

Provider Newsletter

Fall 2025



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Autumn is here!

The season of autumn is rich, comforting, and full of treasured memories and it's the perfect time to harvest our relationships with warm company. We wish our valued providers and staff a lovely autumn season!

Provider and Staff Training Programs

Community Health Plan of Washington (CHPW) offers a variety of mandatory and optional training and education opportunities to enhance your knowledge and understanding of policies, procedures, and regulatory requirements. To receive credit for completing online training programs, providers must submit an attestation. The link to the attestation form is available on the final slide of each training program.

CHPW partners with expert trainers to make sure that providers have the resources they need to deliver the best care to our members.

Visit [CHPW's Clinical Practice Training and Resources](#).

The following lists CHPW's mandatory and optional provider and/or staff training programs. CHPW's provider orientation training is updated annually, so this is a suitable time to revisit this program to ensure you have the latest and most updated information. CHPW has added three

new optional training programs that we hope providers and/or staff will benefit from – please see them below, marked as “New”!

Mandatory Training Programs

Provider Orientation: Newly contracted providers must complete orientation **within 90 days** of their contract effective date. The Provider Orientation and Training Program provides key information regarding CHPW. This program is a great resource to help providers and staff get acquainted with CHPW, its policies, procedures, and administrative requirements.

Dual Eligible Special Needs (D-SNP) Plan and Model of Care (MOC) Training: The Centers for Medicare and Medicaid Services (CMS) require all care providers who treat patients enrolled in a Dual Eligible Special Needs (D-SNP) Plan to complete annual Model of Care (MOC) training. Must be completed by: Providers and staff who render routine care to members who are enrolled in the Special Needs Plan (i.e., MD, DO, ARNP, RN, LPN, etc.).

Patient Rights and Responsibilities & Advance Directives Training: Must be completed by: Providers and staff (i.e., MD, DO, ARNP, RN, LPN, Administrators, Office Managers, Medical Assistants, Receptionists, Medical Record Coordinators, Referral Coordinators, etc.).

General Compliance & Fraud, Waste and Abuse Training: As stipulated by contract with the Centers for Medicare & Medicaid Services (CMS) and the Washington State Health Care Authority (HCA), CHPW-contracted providers are required to complete General Compliance and (if not directly contracted with Medicare) Fraud, Waste and Abuse training that satisfy requirements under 42 CFR §438.608 (a) and (b), §422.503(vi)(C) and §423.504(b)(vi)(C).

Optional Training Programs

Established Provider Orientation: The Provider Orientation and Training Program provides key information regarding CHPW. Established providers may access this program for a refresher and updates. This program is a great resource for your new team members to get acquainted with CHPW, its policies, procedures, and administrative requirements.

Clinical Data Repository (CDR) Training: A Clinical Data Repository or CDR is a database designed to collect and index clinical content for specific uses. The Health Care Authority (HCA) has advanced Washington’s capabilities to collect, share, and use integrated physical and behavioral health information from provider’s Electronic Health Record systems (EHRs) by implementing the Washington Link4Health Clinical Data Repository (CDR).

Culturally and Linguistically Appropriate Services (CLAS) Training: Recommended for all health care workers (i.e., MD, DO, ARNP, RN, LPN, Administrators, Office Managers, Medical Assistants, Receptionists, Medical Record Coordinators, Referral Coordinators, etc.).

CHPW Health Management Overview: Get to know CHPW's different Health Management programs. These programs can help patients who have complex or multiple conditions better manage their health.

CHPW Appointment and After-Hours Access Standards

Access standards have been developed to ensure that all health care services are provided in a timely manner. It means a patient can see a qualified health provider within a reasonable timeframe.

Eliminating Hepatitis C in WA State

There are about 2.3 million people in the U.S. living with Hep C. This presentation provides general information and resources that speaks to what can make HCV elimination possible in WA State.

Find the resources you need to complete **Mandatory and Optional Training** programs here: chpw.org/provider-center/provider-training-and-resources/hca-and-cms-training/

If you are interested in a training session hosted by CHPW's Provider Relations team, or if you have any questions regarding our training programs, please contact CHPW's Provider Relations Department at Provider.Relations@CHPW.org.

Annual Provider Satisfaction Survey

CHPW's 2025 Provider Satisfaction Survey was launched recently, and we invite you to participate. Please look for the survey via email, fax or regular mail. Press Ganey is an independent research firm that is once again helping us conduct the survey.

CHPW looks forward to incorporating the results from this survey to help direct additional administrative and operational changes to our health plan.

We thank you in advance for your participation!

Annual Provider Workshops

CHPW is planning to host our annual workshops in December 2025. Our provider workshops cover a wide range of topics and are designed for staff who work in a clinic or hospital setting in the following departments: billing, front desk/registration, medical records, referrals, authorizations, scheduling, appeals etc. Please look for an invitation and more details in the next few weeks. We look forward to your attendance!

