

## Managed care plan (MCO) contact information

Managed care plan	General contact	Tribal liaison contact	
<b>Amerigroup</b>	<b>Customer service:</b> 1-800-600-4441 <b>Website:</b> <a href="http://www.amerigroup.com">www.amerigroup.com</a> <b>Provider line:</b> 1-800-454-3730 <b>Contracting Link:</b> <a href="https://providers.amerigroup.com/Pages/washington-apprequest.aspx">https://providers.amerigroup.com/Pages/washington-apprequest.aspx</a>	<b>Vickie LaFramboise, Tribal Liaison</b> <a href="mailto:vickie.lafromboise@amerigroup.com">vickie.lafromboise@amerigroup.com</a> 509-405-5324	
<b>Community Health Plan of Washington</b>	<b>Customer service:</b> 1-800-440-1561 <b>Website:</b> <a href="http://www.chpw.org">www.chpw.org</a> <b>Provider line:</b> 1-800-440-1561 <b>Contracting Link:</b> <a href="https://forms.chpw.org/#/provider-enrollment">https://forms.chpw.org/#/provider-enrollment</a>	<b><u>New Programs Integration Tribal Liaison</u></b> Natalie Christopherson <a href="mailto:Natalie.Christophers@chpw.org">Natalie.Christophers@chpw.org</a> 206-613-5060 206-521-8834 (fax)	<b><u>Billing, contracting/medical management</u></b> Gabriel Ayerza <a href="mailto:gabriel.ayerza@chpw.org">gabriel.ayerza@chpw.org</a> 206-652-7204 206-521-8834 (fax)
<b>Coordinated Care</b>	<b>Enrollee Line:</b> 1-877-644-4613 <b>Provider Line:</b> 1-877-644-4613 <b>Website:</b> <a href="http://www.coordinatedcarehealth.com">www.coordinatedcarehealth.com</a> <b>Contracting Link:</b> <a href="https://www.coordinatedcarehealth.com/providers/become-a-provider.html">https://www.coordinatedcarehealth.com/providers/become-a-provider.html</a>	Tribal Relations Manager: Jeanne 'JJ' McMinds <a href="mailto:Jeanne.L.McMinds@coordinatedcarehealth.com">Jeanne.L.McMinds@coordinatedcarehealth.com</a> 360-280-8033	

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<b>Molina Healthcare</b>	<p><b>Customer service:</b> 1-800-869-7165  <b>Website:</b> <a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>  <b>Provider line:</b> 1-888-858-5414 or;            Provider email:  <a href="mailto:MHWProviderServicesInternalRep@molinahealthcare.com">MHWProviderServicesInternalRep@molinahealthcare.com</a>  <b>Contracting Link:</b>  <a href="https://www.molinahealthcare.com/providers/wa/medicaid/Pages/home.aspx">https://www.molinahealthcare.com/providers/wa/medicaid/Pages/home.aspx</a></p>	<p><b>Community Engagement/Tribal Liaison</b>            Twila Mallari  <a href="mailto:Twila.Mallari@molinahealthcare.com">Twila.Mallari@molinahealthcare.com</a>            425-419-7734</p> <p><b>Diane Steele   Provider Contract Coordinator (Tribal Provider Credentialing)</b>            Molina Healthcare of Washington, Inc.            P:(800) 869-7175 ex.142630            F: (877) 814-0342  <a href="mailto:MHWProviderContracting@MolinaHealthCare.Com">MHWProviderContracting@MolinaHealthCare.Com</a></p>	<p><b>Claims related issues</b>  <b>Shawwna Neuser, Specialist, Provider Inquiry Research &amp; Resolution</b>  <a href="mailto:Shawwna.Neuser@molinahealthcare.com">Shawwna.Neuser@molinahealthcare.com</a>  <b>800-869-7175, ext 144101</b>            1-877-814-0342 (fax)</p> <p><b>Contracting</b>            Kevin Wood  <a href="mailto:Kevin.Wood@MolinaHealthCare.Com">Kevin.Wood@MolinaHealthCare.Com</a>            425-424-7131</p> <p><b>Marilyn Alberthal   Provider Information Team Coordinator (Tribal Provider Roster Inquiries)</b>            Molina Healthcare of Washington, Inc.  <a href="mailto:MHWProviderInfo@MolinaHealthCare.Com">MHWProviderInfo@MolinaHealthCare.Com</a></p>
<b>United Healthcare Community Plan</b>	<p><b>Customer service:</b> 1-877-542-8997  <b>Website:</b> <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>  <b>Provider line:</b> 1-877-542-9231  <b>Contracting Link:</b>  <a href="https://www.uhcprovider.com/en/health-plans-by-state/washington-health-plans/wa-comm-plan-home.html">https://www.uhcprovider.com/en/health-plans-by-state/washington-health-plans/wa-comm-plan-home.html</a></p>	<p><b>Kristy Valdez</b> (formerly Kristy Hogue)  <a href="mailto:kristy.valdez@uhc.com">kristy.valdez@uhc.com</a>            206-926-0259</p>	
<b>Health Care Authority</b>	<p>Managed care questions that can't be resolved by the MCO may be directed to HCA's Managed Care team.</p>	<p><a href="mailto:HCAMCprograms@hca.wa.gov">HCAMCprograms@hca.wa.gov</a></p>	

