

This document is intended to provide you, our valued provider, with contact information to better 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

### **1. I have contracting/credentialing questions, who would I contact about that?**

- Send your inquiries to our contracting/credentialing team  
[MHWProviderContracting@MolinaHealthcare.com](mailto:MHWProviderContracting@MolinaHealthcare.com)

### **2. I am an Integrated Managed Care (IMC) behavioral health provider; who do I go to for help?**

- The Washington State Health Care Authority (HCA) has a [contact matrix](#) for all Managed Care Organizations (MCOs)
- For claim payment inquiries you can email a detailed request to the IMC BH Provider Research and Resolution team at [MHW\\_PIRR\\_IMC\\_BH@MolinaHealthcare.com](mailto:MHW_PIRR_IMC_BH@MolinaHealthcare.com) or check status electronically by logging into the provider portal via [OneHealthPort](#)
- More Molina IMC contacts are located below

### **3. How do I check prior authorization status, claim status, member eligibility, and coordination of benefits (COB) inquiries?**

- Check status on the Molina provider portal by logging in via [OneHealthPort](#)
- Call Molina at 855-322-4082

### **4. How do I request an authorization decision letter or who do I call if I run into issues with an authorization request?**

- Contact our Utilization Management team 800-869-7175

### **5. Where do I go to get assistance with complex claim issues for physical health, such as, appeal resolution or to request reprocessing of claims that were denied in error?**

- For claim payment inquiries you can email a detailed request to the Provider Research and Resolution team at [MHWProviderServicesInternalRep@MolinaHealthcare.com](mailto:MHWProviderServicesInternalRep@MolinaHealthcare.com) or submit an appeal or dispute electronically by logging into the provider portal via [OneHealthPort](#)

**6. A claim is being recouped/reversed and I don't think it is appropriate, who can help me?**

- The Molina Cost Recovery Team can be reached at 866-642-8999, extension 14 for WA
- 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

**7. I am having issues submitting Electronic Data Interchange (EDI) claims to Molina's Clearing House, who can I contact?**

- For more information on EDI / Clearing House issues contact our Molina EDI Customer Service line 866-409-2935 or email at [EDI.Claims@MolinaHealthcare.com](mailto:EDI.Claims@MolinaHealthcare.com)

**8. I have a member that would like to change their Managed Care Organization (MCO) to Molina?**

- Members can change their MCO:
  - Online: Log in to [wahealthplanfinder.org](http://wahealthplanfinder.org)
  - By phone: Customer Support Center at 855-WAFINDER (855-923-4633) or (855) 627-9604 (TTY 711)
  - By Mail: Download an Application for Health Care Coverage and mail to:  
Healthplanfinder, P.O. Box 946, Olympia, WA 98507

**9. I received a request to complete the Model of Care Training, I have questions regarding this training?**

- Model of Care Training is a CMS requirement, if you have questions please email our Model Of Care team at [MHW\\_MOC\\_Attestations@MolinaHealthcare.com](mailto:MHW_MOC_Attestations@MolinaHealthcare.com)

**10. What is Change Healthcare?**

- Change Healthcare/ProviderNet is a 3<sup>rd</sup> party company Molina works with to allow providers to view historical remittance advices, register for Electronic Remittance Advice (ERA), and/or Electronic Funds Transfer (EFT)
- At Change Healthcare you can also sign up for Electronic Funds Transfer (EFT) payments instead of paper checks
- To create an account go to [Change Healthcare](http://ChangeHealthcare.com), create an account for your TIN, you will be required to enter Molina's Payer ID Number: **38336**
- For assistance you can email [atwco.provider.registration@changehealthcare.com](mailto:atwco.provider.registration@changehealthcare.com) or call them at 877-389-1160

**11. I would like more information on how Molina is engaged with my community.**

- Molina hosts and supports a variety of events across Washington State. Please contact the Community Engagement Specialist listed below or email our Community Engagement team at [WACommunity@MolinaHealthcare.com](mailto:WACommunity@MolinaHealthcare.com).

**12. Where can I find forms that are most frequently used by providers?**

- We have forms library on our [website](#)

**13. I am a new or existing provider and would like a Provider Orientation to learn more about Molina, who can I contact?**

- Our Provider Services Representatives offer Provider Orientations to all new and existing providers. Below you can find the Provider Services Representative assigned to your county.

**14. Who can help direct me to other resources or assist with additional inquiries?**

- Reach out to the Provider Services Representative for your county and they can provide you with resources and/or connect you with someone that can help answer your questions

