

This document is intended to provide you, our valued provider, with contact information to assist you in caring for our members' needs. Visit our [website](#) if you are looking for in depth information regarding policies, procedures, or regulatory/contractual requirements to support you in providing comprehensive care to our members and understanding our programs and processes. This document will be updated periodically for you. As always, you may contact Molina Healthcare of Washington by calling 855-322-4082.

FREQUENTLY ASKED QUESTIONS

Question	Answer
I have contracting/credentialing questions. Who do I contact?	Send inquiries to our contracting/credentialing team MHWProviderContracting@MolinaHealthcare.com
I am an Integrated Managed Care (IMC) Behavioral Health (BH) provider; who do I go to for help?	<ul style="list-style-type: none"> • The Washington State Health Care Authority (HCA) has a contact matrix for all Managed Care Organizations (MCO's). • For claim payment inquiries, email a detailed request to the IMC BH Provider Research and Resolution team at MHW_PIRR_IMC_BH@MolinaHealthcare.com or check status electronically by logging into the provider portal. • View the Health Care Authority Mental Health Billing Guide
How do I check prior authorization status, claim status, member eligibility and coordination of benefits (COB) inquiries?	<ul style="list-style-type: none"> • Check status on Availity by using the following link: https://www.availity.com/molinahealthcare • Once you log in, select the appropriate icon on the home page to check prior authorization status, claim status, member eligibility or coordination of benefits. • Call Molina Healthcare Provider Services call center at (855) 322-4082
How do I request an authorization decision letter or who do I call if I run into issues with an authorization request?	<ul style="list-style-type: none"> • Contact MHW Utilization Management (UM) department at (855) 322-4082 • CPT Look Up Tool

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<p>Where do I go for assistance with complex claim issues for physical health, such as appeal resolution or to request reprocessing of claims that were denied in error?</p>	<p>Provider Claim Appeals and Disputes for all lines of business (LOB): Post-Payment Authorization denial, claim denial, payment dispute and correct coding, go to:</p> <ul style="list-style-type: none"> • Availity Portal at https://apps.availity.com/availity/web/public.elegant.login. • Medicaid and Marketplace Fax: (877) 814-0342 • Medicare Fax: (562) 499-0610 <p>Cost Recovery for all LOB's- Dispute recovery request or reversed claim:</p> <ul style="list-style-type: none"> • Fax your appeal with supporting documentation to (888) 396-1520 • Phone: (866) 642-8999, ext. 14 <p>Provider Information Team for all LOB's- Demographic updates, provider terminations, adding a provider to a contracted group that <u>does not require</u> credentialing:</p> <ul style="list-style-type: none"> • Email MHWProviderInfo@MolinaHealthcare.com <p>Contracting department for all LOB's- Adding a provider to a contracted group that <u>requires</u> credentialing:</p> <ul style="list-style-type: none"> • Email MHWProviderContracting@MolinaHealthcare.com <p>Provider Contact Center for all LOB's- Claim status, dispute and appeal status</p> <ul style="list-style-type: none"> • Call (855) 322-4082 and press 1 for Medicaid, 2 for Medicare and 3 for Marketplace • Validate claims status on the Availity Portal for all LOB's at https://apps.availity.com/availity/web/public.elegant.login <p>IMC BH and Tribal Providers- claim denial, payment dispute and correct coding</p> <ul style="list-style-type: none"> • Email MHW_PIRR_IMC_BH@MolinaHealthcare.com <p>For non-participating Marketplace Providers in WA, if your claim is subject to the Balance Billing Protection Act and you would like to dispute the commercially reasonable rate, contact MHW here:</p> <ul style="list-style-type: none"> • Email NSA.Provider@MolinaHealthcare.com <p>No Surprises Act- Marketplace Only- Air Ambulance Claim Disputes:</p> <ul style="list-style-type: none"> • Email NSA.Provider@MolinaHealthcare.com

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A claim is being recouped/reversed and I don't think it is appropriate. Who do I contact?	<ul style="list-style-type: none"> • Call the MHW Cost Recovery department at (866) 642-8999 • To appeal a recouped or reversed claim, please fax your appeal letter to (888) 396-1520 or mail your appeal to Molina Healthcare of Washington, P.O. Box 2470, Spokane, WA 99210-2470.
I am having issues submitting Electronic Data Interchange (EDI) claims to Molina's clearing house. Who do I contact?	<p>For more information on EDI/clearing house issues, contact our EDI Customer Service team via email at EDI.Claims@MolinaHealthcare.com</p>
I have a member that would like to change their Apple Health coverage to Molina. How do I help?	<p>Members can change their Apple Health coverage to Molina by:</p> <ul style="list-style-type: none"> • Logging in to wahealthplanfinder.org • Calling Customer Support Center at (855) WAFINDER [(855) 923-4633] or (855) 627-9604, TTY 711. • Download the Application for Health Care Coverage and mail to Healthplanfinder, P.O. Box 946, Olympia, WA 98507
I received a request to complete the Model of Care training and have questions. Who do I contact?	<p>Model of Care is a CMS requirement. MHW is required to provide annual training regarding our Model of Care program for SNP enrollees. The Model of Care is the foundation for Molina's care management policy, procedures and operational systems for our SNP population.</p> <ul style="list-style-type: none"> • The Model of Care training is available online. • Receipt of a completed attestation form is required. • Questions can be sent via email at MHW.MOC.Attestations@MolinaHealthcare.com
What is ECHO?	<p>ECHO is a third-party company Molina is contracted with that allows providers to view historical remittance advice, register for Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT).</p> <ul style="list-style-type: none"> • ECHO allows providers to sign up for EFT payments instead of paper checks • To create an account, go to ECHO Health (echohealthinc.com) and create an account with your TIN. You will be required to enter Molina's Payer ID Number: 38336. • For assistance, email edi@echohealthinc.com or call (888) 834-3511.

