## Washington Apple Health (Medicaid) Customer Service

<table>
<thead>
<tr>
<th>Plan Code</th>
<th>Description</th>
<th>Contact Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOP</td>
<td>Family Coverage</td>
<td>(800) 440-1561 Customer Service</td>
</tr>
<tr>
<td>SCH</td>
<td>With Premium</td>
<td>(800) 440-1561 Customer Service</td>
</tr>
<tr>
<td>HBD</td>
<td>Blind/Disabled</td>
<td>(866) 418-1009 Fully Integrated Managed Care (FIMC) Customer Service</td>
</tr>
<tr>
<td>HEX</td>
<td>Adult Care</td>
<td>(206) TTY/TDD Dial relay 7-1-1</td>
</tr>
<tr>
<td>FHO</td>
<td>FIMC, Family Coverage</td>
<td>(206) 521-8834 Customer Service Fax</td>
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<tr>
<td>FSC</td>
<td>FIMC, with Premium</td>
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<tr>
<td>FHB</td>
<td>FIMC, Blind/Disabled</td>
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</tr>
<tr>
<td>FHX</td>
<td>FIMC, Adult</td>
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<tr>
<td>FBH</td>
<td>Behavioral Health Services Only</td>
<td></td>
</tr>
</tbody>
</table>

### Apple Health Medical Management:

- 800) 336-5231 Medical Management Customer Service
- (206) 613-8873 Prior Authorization & Referrals; Mom & Baby Admits
- (206) 652-7067 Prior Authorization for Behavioral Health Services-FIMC/BHSO Only
- (206) 652-7078 Inpatient Notification, Admission & Discharge
- (206) 652-7073 Request for Care/Disease Management Services

- customercare@chpw.org

## Community HealthFirst™ (Medicare) Customer Service

<table>
<thead>
<tr>
<th>Plan Served</th>
<th>Receive answers on the following</th>
<th>Contact Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>014</td>
<td>Special Needs Plan (Dual Eligible)</td>
<td>(800) 942-0247 Customer Service</td>
</tr>
<tr>
<td>006</td>
<td>MA Plan</td>
<td>(206) TTY/TDD Dial relay 7-1-1</td>
</tr>
<tr>
<td>008</td>
<td>MA Pharmacy Plan</td>
<td></td>
</tr>
<tr>
<td>009</td>
<td>MA Pharmacy Plan</td>
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<tr>
<td>010</td>
<td>MA Extra Plan</td>
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</tr>
</tbody>
</table>

### Community HealthFirst Medical Management:

- (800) 336-5231 Medical Management Customer Service
- (206) 652-7066 Hospital Notifications/Discharge; Clinical Records for Review
- (206) 652-7065 Prior Authorization & Referrals; Mom & Baby Admits
- (206) 652-7067 Behavioral Health Authorizations
- (206) 652-7068 Request for Care/Disease Management Services

- customercare@chpw.org

## Claims Investigative Unit (CIU)

The CIU gives you a direct link to CHPW Claim Analysts, only after attempts to resolve issues through customer service have been exhausted, to address complicated and escalated claims issues such as:

- Fee Schedule Issues
- Interim Billing Issues
- Negative Balance Issues
- Post Payment Review
- Pricing Issues
- Re-admission Issues
- Re-occurring Benefit Configuration Issues
- COB/OHI

- (800) 440-1561
- (206) 521-8834

Best way to contact:

- cs.claimsdistribution@chpw.org

## Provider Relations/Education

### Western Washington Provider Relations

- Carrie Reidhead, Provider Relations Administrator
- (206) 495-3014
carrie.reidhead@chpw.org

- Douglas Sheldon, Provider Relations Administrator
- (206) 652-7108
douglas.sheldon@chpw.org

### Eastern Washington Provider Relations

- Carol Wallingford, Provider Relations Administrator
- (206) 652-7229
carol.wallingford@chpw.org

- Mariana Sital, Provider Relations Representative
- (206)-613-8981
mariana.sital@chpw.org

General Provider Relations questions may be sent to:

- provider.relations@chpw.org

Be sure to stay in the know. Visit CHPW on the following social media sites:

Community Health Plan of Washington: 1111 3rd Ave Ste. 400 Seattle, WA 98101

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Provider Training Programs
In support of our valued Providers and their Staff, CHPW offers several training programs as follows:

- Provider Orientation
- SNP Model of Care Program
- Member Billing Program
- Provider Data Services Department

To access CHPW's training programs, go to: http://www.chpw.org/for-providers/training/

Appeals and Grievances
Provider and Member Appeals/Grievances may be mailed, faxed or emailed for all lines of business to:

1111 Third Ave. Suite 400, Seattle WA, 98101

(206) 613-8984
appealsgrievances@chpw.org

Credentialing
Contact for credentialing questions or status
provider.credentialing@chpw.org

Pharmacy
Submit prior authorization, step therapy, and non-formulary medication requests, as well as quantity override requests to:

Pharmacy Benefit Manager, Express Scripts Inc (ESI)

(844) 605-8168
(800) 357-9577

Prior authorization may also be submitted online at:
https://express-scripts.covermymeds.com

Electronic Data Interchange (EDI)
CHPW supports several Electronic Transactions: 270, 271, 276, 834, 835, and 837

To enroll or inquire: EDI.Support@chpw.org

Online Help & Information
Our website at www.chpw.org is a great resource to find the following:

- Online Provider Directory
- Provider Manual
- Provider Orientation & Training
- Bulletin Board with Hot Topics
- Provider Forms and Tools including the Specialty Access Assistance Form

HealthMAPS will allow registered users access to the following information online:

- Eligibility Details/Rosters
- View Referrals & Authorizations
- View Claim Status

Once registered, providers can access the portal through a single sign-in at OneHealthPort or through our website at: https://mychpw.chpw.org/en/provider

CHPW is proud to offer Jiva™, a Care Management Provider Portal where you can quickly request or check the status of the following:

- Eligibility
- Referrals & Authorizations
- Notify CHPW of Inpatient Admissions

The portal is the preferred method for you to submit and track all Care Management requests. If you are not a portal user yet, please contact CHPW at portal.support@chpw.org.

Community Health Plan of Washington:
1111 3rd Ave Ste. 400 Seattle, WA 98101
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