

Carrier	What will the person expect upon transfer?	Business Hours	Business hours contact	After Hours instructions	After Hour Contacts	Follow up tool submission
Aetna	Will be triaged by a clinician and connected to the appropriate available service	24/7	800-424-4047 option 9	Same as Business Hours	800-424-4047 option 9	Fax to (888)463-1309
Amerigroup	TBD	TBD	TBD	TBD	TBD	TBD
Asuris North West	Nurse and Doctor consult line and Telehealth services	24/7	(888) 367-2109	Same as Business Hours	(888) 367-2109	TBD
BridgeSpan Health Company	Nurse and Doctor consult line and Telehealth services	24/7	(855) 857-9944	Same as Business Hours	(855) 857-9944	TBD
CCW Commercial	Will triage and refer to an in-network provider for follow up	24/7	(877)687-1197	Same as Business Hours	(877)687-1197	caremanagement@coordinatedcarehealth.com
CCW Medicaid	Will refer to Medicaid Care Organization enrolled providers for follow up	24/7	(877)644-4613	Same as Business Hours	(877)644-4613	caremanagement@coordinatedcarehealth.com
CCW Foster Care	Will refer to Medicaid Care Organization enrolled providers for follow up	24/7	(844)354-9876	Same as Business Hours	(844)354-9876	caremanagement@coordinatedcarehealth.com
CHPW	Will connect people to their PCP and/or appropriate resource while working for longer term services.	24/7	1-866-418-7004 or for emergent requests 1-800-440-1561	Same as Business Hours	1-866-418-7004 or for emergent requests 1-800-440-1561	Email to either: Melissa.Covarrubias@chpw.org & Shannon.baker@chpw.org
Cigna	Telehealth based services and network of behavioral health services.	M-F 8 AM-5 PM	Person will need to call number on the back of their insurance card	TBD	TBD	TBD
Kaiser NW	When referral is received, member will receive a call to connect	M-F 8am-5pm Sat-Sun 8am-8pm	988NDA-Requests-KPNW@kp.org	Contact Mental Health/Addiction Medicine appointment line.	988NDA-Requests-KPNW@kp.org	988NDA-Requests-KPNW@kp.org
Kasier WA	Will connect a member to the Mental Health Access Center who will connect them with a next day appointment	M-F 8 AM - 5 PM	(800)287-2680	Contact the Nurse Consulting Services	(206)901-2247	TBD
Molina Marketplace		M-F 8 AM-6 PM	(888)858-3492	Send referral tool to initiate NDA process. Plan to follow up next business day	MHWCMMPPreferrals@Molinahealthcare.com	MHWCMMPPreferrals@Molinahealthcare.com
Molina Medicaid	Will refer to Medicaid Care Organization enrolled providers for follow up	M-F 8 AM-6 PM	(888)858-3492	Send referral tool to initiate NDA process. Plan to follow up next business day	MHWCMPreferrals@Molinahealthcare.com	MHWCMPreferrals@Molinahealthcare.com
Pacific Source	Telehealth based services and network of behavioral health services.		(888)977-9299	Send referral tool to initiate NDA process. Plan to follow up next business day	CS@PacificSource.com	CS@PacificSource.com
Premira	Telehealth based services and network of behavioral health services.	24/7	(888) 742-1479	Same as Business Hours	(888) 742-1479	Case.Management@Premira.com
Carrier	What will the person expect upon transfer?	Business Hours	Business hours contact	After Hours instructions	After Hour Contacts	Follow up tool submission
Providence	TBD	TBD	TBD	TBD	TBD	TBD
Regence	Nurse and Doctor consult line and Telehealth services	24/7	(888) 367-2112	Same as Business Hours	(888) 367-2112	TBD

United Health
Care Telelath based services and PCP

24/7

Person will need to call number on
the back of their insurance card Backup call UHC crisis line

800-888-2988

TBD