



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Service Encounter Reporting Instructions (SERI) Changes Effective 4/1/2020 - (Medicaid)

Molina Healthcare would like to make you aware of additional information from the Health Care Authority (HCA) with our behavioral health agencies regarding interim guidance that applies to the Service Encounter Reporting Instructions (SERI). Various CPT codes have been retired and new codes have been added. These changes must be adopted. Molina will comply with HCA's SERI changes and asks that you please access the links below to become familiar with the changes and related effective dates.

If you experience rejections or denials in the interim, please reach out to your Molina Provider Service representative for assistance with troubleshooting.

To read current and interim instructions, visit:

hca.wa.gov/billers-providers-partners/behavioral-health-recovery/service-encounter-reporting-instructions-seri

SERI Questions? Please email HCA MC Programs at hcamcprograms@hca.wa.gov.

Please feel free to contact Molina's Contact Center at (855) 322-4082 for additional assistance. Thank you for your continued service to our members.