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I would like more information on how Molina is engaged in my community. Who do I contact?	Molina hosts and supports a variety of events across WA state. Please contact the Community Engagement Specialist listed below for your region or email the Community Engagement team at MHWCommunityEngagement@MolinaHealthcare.com .
Where can I find forms that are frequently used by providers?	A forms library is available on our public website .
I am a new or existing provider and would like a Provider Orientation to learn more about Molina. Who do I contact?	One of our provider services representatives can facilitate a Provider Orientation. Below you will find the Provider Services Representative assigned to your county.
Who can help direct me to other resources or assist with additional inquiries?	Reach out to the Provider Services Representative listed below for your county. They can provide you with resources or connect you with someone to help answer your questions.

MOLINA IMC BEHAVIORAL HEALTH CONTACTS

Department	Job title	Name	Email
Implementation Lead	AVP, Network Strategy and Svc	Whitney Howard	Whitney.Howard@MolinaHealthcare.com
Provider Contracting	Provider Contracting Inbox	Provider Contracting Team	MHWProviderContracting@MolinaHealthcare.com
Contracts	IMC Program Director	Megan Gillis	Megan.Gillis@MolinaHealthcare.com
BH Operations-Claims	Manager, Appeals and Grievances	Jammi Reese	Jammi.Reese1@MolinaHealthcare.com
Operations-Encounter	Senior Analyst, Encounters	Corey Cerise	Corey.Cerise@MolinaHealthcare.com

Molina Healthcare of Washington strongly values our relationship with our providers and welcomes you to our Molina Family and network of providers.

1/3/2023



MOLINA IMC BEHAVIORAL HEALTH CONTACTS			
Department	Job title	Name	Email
Operations-Credentialing	Manager, Provider Contracts	June Smith	June.Smith@MolinaHealthCare.Com
Clinical - Prior Authorizations	Director, Healthcare Services	Donna Jeter-Francis	Donna.Jeter-Francis@MolinaHealthcare.com
Clinical - UM	Director, Healthcare Services	Laurie McCraney	Laurie.McCraney@MolinaHealthcare.com
Clinical - Behavioral Health UM	Manager, Healthcare Service	Denise Kohler	Denise.Kohler@MolinaHealthcare.com
Critical Incidents		Molina Critical Incident Reporting	MHW_Critical_Incidents@MolinaHealthcare.com
Complaints and Grievances		Appeals and Grievances	Submit via Fax: (877) 814-0342 or Availity Essentials Portal: https://availity.com/molinahealthcare
Operations-Payments (outside of claims)		Molina Finance Department	WA_Finance_IMC@MolinaHealthcare.com

STATEWIDE CONTACTS
PROVIDER SERVICES REPRESENTATIVES

County	Name	Email
Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Stevens	Brandy Davis	Brandy.Davis@MolinaHealthcare.com
Spokane	Brandy Davis Carla Crooks	Brandy.Davis@MolinaHealthcare.com Carla.Crooks@MolinaHealthcare.com
Asotin, Benton, Columbia, Franklin, Garfield, Walla Walla, Idaho, Whitman	Carla Crooks	Carla.Crooks@MolinaHealthcare.com

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STATEWIDE CONTACTS
PROVIDER SERVICES REPRESENTATIVES

County	Name	Email
Clallam, Jefferson, Skagit, Whatcom, Kitsap, Snohomish	Dawn Speegle	Dawn.Speegle@MolinaHealthcare.com
San Juan, Island, Adams, Yakima, Grays Harbor, Kittitas	Martha Jorgensen	Martha.Jorgensen@MolinaHealthcare.com
Mason, Pierce, Thurston, Lewis	Dan Johnson	Daniel.Johnson@MolinaHealthcare.com
Clark, Cowlitz, Klickitat, Skamania, Oregon, Wahkiakum, Pacific	Martha Alexander	Martha.Alexander@MolinaHealthcare.com
King	Abigail Wagstaffe	Abigail.Wagstaffe@MolinaHealthcare.com

COMMUNITY ENGAGEMENT SPECIALISTS

Region	Name	Phone Number	Email
CPAA & Olympic Peninsula	Chrystal Patterson	(253) 244-8017	Chrystal.Patterson@MolinaHealthcare.com
Greater Columbia	Norma Soto	(509) 440-1879	Norma.Soto@MolinaHealthcare.com
King	Sonia Morales	(425) 393-5501	Sonia.Morales@MolinaHealthcare.com
North Central Washington	Donny Guerrero	(509) 312-5343	Donaciano.Guerrero@MolinaHealthcare.com
North Sound	Lupe Gutierrez	(425) 218-6881	Guadalupe.Gutierrez-Prado@MolinaHealthcare.com
Pierce	Sara Irish	(253) 290-8160	Sara.Irish@MolinaHealthcare.com
Southwest Washington	Natalie DeWitt	(503) 910-3901	Natalie.DeWitt@MolinaHealthcare.com
Spokane Region	Rob Stevens	(509) 385-6930	Robert.Stevens@MolinaHealthcare.com
Tribal Liaison	Twila Mallari	(425) 954-8732	Twila.Mallari@MolinaHealthcare.com