

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
<b>I have contracting/credentialing questions. Who do I contact?</b>	Please send inquiries to our contracting/credentialing team at <a href="mailto:MHWProviderInfo@molinahealthcare.com">MHWProviderInfo@molinahealthcare.com</a>
<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="http://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="http://hca.wa.gov">Health Care Authority Mental Health Billing Guide (hca.wa.gov)</a></li> </ul>
<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="http://availability.com/MolinaHealthcare">availability.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 Support 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>· This tool explains if a CPT code requires prior authorization or notification and concurrent review.               <ul style="list-style-type: none"> <li>• <a href="#">CPT Look-Up Tool</a></li> </ul> </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>	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"> <li>· Availity Portal at <a href="http://www.availity.com/molinahealthcare">http://www.availity.com/molinahealthcare</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</p> <p>Email <a href="mailto:MHWProviderInfo@MolinaHealthcare.com">MHWProviderInfo@MolinaHealthcare.com</a></p>
	<p>Provider Support Center for all LOBs – Claim status, dispute, and appeal status:</p> <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>
	<p>IMC BH and Tribal Providers – claim denial, payment dispute, and correct coding: Email <a href="mailto:MHW_PIRR_IMC_BH@MolinaHealthcare.com">MHW_PIRR_IMC_BH@MolinaHealthcare.com</a></p>
<p><b>A claim is being recouped/reversed, and I don't think it is appropriate. Who do I contact?</b></p>	<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>
<p><b>I have issues submitting Electronic Data Interchange (EDI) claims to Molina's clearing house. Who do I contact?</b></p>	<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>
<p><b>A member would like to change their Apple Health coverage to Molina. How do I help?</b></p>	<p>Members can change their Apple Health coverage to Molina by:</p> <ul style="list-style-type: none"> <li>· Logging in to <a href="http://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>
<p><b>I received a request to complete the Model of Care training and have questions. Who do I contact?</b></p>	<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>· Questions can be sent via email to <a href="mailto:MHW.MOC.Attestations@MolinaHealthcare.com">MHW.MOC.Attestations@MolinaHealthcare.com</a></li> </ul>

<b>The SSI Group</b>	<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"> <li>· SSI Main Page: <a href="https://thessigroup.com/">https://thessigroup.com/</a></li> <li>· SSI Registration Page: <a href="https://products.ssigroup.com/molinaregistrationportal/register">https://products.ssigroup.com/molinaregistrationportal/register</a></li> <li>· SSI Customer Support: (844) 750-4274</li> </ul>
<b>What is Echo Health?</b>	<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"> <li>· Echo Health allows providers to sign up for EFT payments instead of paper checks</li> <li>· To 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: <b>38336</b>.</li> <li>· For assistance, email <a href="https://enrollments.echohealthinc.com/EFTERAInvitation.aspx?tp=MDAzMDg=">https://enrollments.echohealthinc.com/EFTERAInvitation.aspx?tp=MDAzMDg=</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:MHWCommunity.Engagement@MolinaHealthcare.com">MHWCommunity.Engagement@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>
<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>	<p>One of our provider services representatives can facilitate a Provider Orientation. Below, you will find the Provider Services Representative assigned to your county.</p>
<b>Who can help direct me to other resources or assist with additional inquiries?</b>	<p>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.</p>
<b>Who do I contact to file a complaint that is not a claims dispute?</b>	<p>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</p>

