

Reentry Initiative rapid response calls

For Cohort 1 facilities

The Health Care Authority (HCA) invites Cohort 1 facilities to participate in rapid response calls related to the implementation of the Reentry Initiative.

Purpose

The purpose of these calls is to bring together participating facilities and key partners to respond to emerging systemic issues or questions that need immediate attention or resolution. The goal is to provide facilities with support for successful implementation of the Reentry Initiative.

Logistics

Beginning July 1, 2025, HCA will have set call-in times based on facility type – adult or juvenile facility (see schedule on next page). Key Reentry Initiative partners will be on the call to answer questions, work to address issues, or set up any necessary follow-up meetings. These meetings are not required, but Cohort 1 facilities are invited to attend to discuss any issues that arise during implementation. Calendar invites are forthcoming.

While issues may not always be resolved during the rapid response call, these calls are the setting to bring forward questions or concerns. Attendees will determine a rapid response plan, which could include follow-up calls, emails, technical assistance, etc.

Please note, these calls are not the appropriate venue to bring forward individual contract questions, claims inquiries, disputes with a managed care organization (MCO), or issues unrelated to the Reentry Initiative.

Call agenda

The standing agenda for the rapid response calls will be as follows:

- Roll call by internal partners
- Client eligibility or client enrollment questions
- Provider enrollment questions
- Provider claims/billing/authorization questions
- Pharmacy questions
- Opportunity for other topics
- Roll call by external partners
- Facilities
- Managed care organization (MCOs)
- Accountable Communities of Health (ACHs)
- Office of Tribal Affairs
- Washington Association of Sheriffs & Police Chiefs (WASPC)

Examples

Here are some examples of questions and issues to bring to the rapid response calls:

- We are seeing a group of clients whose ProviderOne eligibility seems incorrect. What do we do and who do we reach out to for help?
- We are having trouble navigating the various eligibility requirements of the Reentry Initiative or of Consolidated Appropriations Act, 2023. What do we do and who do we reach out to for help?

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- We saw a non-Medicaid client who needs a specific service. Who can work with us on this?
- We need help as a facility identifying which MCO a client is assigned to. How do we gather this information?
- We are struggling with finding a provider for a warm hand off. Who can help us with that?
- We are unclear of what code to use for a certain service. Who can help us with that?
- We recently had an organizational change and our reporting structure for the program changed. Who do we notify about that?
- Do we have to have a relationship with an OTP if there's one in our community?

Call schedule

Rapid response call schedule the week of June 30 – July 4

All facilities	Adult facilities	Juvenile facilities
Tuesday & Thursday 9-10 a.m.	Tuesday 1-2 p.m.	Tuesday 4-5 p.m.

Rapid response call schedule all other weeks

All facilities	Adult facilities	Juvenile facilities
Tuesday 9-10 a.m.	Wednesday 1-2 p.m.	Thursday 4-5 p.m.

Rapid response call participants

All facilities' call

- HCA
- MCOs
- ACH representatives
- Department of Child, Youth, and Families (DCYF)
- Department of Corrections (DOC)
- Juvenile detention facilities
- City and county jails
- Adult facilities

Adult facilities' call

- HCA
- MCOs
- ACH representatives
- DOC
- Adult city and county jails

Juvenile facilities' call

- HCA
- MCOs
- ACH representative
- DCYF
- Juvenile detention facilities