

| Managed Care Organization | General contact | Tribal Liaison contact |
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| 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 Twila Mallari, Director of Tribal Relations <ul style="list-style-type: none"> - Twila.Mallari@coordinatedcarehealth.com </p> |

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| Molina Healthcare | <p>Customer service: 1-800-869-7165 Website: www.molinahealthcare.com Provider line: 1-888-858-5414 or; Provider email: MHWProviderServicesInternalRep@molinahealthcare.com Contracting Link: https://www.molinahealthcare.com/providers/wa/medicaid/Pages/home.aspx Provider Portal: https://provider.molinahealthcare.com/Provider/Login</p> | <p>Tribal Liaison Amanda Gorman-Bahe, Program Director of Tribal Affairs Amanda.bahe@molinahealthcare.com or TribalWA@MolinaHealthCare.Com</p> <p>For provider maintenance: MHW Provider Network Administration MHWProviderInfo@MolinaHealthCare.com</p> <p>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</p> <p>Contracting: Lynette Jordan Lynette.Jordan@MolinaHealthCare.Com 425-484-9430</p> |
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| <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 interim Tribal Liaison Jason Hauff jason_hauff@uhc.com Contractor (MEDICAL) Pam Marshall Pam.Marshall@uhc.com</p> | <p>Medical Advocate Behavioral Health Mica Rockefeller Mica.Rockefeller@uhc.com</p> |
| <p>Wellpoint</p> | <p>Member Customer service: 1-833-731-2167 (TTY 711) Member Website: www.wellpoint.com/wa/medicaid Provider Customer Service: 1-833-731-2274 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 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 Ashley Lopes Provider Relations -Questions/issues for all lines of business Ashley.lopes@wellpoint.com 725.246.4356 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> | |