

Tribal Affairs, Quick reference sheet

Managed care plan (MCO) contact information

Managed care plan	General contact	Tribal liaison contact	
Amerigroup	Customer service: 1-800-600-4441 Website: www.amerigroup.com Provider line: 1-800-454-3730	Vickie LaFramboise, Tribal Liaison vickie.lafromboise@amerigroup.com 509-405-5324	
Community Health Plan of Washington	Customer service: 1-800-440-1561 Website: www.chpw.org Provider line: 1-800-440-1561	<u>Tribal Liaison; contracting and provider issues</u> Cathy Neiman, Director of Network Strategy cathy.neiman@chpw.org 206-613-8974	<u>Billing, contracting/medical management</u> Gabriel Ayerza gabriel.ayerza@chpw.org 206-652-7204 206-521-8834 (fax)
Coordinated Care	Customer service: 1-877-644-4613 Website: www.coordinatedcarehealth.com Provider line: 1-877-644-4613	David Story, Tribal Liaison dstory@coordinatedcarehealth.com 253 442 1429	
Molina Healthcare	Customer service: 1-800-869-7165 Website: www.molinahealthcare.com Provider line: 1-888-858-5414 or; Provider email: MHWProviderServicesInternalRep@molinahealthcare.com	Carolina Mata-Felix, External Provider Services Representative carolina.mata-felix@molinahealthcare.com 1-888-562-5442, Ext 144009 1-877-814-0342 (fax)	<u>Claims related issues</u> Angela Barnes, Internal Provider Services Representative angela.barnes@molinahealthcare.com 1-888-562-5442, Ext. 144894 1-877-814-0342 (fax)
United Healthcare Community Plan	Customer service: 1-877-542-8997 Website: www.uhccommunityplan.com Provider line: 1-877-542-9231	Debra Butler, Senior Physician Advocate debra_butler@uhc.com (debra_butler@uhc.com) 360-552-2193 855-576-1243 (fax)	
Health Care Authority	Managed care questions that can't be resolved by the MCO may be directed to HCA's Managed Care team.	HCAMCprograms@hca.wa.gov	