MOLINA IMC Behavioral Health Contacts			
Department	Name	Job Title	Email
Implementation Lead	Whitney Howard	AVP, Network Strategy, and Svc	<a href="mailto:Whitney.Howard@MolinaHealthcare.com">Whitney.Howard@MolinaHealthcare.com</a>
Provider Contracting	Provider Contracting Team	Provider Contracting Inbox	<a href="mailto:MHWProviderContracting@MolinaHealthcare.com">MHWProviderContracting@MolinaHealthcare.com</a>
Contracts	Provider Contracting Team - BH	IMC Contracting Box	<a href="mailto:mhw_bh_imc@molinahealthcare.com">mhw_bh_imc@molinahealthcare.com</a>
Operations – Claims	Jammi Reese	Manager, Appeals and Grievances	<a href="mailto:Jammi.Reese1@MolinaHealthcare.com">Jammi.Reese1@MolinaHealthcare.com</a>
Operations – Credentialing	June Smith	Manager, Provider Contracts	<a href="mailto:June.Smith@MolinaHealthcare.com">June.Smith@MolinaHealthcare.com</a>
Operations – Encounters	Corey Cerise	Senior Analyst, Encounters	<a href="mailto:Corey.Cerise@MolinaHealthcare.com">Corey.Cerise@MolinaHealthcare.com</a>
Clinical – Utilization Management	Laurie McCraney	Director, Healthcare	<a href="mailto:Laurie.McCraney@MolinaHealthcare.com">Laurie.McCraney@MolinaHealthcare.com</a>
Clinical – Behavioral Health Utilization Management	Denise Kohler	Services	<a href="mailto:Denise.Kohler@MolinaHealthcare.com">Denise.Kohler@MolinaHealthcare.com</a>
Clinical – Prior Authorizations	Tanisha Perez	Manager, Healthcare Service	<a href="mailto:Tanisha.Perez@MolinaHealthcare.com">Tanisha.Perez@MolinaHealthcare.com</a>
Critical Incidents	Molina Critical Incident Reporting	Manager, Healthcare Services	<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 Provider Relations Representative		
Region	Name	Email
Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Stevens	Brandy Davis	<a href="mailto:Brandy.Davis@MolinaHealthcare.com">Brandy.Davis@MolinaHealthcare.com</a>
Asotin, Clallam, Columbia, Garfield, Jefferson, Skagit, Snohomish, Whatcom, Whitman	Dawn Speegle	<a href="mailto:Dawn.Speegle@MolinaHealthcare.com">Dawn.Speegle@MolinaHealthcare.com</a>
Clark, Klickitat, Oregon, Skamania	Denys Bezman	<a href="mailto:Denys.Bezman@molinahealthcare.com">Denys.Bezman@molinahealthcare.com</a>
Mason, Pierce, Thurston	Roberta Harper	<a href="mailto:Roberta.Harper@MolinaHealthcare.com">Roberta.Harper@MolinaHealthcare.com</a>
Cowlitz, Grays Harbor, Kitsap Lewis, Pacific, Wahkiakum, Re-Entry Provider/Facilities	Natalie Ruiz	<a href="mailto:Natalie.Ruiz@Molinahealthcare.com">Natalie.Ruiz@Molinahealthcare.com</a>
King--Larger Groups	Kelsey Gratton	<a href="mailto:Kelsey.Gratton@MolinaHealthcare.com">Kelsey.Gratton@MolinaHealthcare.com</a>
King--Smaller Groups	Gabriela Torres-Moya	<a href="mailto:gabriela.torres-moya@molinahealthcare.com">gabriela.torres-moya@molinahealthcare.com</a>
Adams, Benton, Franklin, Kittitas, San Juan, Island, Walla Walla Yakima,	Martha Jorgensen	<a href="mailto:Martha.Jorgensen@MolinaHealthcare.com">Martha.Jorgensen@MolinaHealthcare.com</a>
Spokane, Idaho	Brandy Davis	<a href="mailto:Brandy.Davis@MolinaHealthcare.com">Brandy.Davis@MolinaHealthcare.com</a>
CBHS Provider, University of Washington, The Rural Collaborative, Re-Entry Provider/Facilities	Abby Wagstaffe	<a href="mailto:Abigail.Wagstaffe@MolinaHealthcare.com">Abigail.Wagstaffe@MolinaHealthcare.com</a>
Leadership—Statewide	Cheryl Zernia Tammy Cox Michelle Dowdy	<a href="mailto:Cheryl.Zernia@molinahealthcare.com">Cheryl.Zernia@molinahealthcare.com</a> <a href="mailto:Tammy.Cox@molinahealthcare.com">Tammy.Cox@molinahealthcare.com</a> <a href="mailto:Michelle.Dowdy@molinahealthcare.com">Michelle.Dowdy@molinahealthcare.com</a>



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

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

04/01/26