

This document is intended to provide you, our valued provider, with contact information to assist you in caring for our members. 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. As always, you may contact Molina Healthcare of Washington by calling (855) 322-4082.

**Molina Healthcare is excited to share the many great features available to providers when using Availity.** OneHealthPort users can now access Availity for Molina. You're all set if you're already registered with Availity for another payer. You can use your existing OneHealthPort Subscriber ID and password to start with Molina on Availity today.

**Here's how:**

- When you log in using your OneHealthPort Subscriber ID and password, you can access Molina by clicking the Molina logo and selecting the Availity login.
- For assistance with Availity, contact Availity Client Services at (800) 282-4548 between 8 a.m. and 8 p.m. ET, Monday through Friday.
- If you're not registered with Availity, get started in three steps:
  1. First, register with Availity for your OneHealthPort credentials to work.
  2. Go to [onehealthport.com/sso](https://onehealthport.com/sso) and select the Molina logo to log in to the Availity Portal.
  3. You're ready to explore Molina on the Availity Portal.

## FREQUENTLY ASKED QUESTIONS

Question	Answer
<b>I have contracting/credentialing questions. Who do I contact?</b>	<ul style="list-style-type: none"> <li>• Please send inquiries to our contracting/credentialing team at <a href="mailto:MHWProviderContracting@MolinaHealthcare.com">MHWProviderContracting@MolinaHealthcare.com</a>.</li> </ul>
<b>I am an Integrated Managed Care (IMC) Behavioral Health (BH) provider. Who do I go to for help?</b>	<ul style="list-style-type: none"> <li>• The Washington State Health Care Authority (HCA) has a <a href="https://hca.wa.gov">contact matrix (hca.wa.gov)</a> for all Managed Care Organizations (MCOs).</li> <li>• For claim payment inquiries, email a detailed request to the IMC BH Provider Research and Resolution team at <a href="mailto:MHW_PIRR_IMC_BH@MolinaHealthcare.com">MHW_PIRR_IMC_BH@MolinaHealthcare.com</a> or check the status electronically by logging into the provider portal.</li> <li>• View the <a href="https://hca.wa.gov">Health Care Authority Mental Health Billing Guide (hca.wa.gov)</a></li> </ul>

## FREQUENTLY ASKED QUESTIONS

Question	Answer
<b>How do I check prior authorization status, claim status, member eligibility, and coordination of benefits (COB) inquiries?</b>	<ul style="list-style-type: none"> <li>• Check the status on Availity by using the following link: <a href="https://www.availity.com/MolinaHealthcare">availity.com/MolinaHealthcare</a></li> <li>• 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.</li> <li>• Call Molina Healthcare Provider Services call center at (855) 322-4082</li> </ul>
<b>How do I request an authorization decision letter, or who do I call if I run into issues with an authorization request?</b>	<ul style="list-style-type: none"> <li>• Contact the MHW Utilization Management (UM) department at (855) 322-4082</li> <li>• <a href="#">CPT Look-Up Tool</a></li> </ul>
<b>Where do I go for assistance with complex physical health claim issues, such as appeal resolution or requesting reprocessing of claims that were denied in error?</b>	<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"> <li>• Availity Portal at <a href="https://apps.availity.com/availity/web/public.elegant.login">apps.availity.com/availity/web/public.elegant.login</a>.</li> <li>• Medicaid and Marketplace Fax: (877) 814-0342</li> <li>• Medicare Fax: (562) 499-0610</li> </ul>
	<p>Cost Recovery for all LOBs – Dispute recovery request or reversed claim:</p> <ul style="list-style-type: none"> <li>• Fax your appeal with supporting documentation to (888) 396-1520</li> <li>• Phone: (866) 642-8999, ext. 14</li> </ul>
	<p>Provider Information Team for all LOBs – Demographic updates, provider terminations, and adding a provider to a contracted group that <u>does not require</u> credentialing:</p> <ul style="list-style-type: none"> <li>• Email <a href="mailto:MHWProviderInfo@MolinaHealthcare.com">MHWProviderInfo@MolinaHealthcare.com</a></li> </ul>