MOLINA IMC BEHAVIORAL HEALTH CONTACTS			
Department	Job title	Name	Email
Implementation Lead	Director, IMC Implementation	Whitney Howard	<a href="mailto:Whitney.Howard@MolinaHealthcare.com">Whitney.Howard@MolinaHealthcare.com</a>
Contracts	IMC Implementation Program Director	Megan Gillis	<a href="mailto:Megan.Gillis@MolinaHealthcare.com">Megan.Gillis@MolinaHealthcare.com</a>
Operations-Claims	IMC Program Manager	Jammi Reese	<a href="mailto:Jammi.Reese1@MolinaHealthcare.com">Jammi.Reese1@MolinaHealthcare.com</a>
Operations-Encounter	Senior Analyst for Encounters	Corey Cerise	<a href="mailto:Corey.Cerise@MolinaHealthcare.com">Corey.Cerise@MolinaHealthcare.com</a>
Operations-Credentialing	Manager, Provider Contracting	June Smith	<a href="mailto:June.Smith@MolinaHealthCare.Com">June.Smith@MolinaHealthCare.Com</a>
Clinical - Prior Authorizations	Director of Healthcare Services	Donna Jeter-Francis	<a href="mailto:Donna.Jeter-Francis@MolinaHealthcare.com">Donna.Jeter-Francis@MolinaHealthcare.com</a>
Clinical - Care Management	VP of Healthcare Services	Kathie Olson	<a href="mailto:Kathie.Olson@MolinaHealthcare.com">Kathie.Olson@MolinaHealthcare.com</a>
Clinical - UM	Director of Utilization Management	Laurie McCraney	<a href="mailto:Laurie.McCraney@MolinaHealthcare.com">Laurie.McCraney@MolinaHealthcare.com</a>
Clinical - Behavioral Health UM	Manager of Behavioral Health UM	Denise Kohler	<a href="mailto:Denise.Kohler@MolinaHealthcare.com">Denise.Kohler@MolinaHealthcare.com</a>
Critical Incidents		Molina Critical Incident Reporting	<a href="mailto:MHW_Critical_Incidents@MolinaHealthcare.com">MHW_Critical_Incidents@MolinaHealthcare.com</a>
Complaints and Grievances		Molina Member Services	<a href="mailto:MHW.MS@MolinaHealthcare.com">MHW.MS@MolinaHealthcare.com</a>
Operations-Payments (outside of claims)		Molina Finance Department	<a href="mailto:WA_Finance_IMC@MolinaHealthcare.com">WA_Finance_IMC@MolinaHealthcare.com</a>

<b>STATEWIDE CONTACTS</b>			
<b>PROVIDER SERVICES REPRESENTATIVES</b>			
<b>County</b>	<b>Name</b>	<b>Email</b>	
Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Stevens	Brandy Davis	<a href="mailto:Brandy.Davis@MolinaHealthcare.com">Brandy.Davis@MolinaHealthcare.com</a>	
Spokane	Brandy Davis Carla Crooks	<a href="mailto:Brandy.Davis@MolinaHealthcare.com">Brandy.Davis@MolinaHealthcare.com</a> <a href="mailto:Carla.Crooks@MolinaHealthcare.com">Carla.Crooks@MolinaHealthcare.com</a>	
Clallam, Jefferson, San Juan Islands, Skagit, Whatcom, Kitsap	Brian Keeffe	<a href="mailto:Brian.Keeffe@MolinaHealthcare.com">Brian.Keeffe@MolinaHealthcare.com</a>	
Snohomish, North King	Brittany Morgan	<a href="mailto:Brittany.Morgan@MolinaHealthcare.com">Brittany.Morgan@MolinaHealthcare.com</a>	
Adams, Asotin, Benton, Columbia, Franklin, Garfield, Walla Walla, Idaho, Whitman	Carla Crooks	<a href="mailto:Carla.Crooks@MolinaHealthcare.com">Carla.Crooks@MolinaHealthcare.com</a>	
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Clark, Cowlitz, Klickitat, Pacific, Skamania, Oregon, Wahkiakum	Irina Ladyanov	<a href="mailto:Irina.Ladyanov@MolinaHealthcare.com">Irina.Ladyanov@MolinaHealthcare.com</a>	
Grays Harbor, Kittitas, Yakima	Martha Jorgensen	<a href="mailto:Martha.Jorgensen@MolinaHealthcare.com">Martha.Jorgensen@MolinaHealthcare.com</a>	
King	Stephanie Velasco	<a href="mailto:Stephanie.Velasco@MolinaHealthcare.com">Stephanie.Velasco@MolinaHealthcare.com</a>	
<b>COMMUNITY ENGAGEMENT TEAM</b>			
<b>Region</b>	<b>Community Engagement Specialist</b>	<b>Phone Number</b>	<b>Email</b>
CPAA	Carlos Mejia-Rodriguez	360-489-7969	<a href="mailto:Carlos.MejiaRodriguez@MolinaHealthcare.com">Carlos.MejiaRodriguez@MolinaHealthcare.com</a>
Greater Columbia	Norma Soto	509-531-3430	<a href="mailto:Norma.Soto@MolinaHealthcare.com">Norma.Soto@MolinaHealthcare.com</a>
King	Sonia Morales	425-393-5501	<a href="mailto:Sonia.Morales@MolinaHealthcare.com">Sonia.Morales@MolinaHealthcare.com</a>
North Central WA	Donny Guerrero	509-312-5343	<a href="mailto:Donaciano.Guerrero@MolinaHealthcare.com">Donaciano.Guerrero@MolinaHealthcare.com</a>
North Sound	Nazario-Vasquez, Katterine	425-971-0912	<a href="mailto:Katterine.Nazario-Vasquez@MolinaHealthcare.com">Katterine.Nazario-Vasquez@MolinaHealthcare.com</a>
Olympic Peninsula	Carlos Mejia-Rodriguez	360-489-7969	<a href="mailto:Carlos.MejiaRodriguez@MolinaHealthcare.com">Carlos.MejiaRodriguez@MolinaHealthcare.com</a>
Pierce	Sara Irish	253-208-3755	<a href="mailto:Sara.Irish@MolinaHealthcare.com">Sara.Irish@MolinaHealthcare.com</a>
Southwest WA	Aideet Pineda	360-296-6481	<a href="mailto:Aideet.Pineda@MolinaHealthcare.com">Aideet.Pineda@MolinaHealthcare.com</a>
Spokane Region	Molly Blaney	509-723-9610	<a href="mailto:Molly.Blaney@MolinaHealthcare.com">Molly.Blaney@MolinaHealthcare.com</a>
Tribal	Twila Mallari	206-954-8732	<a href="mailto:Twila.Mallari@MolinaHealthcare.com">Twila.Mallari@MolinaHealthcare.com</a>