New Fax Number for Cascade Select Prior Authorizations and Hospital Notification

The newest prior authorization form or inpatient admissions form can be found on our website for Cascade Select. The forms contain an updated fax number. Please ensure you are using our updated fax number: (206) 652-7078.

Sterilization Consent Form

Sterilization and hysterectomy are covered health care services for Washington Apple Health (Medicaid) enrollees.

The Sterilization Consent Form (HHS-687) was updated in July 2025 (expires July 2028) and is now available on our website. You can find it under the “Claims” heading on our [Provider Billing and Claims](#) page and our [Provider Forms & Tools](#) page.

Please see the following for more information:

- The Washington State Health Care Authority’s [Washington Apple Health \(Medicaid\) Sterilization Billing Guide](#) dated July 1, 2025
- CHPW’s [Provider Manual](#)
- CHPW’s [Sterilization & Hysterectomy Forms](#) bulletin

If you have any questions or need assistance, please contact Provider.Relations@chpw.org.

Adult Family Home Invoices

Adult Family Home providers, did you know that you can enter your invoices into CHPW’s [HealthMAPS portal](#)? Submitting your invoices via our portal is faster and more accurate than other options.

CHPW offers our provider portal through OneHealthPort. HealthMAPS requires Multi-Factor Authentication through OneHealthPort to enhance the safety and security of our provider and membership data. This means that providers must sign in to HealthMAPS through OneHealthPort.

Follow these instructions to sign in to the portal.

1. Go to OneHealthPort for CHPW at <https://www.onehealthport.com/sso-payer/community-health-plan-washington>.
 - a. Select the **HealthMAPS Login** button.
 - b. Enter your OneHealthPort logon credentials.
 - c. Choose your authentication method.
 - d. Follow the instructions on the OneHealthPort page to continue.
 - e. Click **Verify** when prompted.
2. The CHPW HealthMAPS **Provider Dashboard** displays.

For more information, please see the [Entering AFH Invoices into CHPW's HealthMAPS Portal Training Guide](#) or contact edi.support@chpw.org. The training guide is available on our [Provider Portal Training](#) page, under the HealthMAPS FAQs and Training heading.

Smoking/Tobacco Use Cessation

CHPW offers a comprehensive smoking/tobacco use cessation program called Quit for Life®. The program is designed to support adults 18 years and older who are ready to quit. Members may also be invited to participate in the program if they have been identified as a tobacco user. Quit for Life® services include:

- **Medication Assistance:** The program includes medications like nicotine gum, nicotine patches, and nicotine lozenges to help members quit smoking. These nicotine replacement therapies, which are covered by CHPW, can be sent directly to the member's home with provider approval. Medications such as Chantix or Bupropion are also covered and can be accessed via pharmacy with a physician prescription.
- **Personalized Coaching:** Members get a quit coach who will help them create an action plan and set a quit date. The coach will provide ongoing support through coaching calls and emails with tips to combat cravings.
- **Peer Support:** Members engage with others who are on the same journey to quit smoking. This can be a great source of motivation and encouragement.
- **Mobile App & Text A CoachSM:** These tools send motivational text messages to the member's phone and provide tips to help quit smoking.
- **Rally Digital Platform:** Members have access to a digital platform 24 hours a day to keep them on track in-between coaching sessions.

Providers are encouraged to refer patients who express a desire to quit smoking/tobacco use to this program, to help maximize their chances of success. The Quit for Life® program is a completely voluntary benefit offered at no cost to CHPW members. Enrollment is easy – simply go to quitnow.net or call 1-800-QUIT-NOW (784-8669). Member's insurance information will need to be provided. For further information on this program, please visit <https://www.chpw.org/member-center/health-management/case-management/quit-for-life/>.

CHPW's MemberFirst™ Rewards Program Is Now Live!

We're excited to share that **CHPW's MemberFirst™ Rewards Program** is now live! This program offers reward incentives to eligible members for three preventive cancer screenings: **breast cancer**, **colorectal cancer** (including at-home and in-office tests), and **cervical cancer**. This program is designed to encourage timely care and foster meaningful conversations between members and their providers.

What's New

Members can now submit an online form for each eligible cancer screening or test they receive to claim their reward. Visit the links below to learn more:

- **CHPW Apple Health** (Medicaid) members can earn gift cards for **breast cancer** (\$50) and **colorectal cancer** (\$25) screenings.*
 - Website: chpw.org/chpw-benefits-plus/memberfirst-rewards
- **CHPW Medicare Advantage** members can earn gift cards for **breast cancer** (\$50) and **colorectal cancer** (\$25) screenings.
 - Website: medicare.chpw.org/member-center/memberfirst-rewards
- **CHPW Individual & Family Cascade Select** members can earn gift cards for **breast cancer** (\$50), **colorectal cancer** (\$25), and **cervical cancer** (\$50) screenings.
 - Website: individualandfamily.chpw.org/member-center/memberfirst-rewards

Educational Resources

We've launched a new **informational series** on preventive cancer screenings to help members understand the tests better and the importance of getting screened early:

- [Colorectal Cancer Screening Blog](#)
- Coming Soon: Breast Cancer Screening article and educational video

Thank you for supporting our members in accessing preventive care. If you have questions or would like materials to share with your patients, please don't hesitate to reach out.

