



## MCO-Tribal Quarterly Meeting

**August 20, 2015**

## Agenda

- |          |   |
|----------|---|
| 10:00 am | Welcome/Introductions   |
| 10:15 am | Single Points of Contact at MCOs and Tribes/UIHOs                           |
| 10:30 am | MCO Claims Submission Timeliness Requirements                               |
| 10:45 am | Updates for 2016 – RSA's, Network Access, Benefits                          |
| 11:00 am | Introduction to Indian Health System and Government-to-Government Relations |
| 11:30 am | Discussion of Issues and Concerns   |
| 12:00 pm | Planning for Next Meeting   |
| 12:30 pm | Closing   |

## **WELCOME/INTRODUCTIONS**

3

## **SINGLE POINTS OF CONTACT AT MCOS AND TRIBES/ URBAN INDIAN HEALTH ORGANIZATIONS**

4

## MCO Contact Information

Managed Care Plan	General Contact Information	Single Point of Contact for Tribes
	Customer Service: 1-800-600-4441 Website: <a href="http://www.amerigroup.com">www.amerigroup.com</a> Provider line: 1-800-454-3730	Kris Lee Director of External Affairs <a href="mailto:Kristine.lee@amerigroup.com">Kristine.lee@amerigroup.com</a> 206 674 4473 (direct), 206 674 4466 (fax)
	Customer Service: 1-800-315-7862 Website: <a href="https://www.cuphealth.com/home">https://www.cuphealth.com/home</a> Provider line:	Connie Mom-Chhing <a href="mailto:cmomchhing@cuphealth.com">cmomchhing@cuphealth.com</a> 360 553 7886
	Customer Service: 1-800-440-1561 Website: <a href="http://www.chpw.org">www.chpw.org</a> Provider line: 1-800-440-1561	Thomas Melville Contract Administrator <a href="mailto:thomas.melville@chpw.org">thomas.melville@chpw.org</a> 206 652 7282 (direct), 206 521 8834 (fax)
	Customer Service: 1-877-644-4613 Website: <a href="http://www.coordinatedcarehealth.com">www.coordinatedcarehealth.com</a> Provider line: 1-877-644-4613	Lisa Moore Provider Relations Representative <a href="mailto:lismoore@coordinatedcarehealth.com">lismoore@coordinatedcarehealth.com</a> 206 817 5683)
	Customer Service: 1-800-869-7165 Website: <a href="http://www.molinhealthcare.com">www.molinhealthcare.com</a> Provider line: Phone: 1-800-869-7175	Crystal Cutter External Provider Service Representative <a href="mailto:crystal.cutter@molinahealthcare.com">crystal.cutter@molinahealthcare.com</a> 425 424 1174 (direct), 877 814 0342 (fax)
	Customer Service: 1-877-542-8997 Website: <a href="http://www.uhcommunityplan.com">www.uhcommunityplan.com</a> Provider Line: 1-877-542-9231	Debra Butler Senior Physician Advocate <a href="mailto:debra_butler@uhc.com">debra_butler@uhc.com</a> 360 871 8013 (direct), 855 576 1243 (fax)

## MCO CLAIMS SUBMISSION TIMELINESS REQUIREMENTS

**UPDATES FOR 2016:  
RSA'S, NETWORK ACCESS, BENEFITS**

7

**INTRODUCTION TO INDIAN HEALTH  
SYSTEM AND GOVERNMENT-TO-  
GOVERNMENT RELATIONS**

8

## **DISCUSSION OF OTHER ISSUES, CONCERNS, QUESTIONS**

9

## **PLANNING FOR NEXT MEETING**

10

## Planning for Next Meeting

### Possible Topics and Presentations

- MCO Care Coordination Process
  - Generic or MCO-Specific
- Tribal/UIHO Care Coordination
  - Issues with Coordinating Care Coordination
- Other Topics and/or Presentations?

11

**CLOSING**

12