

## Integrated Managed Care Provider Resources 6/17/19

Subject Matter	Webpage Link	Email Address for Triage
ABA Therapy	<a href="https://www.hca.wa.gov/billers-providers-partners/programs-and-services/autism-and-applied-behavior-analysis-aba-therapy">https://www.hca.wa.gov/billers-providers-partners/programs-and-services/autism-and-applied-behavior-analysis-aba-therapy</a>	<a href="mailto:ABA@hca.wa.gov">ABA@hca.wa.gov</a>
Address Changes / Income Changes (clients only)	<a href="https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/update-my-income-or-address-report">https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/update-my-income-or-address-report</a>	See webpage for client options which depend on program and eligibility – only clients may change their address
Address Confidentiality Program	<a href="https://www.hca.wa.gov/health-care-services-supports/program-administration/address-confidentiality-program-acp">https://www.hca.wa.gov/health-care-services-supports/program-administration/address-confidentiality-program-acp</a>	See webpage for client options which depend on program and eligibility – only clients may change their address
Ambulance and ITA Transportation Billing	<a href="https://www.hca.wa.gov/assets/billers-and-providers/Ambulance-ITA-bi-20190401.pdf">https://www.hca.wa.gov/assets/billers-and-providers/Ambulance-ITA-bi-20190401.pdf</a>	<a href="mailto:HCAGEMTAdmin@hca.wa.gov">HCAGEMTAdmin@hca.wa.gov</a>
Apple Health Managed Care	<a href="https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-managed-care">https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-managed-care</a>	<a href="mailto:hcamcprograms@hca.wa.gov">hcamcprograms@hca.wa.gov</a>
Enrollee Fraud	<a href="https://www.hca.wa.gov/about-hca/medicaid-fraud-prevention">https://www.hca.wa.gov/about-hca/medicaid-fraud-prevention</a>	<a href="mailto:WAHeligibilityfraud@hca.wa.gov">WAHeligibilityfraud@hca.wa.gov</a>
Enrollment/Disenrollment	<a href="https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/update-my-income-or-address-report">https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/update-my-income-or-address-report</a>	<a href="mailto:askmedicaid@hca.wa.gov">askmedicaid@hca.wa.gov</a>
FFS Resources	<a href="https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/contractor-and-provider-resources">https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/contractor-and-provider-resources</a>	<a href="mailto:askmedicaid@hca.wa.gov">askmedicaid@hca.wa.gov</a>
Foster Care	<a href="https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/foster-care">https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/foster-care</a>	<b>HCA Foster Care Medical Team</b> Email: <a href="mailto:fcmt@hca.wa.gov">fcmt@hca.wa.gov</a>