**CHPW Apple Health members can also earn gift card rewards for prenatal, postpartum, and well-child checkups through our [ChildrenFirst™ Program](#).*

Enhancing Provider Cultural and Linguistic Responsiveness

Delivering exceptional care starts with understanding our members and meeting their cultural and language preferences and needs. We can do this by sharing bilingual provider and staff demographic data, utilizing interpreters, completing cultural humility training, and more—because responsive care is equitable care.

Member Demographic Data

To assist with understanding service area culture, language and social needs, we created the 2025 CHPW Demographic analysis which includes:

- Demographic data (Race, Ethnicity, and Language) of members broken down by Line of Business, Region (service area population), and Community Health Center
- Social Drivers of Health Data

To access the 2025 CHPW Demographic Analysis, please access the link below:

[2025 CHPW Membership Demographics](#)

Provider Demographic Data

As a provider, we collect your race/ethnicity and languages spoken and those spoken at your clinic to assist patients in selecting a location where they can receive culturally congruent care. Sharing your race and ethnicity helps us connect patients with providers who reflect their cultural backgrounds—building trust, improving communication, and supporting more

personalized, equitable care. Currently a majority of our provider network has not communicated race/ethnicity to CHPW. There are a variety of ways you can communicate this valuable information to us. Please reference the **Provider Updates** section of our [\(Provider Forms & Tools\)](#) for more information.

Sharing the languages you speak—beyond English—helps us connect members with providers and staff who can communicate in their preferred language, support more personalized care, and ensure interpreter services are utilized appropriately when needed. Fewer than 10% of our providers (staff and/or clinicians) have reported the languages they speak. To better serve our diverse member population, we ask that all providers share the languages they speak fluently—even if that language is only English. This information helps us connect members with staff who can communicate in their preferred language, improving care experiences and outcomes. You can update this information online via the **Provider Updates** section of our [\(Provider Forms & Tools\)](#).

As a reminder, if you or your clinic staff do not speak a patient’s preferred language, it’s crucial to use interpretation services to ensure clear, respectful, and equitable communication. CHPW offers telephonic, virtual, and in-person interpreter options to support meaningful engagement and high-quality care for all members. Instructions and resources are included in our [Provider Manual](#).

Completing Cultural Humility Training

CHPW offers a variety of dynamic training options—including a dedicated section of live [Equity & Cultural Competency Trainings](#) and [CLAS Training](#)—to help you deepen your practice of cultural humility. Completing and attesting to this training not only strengthens your ability to meet the diverse needs of your patients and communities but also signals to our patients your commitment to inclusive, respectful care.

Currently only about one third of providers have documented completion of cultural humility training. If you are participating with CHPW as a delegated provider, this information may be provided when those rosters are submitted, or at any time via **Provider Updates** in [Forms & Tools](#). If you are an authorized representative of your organization, you can attest on behalf of your provider group here: [CHPW Cultural Competency Attestation](#). Sharing this information with us is a way to communicate to both CHPW and to our members your commitment to delivering culturally appropriate care. We encourage all providers to participate, so visit our website to explore the training calendar and find a session that fits your schedule today!

ASAM Criteria 4th Edition Trainings

The ASAM Criteria is the most widely used and comprehensive set of guidelines for placement, continued stay, and transfer/discharge criteria for individuals with substance use disorder and co-occurring conditions.

The ASAM Criteria defines the treatment criteria and levels of care for the treatment of substance-related and co-occurring conditions. The ASAM Criteria structure is the underlying framework for our service codes (billing guides), fiscal assumptions (rates), etc. Licensed Behavioral Health Agency providers are required to use the ASAM Criteria.

Additionally, the Managed Care Organizations, Behavioral Health Administrative Service Organizations, and private insurance plans use the ASAM Criteria as a utilization management tool.

The Adult ASAM Criteria 4th Edition has been released. Per SB 6228, our state will be transitioning to the updated ASAM Criteria in January 2026.

Thanks to legislative support and State Opioid Response dollars, we have partnered and contracted with Train for Change to offer an array of free training opportunities virtually over the next 18 months. Although many opportunities will be offered, we recognize that this training effort may not meet the need fully in our state. Thus, we encourage people to leverage training opportunities through Train for Change. However, if that is not available or the classes are full, we encourage people to seek other training avenues.