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	Contracting department for all LOBs – Adding a provider to a contracted group that requires credentialing: <ul style="list-style-type: none"> <li>Email <a href="mailto:MHWProviderContracting@MolinaHealthcare.com">MHWProviderContracting@MolinaHealthcare.com</a></li> </ul>
	Provider Contact Center for all LOBs – Claim status, dispute, and appeal status: <ul style="list-style-type: none"> <li>Call (855) 322-4082 and press 1 for Medicaid, 2 for Medicare, and 3 for Marketplace</li> <li>Validate claims status on the Availity Portal for all LOBs at <a href="https://apps.availity.com/availity/web/public.elegant.login">apps.availity.com/availity/web/public.elegant.login</a></li> </ul>
	IMC BH and Tribal Providers – claim denial, payment dispute, and correct coding: <ul style="list-style-type: none"> <li>Email <a href="mailto:MHW_PIRR_IMC_BH@MolinaHealthcare.com">MHW_PIRR_IMC_BH@MolinaHealthcare.com</a></li> </ul>
<b>A claim is being recouped/reversed, and I don't think it is appropriate. Who do I contact?</b>	<ul style="list-style-type: none"> <li>Call the MHW Cost Recovery department at (866) 642-8999</li> <li>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.</li> </ul>
<b>I have issues submitting Electronic Data Interchange (EDI) claims to Molina's clearing house. Who do I contact?</b>	<ul style="list-style-type: none"> <li>For more information on EDI/clearing house issues, contact our EDI Customer Service team via email at <a href="mailto:EDI.Claims@MolinaHealthcare.com">EDI.Claims@MolinaHealthcare.com</a>.</li> </ul>
<b>A member would like to change their Apple Health coverage to Molina. How do I help?</b>	Members can change their Apple Health coverage to Molina by: <ul style="list-style-type: none"> <li>Logging in to <a href="https://wahealthplanfinder.org">wahealthplanfinder.org</a></li> <li>Calling Customer Support Center at (855) WAFINDER [(855) 923-4633] or (855) 627-9604 (TTY: 711).</li> <li>Download the <a href="#">Application for Health Care Coverage</a> and mail it to Healthplanfinder, P.O. Box 946, Olympia, WA 98507</li> </ul>

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<b>I received a request to complete the Model of Care training and have questions. Who do I contact?</b>	<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 of Molina’s care management policy, procedures, and operational systems for our SNP population.</p> <ul style="list-style-type: none"> <li>• The <a href="#">Model of Care training</a> is available online.</li> <li>• Receipt of a completed <a href="#">attestation form</a> is required.</li> <li>• Questions can be sent via email to <a href="mailto:MHW.MOC.Attestations@MolinaHealthcare.com">MHW.MOC.Attestations@MolinaHealthcare.com</a></li> </ul>
<b>What is Change Healthcare?</b>	<p>Change Healthcare/ProviderNet is a third-party company Molina Transfers contracted with that will enable providers to view historical remittance advice, register for Electronic Remittance Advice (ERA) and Transfer Funds electronically (EFT).</p> <ul style="list-style-type: none"> <li>• Change Healthcare allows providers to sign up for EFT payments instead of paper checks</li> <li>• To create an account, go to Change Healthcare and create an account with your TIN. You will be required to enter Molina’s Payer ID Number: <b>38336</b>.</li> <li>• For assistance, email <a href="mailto:wco.provider.registration@changehealthcare.com">wco.provider.registration@changehealthcare.com</a> or call (888) 834-3511.</li> </ul>
<b>I would like more information on how Molina is engaged in my community. Who do I contact?</b>	<p>Molina hosts and supports a variety of events across WA state. Please get in touch with the Community Engagement Specialist listed below for your region or email the Community Engagement team at <a href="mailto:MHWCommunityEngagement@MolinaHealthcare.com">MHWCommunityEngagement@MolinaHealthcare.com</a>.</p>
<b>Where can I find forms that providers use?</b>	<p>A forms library is available on our <a href="#">public website</a>.</p>

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<b>If I am a new or existing provider and would like to attend a Provider Orientation to learn more about Molina, who should I contact?</b>	One of our provider services representatives can facilitate a Provider Orientation. Below, you will find the Provider Services Representative assigned to your county.
<b>Who can help direct me to other resources or assist with additional inquiries?</b>	Reach out to the Provider Services Representative listed below for your county. They can provide 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	<a href="mailto:Whitney.Howard@MolinaHealthcare.com">Whitney.Howard@MolinaHealthcare.com</a>
Provider Contracting	Provider Contracting Inbox	Provider Contracting Team	<a href="mailto:MHWProviderContracting@MolinaHealthcare.com">MHWProviderContracting@MolinaHealthcare.com</a>
Contracts	IMC Program Director	Megan Gillis	<a href="mailto:Megan.Gillis@MolinaHealthcare.com">Megan.Gillis@MolinaHealthcare.com</a>
Operations – Claims	Manager, Appeals and Grievances	Jammi Reese	<a href="mailto:Jammi.Reese1@MolinaHealthcare.com">Jammi.Reese1@MolinaHealthcare.com</a>
Operations – Credentialing	Manager, Provider Contracts	June Smith	<a href="mailto:June.Smith@MolinaHealthcare.com">June.Smith@MolinaHealthcare.com</a>
Operations – Encounters	Senior Analyst, Encounters	Corey Cerise	<a href="mailto:Corey.Cerise@MolinaHealthcare.com">Corey.Cerise@MolinaHealthcare.com</a>

