



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Assistance is Available for Providers Transitioning to Integrated Managed Care (IMC)

Dear IMC Providers:

The Washington Health Care Authority (HCA) is committed to a successful transition to IMC and supporting providers through this transition. This communication is a reminder to providers that if you are experiencing challenges, HCA is available to provide assistance.

To contact the HCA's Managed Care Program (MCP) team for assistance with issues, send your email to HCAMCPROGRAMS@HCA.WA.GOV. MCP provides direct oversight of the Managed Care Contracts and can assist with finding strategies for resolution.

When sending an email to the HCA MCP mailbox, include the following information:

1. Overview of your concern:
 - What is the concern?
 - Is your concern specific to a single MCO or multiple MCOs?
 - Have you contacted the MCO with your concern? If so, who did you communicate with?
 - What was the MCO response to your concerns?
2. Contact information for who HCA should follow up with from your organization.
3. Specific examples that HCA can use to look into issues, including:
 - The name of the impacted managed care enrollee(s)
 - Enrollee Date(s) of Birth and ProviderOne number(s)
 - Date(s) the service occurred
 - Type of service (e.g., SUD, Durable Medical Equipment (DME), pharmacy, inpatient, physician)
4. Any other relevant information or details you think would be helpful to the HCA in assisting with problem-solving.

Encrypted Emails

All emails with client information should be sent encrypted to ensure confidentiality. If you do not have a secure email system, please send an email to HCAMCPROGRAMS@HCA.WA.GOV asking for a secure email to be sent. We will send a secure email and if you reply to that email the information contained will remain protected.

Questions?

If you have any questions, contact HCA at HCAMCPROGRAMS@HCA.WA.GOV. HCA can reach out to you directly by email or schedule a phone call to answer any questions. You can also call Molina Healthcare at (855) 322-4082.