Quick Highlights:

- The Adult ASAM Criteria 4th Edition is now available.
- The State will adopt the ASAM Criteria 4th Edition in January of 2026. Due to all the necessary changes, earlier adoption is not recommended.
- To get ready to use the new version, the state will offer a series of training courses.
- The courses will be held virtually and start in July 2024 through January 2026.
- Trainings will be offered by Train for Change.

The PDF document below includes:

The FAQs have a detailed list of initial trainings, dates, and registration links. To register for any of the training courses **click on the registration links**.

[→ ASAM Criteria 4th Edition – Training Opportunities FAQ](#)

Appointment & After-Hours Access Standards

Access to care means **a patient can access a qualified health provider within a reasonable period**. The following appointment and after-hours access standards have been developed to ensure that all health care services are provided to CHPW members in a timely manner.

CHPW conducts annual access reviews to meet regulatory requirements. In 2025, Appointment and After-Hours Access Reviews will start in April and run through the summer months. CHPW

calls your offices to complete the reviews. We appreciate your participation and cooperation with the reviews this year!

Appointment Access Standards

Type of Appointment	Scheduling Time Frame
All Providers	
Emergency Care	Immediately, and available 24/7
Transitional visit (clinical assessment or care planning)	Within seven (7) calendar days of member's discharge from an inpatient or behavioral health facility or substance use disorder treatment program.
Second Opinion	Within thirty (30) calendar days of the request unless the Enrollee requests a postponement of the second opinion to a date later than thirty (30) calendar days.
PCP, OB/GYN, Midwife	
Routine/preventative office visit	Within thirty (30) business days
Non-urgent office visit	Within seven (7) business days
Urgent, symptomatic office visit	Within twenty-four (24) hours
Behavioral Health Providers	
Care for a non-life-threatening emergency	Within six (6) hours
Urgent care	Within twenty-four (24) hours
Initial visit, routine care	Within seven (7) business days
Follow-up, routine care	Within thirty (30) business days
Specialty Care Providers	
Routine office visit	Within seven (7) business days of request
Non-urgent office visit	Within twenty-four (24) hours

After-hours Requirements:

1. Must have an answering machine or on-call service – *call pick up within 10 seconds.*
2. Must have an on-call provider available.

After-hours Messaging Requirements (live answering service or answering machine):

- “If this is an emergency, hang up and dial 911”
- How to contact an on-call provider messaging examples:
 - “This is how to contact our on-call provider, dial
 - “I will connect you to our on-call provider now”
 - “I will have our on-call provider contact you within 30-minutes”
 - “Please contact the nurse line at.....”
- Behavioral Health Providers – *when available after-hours messaging should also include a crisis center phone number.*

For more information, please access CHPW’s Appointment & After-Hours Training Program:

[CHPW Provider Center Training & Resources](#)

For questions, please contact CHPW’s Provider Relations Department:

Jae Switzer - Manager, Provider Relations

Email: jae.switzer@chpw.org

Reporting Changes in Provider Information

All CHPW providers must give notice to CHPW at least 60 days in advance of any provider changes including, but not limited to:

- Tax identification
- NPI number (individual and/or group)
- Billing (vendor) address
- Office phone and fax numbers
- Service location address updates
- Provider additions (include provider effective date)
- Provider terminations (include provider termination date)
- Clinic/facility location additions/changes (if applicable, include effective and termination dates for your clinics and/or facility)
- If telehealth services are available at your location(s). **It is important for CHPWs Provider Directory to accurately reflect the availability of these services.**

Advance notice for changes will provide CHPW with ample time to update all systems, notify members, and prevent claims payment delays. Provider and group changes should be reported to CHPW by completing a Provider Add Change Term Form and/or Clinic and Group Add Change Term Form (available on the Provider Forms and Tools page of our website). Simply complete and submit the online form or email your completed form to Provider.Changes@chpw.org.

Provider Appeals Submission Methods

Providers may submit appeals to CHPW using the following 3 methods:

Methods 1&2 – Preferred:

1. Email: appealsgrievances@chpw.org
2. Fax:
Apple Health and Cascade Select: **206-613-8984**
Medicare Advantage & Duals: **206-652-7010**

Method 3 – Unpreferred:

3. Regular mail:
Community Health Plan of Washington
Attention: Appeals Department
1111 Third Avenue, Suite 400
Seattle, WA 98101

If possible, it is preferred that providers use methods 1&2 above (Email & Fax) when filing your

appeals, as these methods will avoid manual processing, which can cause delays in processing your appeals.

For questions, please email: Provider.Relations@chpw.org

Thank you for reading!

For questions or to provide feedback regarding this newsletter, please email Provider.Relations@chpw.org.

For more information and to stay connected, please visit our website at: <https://www.chpw.org/>

Best regards,

Community Health Plan of WA