



Washington state provider FAQ & contact list

Apple Health-IMC
MolinaHealthcare.com

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.

FREQUENTLY ASKED QUESTION	
Question	Answers
I have contracting/credentialing questions. Who do I contact?	Please send inquiries to our contracting/credentialing team at MHWProviderInfo@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 (hca.wa.gov) for all Managed Care Organizations (MCOs).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 the status electronically by logging into the provider portal.View the Health Care Authority Mental Health Billing Guide (hca.wa.gov)
How do I check prior authorization status, claim status, member eligibility, and coordination of benefits (COB) inquiries?	<ul style="list-style-type: none">Check the status on Availity by using the following link: availity.com/MolinaHealthcareOnce 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 Support 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 the MHW Utilization Management (UM) department at (855) 322-4082This tool explains if a CPT code requires prior authorization or notification and concurrent review.<ul style="list-style-type: none">CPT Look-Up Tool
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?	Provider Claim Appeals and Disputes for all lines of business (LOB) – Post-Payment Authorization denial, claim denial, payment dispute, and correct coding goes to: <ul style="list-style-type: none">Availity Portal at http://www.availity.com/molinahealthcareMedicaid and Marketplace Fax: (877) 814-0342Medicare Fax: (562) 499-0610

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	<p>Cost Recovery for all LOBs – 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 LOBs – Demographic updates, provider terminations, and adding a provider to a contracted group</p> <p>Email MHWProviderInfo@MolinaHealthcare.com</p>
	<p>Provider Support Center for all LOBs – 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 LOBs at apps.availity.com/availability/web/public.elegant.login
	<p>IMC BH and Tribal Providers – claim denial, payment dispute, and correct coding: Email MHW_PIRR_IMC_BH@MolinaHealthcare.com</p>
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 have issues submitting Electronic Data Interchange (EDI) claims to Molina's clearing house. Who do I contact?	<ul style="list-style-type: none">· For more information on EDI/clearing house issues, contact our EDI Customer Service team via email at EDI.Claims@MolinaHealthcare.com.
A member 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 it 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 of 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.· Questions can be sent via email to MHW.MOC.Attestations@MolinaHealthcare.com

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The SSI Group	<p>The SSI Group is Molina of Washington's preferred clearinghouse for Transaction Type/Format for CMS-1500 - Professional (837P), UB04 - Institutional (837I), Eligibility Inquiry/Response (270/271), and Claims Status Inquiry/Response (276/277).</p> <ul style="list-style-type: none">SSI Main Page: https://thessigroup.com/SSI Registration Page: https://products.ssigroup.com/molinaregistrationportal/registerSSI Customer Support: (844) 750-4274
What is Echo Health?	<p>Echo Health is a third-party company Molina Transfers contracted with that will enable providers to register for Electronic Remittance Advice (ERA) and Transfer Funds electronically (EFT).</p> <ul style="list-style-type: none">Echo Health allows providers to sign up for EFT payments instead of paper checksTo create an account, go to Echo Health and create an account with your TIN. You will be required to enter Molina's Payer ID Number: 38336.For assistance, email https://enrollments.echohealthinc.com/EFTERAInvitation.aspx?tp=MDAzMDg= or call (888) 834-3511.
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 get in touch with the Community Engagement Specialist listed below for your region or email the Community Engagement team at MHWCommunity.Engagement@MolinaHealthcare.com .
Where can I find forms that providers use?	A forms library is available on our public website .
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?	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 resources or connect you with someone to help answer your questions.
Who do I contact to file a complaint that is not a claims dispute?	Call Molina Healthcare Provider Support Center at (855) 322-4082 or Provider Services Representative assign to your county. You may also submit a written dispute to: Molina Healthcare of Washington, ATTN To: Provider Services Department, PO Box 4004, Bothell, WA 98041-4004