**MOLINA IMC BEHAVIORAL HEALTH CONTACTS**

Department	Job Title	Name	Email
Clinical – Utilization Management	Director, Healthcare Services	Laurie McCraney	<a href="mailto:Laurie.McCraney@MolinaHealthcare.com">Laurie.McCraney@MolinaHealthcare.com</a>
Clinical – Behavioral Health Utilization Management	Manager, Healthcare Service	Denise Kohler	<a href="mailto:Denise.Kohler@MolinaHealthcare.com">Denise.Kohler@MolinaHealthcare.com</a>
Clinical – Prior Authorizations	Manager, Healthcare Services	Tanisha Perez	<a href="mailto:Tanisha.Perez@MolinaHealthcare.com">Tanisha.Perez@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>

**STATEWIDE CONTACTS  
 PROVIDER RELATIONS REPRESENTATIVES**

County	Name	Email
Asotin, Benton, Columbia, Franklin, Garfield, Idaho, Walla Walla, Whitman	Carla Crooks	<a href="mailto:Carla.Crooks@MolinaHealthcare.com">Carla.Crooks@MolinaHealthcare.com</a>
Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Stevens	Brandy Davis	<a href="mailto:Brandy.Davis@MolinaHealthcare.com">Brandy.Davis@MolinaHealthcare.com</a>
Clallam, Jefferson, Kitsap, Skagit, Snohomish, Whatcom,	Dawn Speegle	<a href="mailto:Dawn.Speegle@MolinaHealthcare.com">Dawn.Speegle@MolinaHealthcare.com</a>

## STATEWIDE CONTACTS

### PROVIDER RELATIONS REPRESENTATIVES

County	Name	Email
Clark, Cowlitz, Klickitat, Oregon, Pacific, Skamania, Wahkiakum	Renaë Russell	<a href="mailto:Renaë.Russell@MolinaHealthcare.com">Renaë.Russell@MolinaHealthcare.com</a>
Lewis, Mason, Pierce, Thurston	Roberta Harper	<a href="mailto:Roberta.Harper@MolinaHealthcare.com">Roberta.Harper@MolinaHealthcare.com</a>
King	Abby Wagstaffe Kelsey Gratton	<a href="mailto:Abigail.Wagstaffe@MolinaHealthcare.com">Abigail.Wagstaffe@MolinaHealthcare.com</a> <a href="mailto:Kelsey.Gratton@MolinaHealthcare.com">Kelsey.Gratton@MolinaHealthcare.com</a>
San Juan, Island, Adams, Yakima, Grays Harbor, Kittitas	Martha Jorgensen	<a href="mailto:Martha.Jorgensen@MolinaHealthcare.com">Martha.Jorgensen@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>

### COMMUNITY ENGAGEMENT SPECIALISTS

Region	Name	Phone Number	Email
CPAA	Interim – Sara Irish	(253) 208-3755	<a href="mailto:Sara.Irish@MolinaHealthcare.com">Sara.Irish@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 Washington	Donny Guerrero	(509) 312-5343	<a href="mailto:Donaciano.Guerrero@MolinaHealthcare.com">Donaciano.Guerrero@MolinaHealthcare.com</a>
North Sound	Marleen Arenivar	(206) 822-4062	<a href="mailto:Marleen.Arenivar@MolinaHealthcare.com">Marleen.Arenivar@MolinaHealthcare.com</a>
Olympic Peninsula	Interim Kitsap – Sara Irish	(253) 208-3755	<a href="mailto:Sara.Irish@MolinaHealthcare.com">Sara.Irish@MolinaHealthcare.com</a>
	Interim Clallam & Jefferson – Donny Guerrero	(509) 312-5343	<a href="mailto:Donaciano.Guerrero@MolinaHealthcare.com">Donaciano.Guerrero@MolinaHealthcare.com</a>

**COMMUNITY ENGAGEMENT SPECIALISTS**

Region	Name	Phone Number	Email
Pierce	Sara Irish	(253) 208-3755	<a href="mailto:Sara.Irish@MolinaHealthcare.com">Sara.Irish@MolinaHealthcare.com</a>
Southwest Washington	Interim – Donny Guerrero	(509) 312-5343	<a href="mailto:Donaciano.Guerrero@MolinaHealthcare.com">Donaciano.Guerrero@MolinaHealthcare.com</a>
Spokane Region	Rob Stevens	(509) 385-6930	<a href="mailto:Robert.Stevens@MolinaHealthcare.com">Robert.Stevens@MolinaHealthcare.com</a>
Tribal Liaison	Twila Mallari	(206) 954-8732	<a href="mailto:Twila.Mallari@MolinaHealthcare.com">Twila.Mallari@MolinaHealthcare.com</a>