P: 425-270-8441

MHWProviderContracting@MolinaHealthCare.Com

Marilyn Alberthal | Provider Information Team Coordinator (Tribal Provider Roster Inquiries)

Molina Healthcare of Washington, Inc.

MHWProviderInfo@MolinaHealthCare.Com

Claims related issues.

Ciera Cullum, Senior Specialist, Appeals and Grievances

ciera.cullum@molinahealthcare.com

425-245-5939

and

Jammi Reese, Mgr. Appeals and Grievances

Jammi.Reese1@molinahealthcare.com

360-727-1061

Contracting

Kevin Wood

Kevin.Wood@MolinaHealthCare.Com

425-386-1149

<p>United Healthcare Community Plan</p>	<p>Customer service: 1-877-542-8997 Website: www.uhccommunityplan.com Provider line: 1-877-542-9231 Contracting Link: https://www.uhcprovider.com/en/health-plans-by-state/washington-health-plans/wa-comm-plan-home.html Provider Portal: http://www.uhcprovider.com/LINK</p>	<p>Tribal Liaison Alexandria (Ali) Desautel Alexandria.Desautel@uhc.com 952-251-4936</p>	<p>Medical Advocate Angela Barnes Angela.Barnes@uhc.com</p> <p>Behavioral Health Mica Rockefeller Mica.Rockefeller@uhc.com</p>
<p>Wellpoint</p>	<p>Member Customer service: 1-833-731-2167 (TTY 711)</p> <p>Member Website: www.wellpoint.com/wa/medicaid</p> <p>Provider Customer Service: 1-833-731-2274</p> <p>Provider Website: (Provider Manual, Guides, and Quick Reference Cards, Prior Authorization Requirements, Provider Authorization Lookup Tool, and Roster Submissions) https://www.provider.wellpoint.com/washington-provider/home</p> <p>Availity Digital Provider Portal: (Member Eligibility, Prior Authorization, Claim Submission, Claim Dispute, Wellpoint Payor Chat function): https://www.availity.com/</p>	<p>Robert E. Howard Tribal Liaison Robert.Howard@wellpoint.com 425.465.2513</p> <p>Daniel Arce Provider Relations -Questions/issues for all lines of business Daniel.Arce@wellpoint.com 206.316.0739</p> <p>Kristie Smothers Chief Operating Officer -Point of Contact for Escalations for all lines of business Kristie.smothers@wellpoint.com 360.584.6609</p>	
<p>Health Care Authority</p>	<p>Managed care questions that can't be resolved by the MCO may be directed to HCA's Managed Care team.</p>	<p>HCAMCprograms@hca.wa.gov</p>	