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MOLINA IMC Behavioral Health Contacts			
Department	Name	Job Title	Email
Implementation Lead	Whitney Howard	AVP, Network Strategy, and Svc	Whitney.Howard@MolinaHealthcare.com
Provider Contracting	Provider Contracting Team	Provider Contracting Inbox	MHWProviderContracting@MolinaHealthcare.com
Contracts	Provider Contracting Team - BH	IMC Contracting Box	mhw_bh_imc@molinahealthcare.com
Operations – Claims	Jammi Reese	Manager, Appeals and Grievances	Jammi.Reese1@MolinaHealthcare.com
Operations – Credentialing	June Smith	Manager, Provider Contracts	June.Smith@MolinaHealthcare.com
Operations – Encounters	Corey Cerise	Senior Analyst, Encounters	Corey.Cerise@MolinaHealthcare.com
Clinical – Utilization Management	Laurie McCraney	Director, Healthcare	Laurie.McCraney@MolinaHealthcare.com
Clinical – Behavioral Health Utilization Management	Denise Kohler	Services	Denise.Kohler@MolinaHealthcare.com
Critical Incidents	Molina Critical Incident Reporting	Manager, Healthcare Services	MHW_Critical_Incidents@MolinaHealthcare.com
Complaints and Grievances	Molina Member Services		MHW.MS@MolinaHealthcare.com
Operations – Payments (Outside of Claims)	Molina Finance Department		WA_Finance_IMC@MolinaHealthcare.com

Statewide Provider Relations Representative		
Region	Name	Email
Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Stevens	Brandy Davis	Brandy.Davis@MolinaHealthcare.com
Asotin, Clallam, Columbia, Garfield, Jefferson, Skagit, Snohomish, Whatcom, Whitman	Dawn Speegle	Dawn.Speegle@MolinaHealthcare.com
Clark, Klickitat, Oregon, Skamania	Denys Bezman	Denys.Bezman@molinahealthcare.com
Mason, Pierce, Thurston	Roberta Harper	Roberta.Harper@MolinaHealthcare.com
Cowlitz, Grays Harbor, Kitsap Lewis, Pacific, Wahkiakum	Natalie Ruiz	Natalie.Ruiz@Molinahealthcare.com
King	Abby Wagstaffe	Abigail.Wagstaffe@MolinaHealthcare.com
King	Kelsey Gratton	Kelsey.Gratton@MolinaHealthcare.com
King	Gabriela Torres-Moya	gabriela.torres-moya@molinahealthcare.com
Adams, Benton, Franklin, Kittitas, San Juan, Island, Walla Walla, Yakima,	Martha Jorgensen	Martha.Jorgensen@MolinaHealthcare.com
Spokane, Idaho	Brandy Davis	Brandy.Davis@MolinaHealthcare.com
Leadership—Statewide	Audrey Silliman Michelle Dowdy	Audrey.Silliman@molinahealthcare.com Michelle.Dowdy@molinahealthcare.com



Community Engagement Specialist			
Region	Name	Phone Number	Email
Greater Columbia	Norma Soto	(509) 802-6287	Norma.Soto@MolinaHealthcare.com
North Central Washington	Donny Guerrero	(425) 270-8904	Donaciano.Guerrero@MolinaHealthcare.com
North Sound	Guadalupe Gutierrez-Prado	(425) 218-6881	Guadalupe.Gutierrez-Prado@MolinaHealthcare.com
Great Rivers, Thurston-Mason, Salish	Chrystal Patterson	(253) 244-8017	Chrystal.Patterson@MolinaHealthcare.com
King	Sonia Morales	(425) 393-5501	Sonia.Morales@MolinaHealthcare.com
Pierce	Melanie Garnica	(253) 337-6658	Melanie.Garnica@MolinaHealthcare.com
Southwest Washington	Natalie DeWitt	(503) 910-3901	Natalie.DeWitt@MolinaHealthcare.com
Spokane Region	Rob Stevens	(509) 385-6930	Please email Donaciano.Guerrero@MolinaHealthcare.com
Tribal Liaison	Amanda Gorman-Bahe	(206) 914-7234	Amanda.Bahe@Molinahealthcare.com