

## Apple Health (Medicaid) clinical policy and billing contact information

### Apple Health billing guides and fee schedules

HCA publishes Apple Health billing guides to provide information on billing practice for all Apple Health providers. Find billing guides on the [provider billing guides and fee schedules webpage](#).

### Questions

Providers with questions about billing guidance, coverage, and clinical policy can call the Medical Assistance Customer Service Center (MACSC) at 1-800-562-3022 or complete the [online request form](#).

For new clinical policy and procedure code requests, email [HCAAppleHealthClinicalPolicy@hca.wa.gov](mailto:HCAAppleHealthClinicalPolicy@hca.wa.gov).

### Managed care

Providers who are contracted with Medicaid Managed Care Organizations (MCOs) should refer to the MCOs for billing guidance. Please refer to the list below to request assistance directly from an MCO. If you have attempted to get assistance and are encountering obstacles, contact [HCAmcp@hca.wa.gov](mailto:HCAmcp@hca.wa.gov) for support from the Health Care Authority (HCA).

### Customer service number

MCO	Customer Service Number	Billing questions & Coverage inquiries
Community Health Plan of Washington	1-800-440-1561	<a href="mailto:provider.relations@chpw.org">provider.relations@chpw.org</a> or the <a href="#">website</a> for additional resources.
Coordinated Care of Washington	1-877-644-4613	<a href="mailto:CoordinatedCareProvi@centene.com">CoordinatedCareProvi@centene.com</a> or 1-877-644-4613 (TDD/TTY 1-866-862-9380)
Molina Healthcare of Washington	1-800-869-7165	Provider Contact Center (855) 322-4082
United Healthcare Community Plan	1-877-542-8997	Assigned advocate once contract is complete
Wellpoint Washington	1-833-731-2167	Fill out the <a href="#">provider contact form</a> ; you will receive a response within 48 business hours.

### Provider resources and updates

Visit [HCA's billers, providers, and partners webpage](#) to find billing guides and fee schedules, learn how to use ProviderOne, and program information for providers.

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