		<b>Phone:</b> 1-800-562-3022 (ext. 15480) <b>Fax:</b> 360-725-1158
Health Homes	<a href="https://www.hca.wa.gov/billers-providers-partners/programs-and-services/health-homes">https://www.hca.wa.gov/billers-providers-partners/programs-and-services/health-homes</a>	<a href="mailto:healthhomes@hca.wa.gov">healthhomes@hca.wa.gov</a>
HIPAA Transactions	<a href="https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/hipaa-electronic-data-interchange-edi">https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/hipaa-electronic-data-interchange-edi</a>	<a href="mailto:HIPAA-Help@hca.wa.gov">HIPAA-Help@hca.wa.gov</a>
Interpreter Services	<a href="https://www.hca.wa.gov/billers-providers-partners/programs-and-services/interpreter-services">https://www.hca.wa.gov/billers-providers-partners/programs-and-services/interpreter-services</a>	<a href="mailto:interpretersvcs@hca.wa.gov">interpretersvcs@hca.wa.gov</a>
Jail Suspensions	<a href="https://www.hca.wa.gov/health-care-services-supports/program-administration/incarceration-overview">https://www.hca.wa.gov/health-care-services-supports/program-administration/incarceration-overview</a>	<a href="mailto:medicaidsuspension@hca.wa.gov">medicaidsuspension@hca.wa.gov</a>
Patient Review and Coordination	<a href="http://www.hca.wa.gov/PRC">www.hca.wa.gov/PRC</a>	<a href="mailto:PRR@hca.wa.gov">PRR@hca.wa.gov</a>
Provider Billing Guides and Fee schedules	For Apple Health Managed Care see the Managed Care Plan for information  For FFS billing: <a href="https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/provider-billing-guides-and-fee-schedules">https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/provider-billing-guides-and-fee-schedules</a>	Contact Us Form for Questions: <a href="https://fortress.wa.gov/hca/p1contactus/home/provider">https://fortress.wa.gov/hca/p1contactus/home/provider</a>
Provider Enrollment	<a href="https://www.hca.wa.gov/billers-providers-partners/apple-health-medicaid-providers/enroll-provider">https://www.hca.wa.gov/billers-providers-partners/apple-health-medicaid-providers/enroll-provider</a>	<a href="mailto:ProviderEnrollment@hca.wa.gov">ProviderEnrollment@hca.wa.gov</a>
Provider Fraud	<a href="https://www.hca.wa.gov/about-hca/medicaid-fraud-prevention">https://www.hca.wa.gov/about-hca/medicaid-fraud-prevention</a>	<a href="mailto:HotTips@hca.wa.gov">HotTips@hca.wa.gov</a>
Provider Information	<a href="https://www.hca.wa.gov/billers-providers-partners">https://www.hca.wa.gov/billers-providers-partners</a>	This page links to all provider resources HCA publishes online
Provider One Help - Enrollment, verifying eligibility and coverage,	<a href="https://www.hca.wa.gov/billers-providers-partners/providerone/providerone-user-manuals">https://www.hca.wa.gov/billers-providers-partners/providerone/providerone-user-manuals</a>	<a href="mailto:mmishelp@hca.wa.gov">mmishelp@hca.wa.gov</a>



managing domains and user accounts		
Provider One Security	<a href="https://www.hca.wa.gov/billers-providers-partners/providerone/providerone-security">https://www.hca.wa.gov/billers-providers-partners/providerone/providerone-security</a>	<a href="mailto:provideronesecurity@hca.wa.gov">provideronesecurity@hca.wa.gov</a>
SFT Secure Site	<a href="https://sft.wa.gov/">https://sft.wa.gov/</a>	<a href="mailto:mmishelp@hca.wa.gov">mmishelp@hca.wa.gov</a>
SFT Manual	<a href="https://www.hca.wa.gov/assets/billers-and-providers/SFTP-Manual.pdf">https://www.hca.wa.gov/assets/billers-and-providers/SFTP-Manual.pdf</a>	
Skilled Nursing Facility (SNF)/Nursing Facility (NF) MC / LTSS	<a href="https://www.hca.wa.gov/health-care-services-supports/program-administration/managed-care-and-long-term-care">https://www.hca.wa.gov/health-care-services-supports/program-administration/managed-care-and-long-term-care</a>	<a href="mailto:HCANursingHomeClaims@hca.wa.gov">HCANursingHomeClaims@hca.wa.gov</a>
Third Party Liability (TPL) – Contracts, COB, Enrollee issues, Recovery & Cost Avoidance	<a href="https://www.hca.wa.gov/health-care-services-supports/program-administration/coordination-benefits">https://www.hca.wa.gov/health-care-services-supports/program-administration/coordination-benefits</a>	<a href="mailto:hcamcprograms@hca.wa.gov">hcamcprograms@hca.wa.gov</a>
Transportation- Non Emergency	<a href="https://www.hca.wa.gov/billers-providers-partners/programs-and-services/transportation-services-non-emergency">https://www.hca.wa.gov/billers-providers-partners/programs-and-services/transportation-services-non-emergency</a>	<a href="mailto:hcanemttrans@hca.wa.gov">hcanemttrans@hca.wa.gov</a>
Tribal Liaison	<a href="https://www.hca.wa.gov/about-hca/tribal-affairs">https://www.hca.wa.gov/about-hca/tribal-affairs</a>	<a href="mailto:tribalaffairs@hca.wa.gov">tribalaffairs@hca.wa.gov</a>

Having trouble contacting HCA using the appropriate email addresses above? Send your question/issue to the MC Programs Mailbox at [hcamcprograms@hca.wa.gov](mailto:hcamcprograms@hca.wa.gov) and we will forward your email to the correct subject matter experts for resolution.

