



# **Provider Manual**

**Molina Healthcare of Washington, Inc.**

**(Molina Healthcare)**

**Molina Marketplace Product\***

**Effective 1/1/2015**

\*Molina Healthcare's Health Benefit Exchange product is now known as the Molina Marketplace product

## Section 1. Addresses and Phone Numbers

### Member Services Department

The Member Services Department handles all telephone and written inquiries regarding member claims, benefits, eligibility/identification, selecting or changing Primary Care Providers (PCPs), and member complaints. Member Services Representatives are available 8:00 am – 5:30 pm Monday through Friday, excluding State holidays.

<b>Member Services</b>	
Address:	Molina Healthcare of Washington, Inc. PO Box 4004 Bothell, WA 98041
Phone:	(800) 869-7165
TTY:	711

### Claims Department

The Claims Department is located at our corporate office in Long Beach, CA. All hard copy (CMS-1500, UB-04) claims must be submitted by mail to the address listed below. Electronically filed claims must use Molina Healthcare Payor ID number **38336**. To verify the status of your claims, please call our Provider Claims Representatives at the numbers listed below:

<b>Claims</b>	
Address:	Molina Healthcare of Washington, Inc. PO BOX 22612 Long Beach, CA 90801
Phone:	(800) 745-4044 or (425) 424-1108

### Claims Recovery Department

The Claims Recovery Department manages recovery for overpayment and incorrect payment of claims.

<b>Claims Recovery Disputes and Refunds</b>	
<b>Refunds</b>	
Address:	Molina Healthcare of Washington, Inc. PO Box 30717 Los Angeles, CA 90030-0717

<b>Disputes</b>	
Address:	Molina Healthcare of Washington, Inc. PO Box 2470 Spokane, WA 99210-2470
Phone:	(866) 642-8999
Fax:	(888) 396-1520

### **Credentialing Department**

The Credentialing Department verifies all information on the Practitioner Application prior to contracting and re-verifies this information every three years. The information is then presented to the Professional Review Committee to evaluate a provider's qualifications to participate in the Molina Healthcare network.

<b>Credentialing</b>	
Address:	Molina Healthcare of Washington, Inc. PO Box 2470 Spokane, WA 99210-2470
Phone:	(888) 562-5442
Fax:	(800) 457-5213 or (800) 457-5203

### **24-Hour Nurse Advice Line**

This telephone-based nurse advice line is available to all Molina Healthcare members. Members may call anytime they are experiencing symptoms or need health care information. Registered nurses are available (24) hours a day, seven (7) days a week to assess symptoms and help make good health care decisions.

<b>HEALTHLINE (24-Hour Nurse Advice Line)</b>	
English Phone:	(888) 275-8750
Spanish Phone:	(866) 648-3537
TTY:	(866) 735-2929 (English) (866) 833-4703 (Spanish)

### **Healthcare Services (UM) Department**

The Healthcare Services (formerly UM) Department conducts concurrent review on inpatient cases and processes Prior Authorization requests. The Healthcare Services (HCS) Department also performs Case Management for members who will benefit from Case Management

services.

<b>Healthcare Services Authorizations &amp; Inpatient Census</b>	
Address: Molina Healthcare of Washington, Inc. P.O. Box 4004 Bothell, WA 98041-4004	
Phone:	(800) 869-7175 ext. 751408
Fax:	(800) 767-7188

### **Health Education & Health Management Level 1 Programs**

The Health Management Level 1 Programs provide education and health information to Molina Healthcare members and facilitates provider access to the programs and services.

<b>Health Management Level 1 Programs</b>	
Phone:	1 (866)-472-9483
Fax:	1-562-901-1176

### **Health Management**

The Health Management Department provides education and health information to Molina Healthcare members and facilitates provider access to the programs and services.

<b>Health Management</b>	
Phone:	1 (866) 891-2320
Fax:	1 (800) 642-3691

### **Motherhood Matters®**

The Health Management Department provides education and health information to Molina Healthcare pregnant members and facilitates provider access to the programs and services.

<b>Motherhood Matters®</b>	
Phone:	1 (866) 891-2320
Fax:	1 (562) 901-1176

## Behavioral Health

Molina Healthcare of Washington, Inc. manages all components of our covered services for behavioral health. For member behavioral health needs, please contact us directly at:

<b>Behavioral Health</b>	
Address:	Molina Healthcare of Washington, Inc. P.O. Box 4004 Bothell, WA 98041-4004
(24) Hours per day, (365) day per year:	
English Phone:	(888) 275-8750
Spanish Phone:	(866) 648-3537
TTY:	(866) 735-2929 (English) (866) 833-4703 (Spanish)

## Pharmacy Department

Molina Healthcare's drug formulary requires prior Authorization for certain medications. The Pharmacy Department can answer questions regarding the formulary and/or drug prior Authorization requests. The Molina Healthcare formulary is available at [www.ePocrates.com](http://www.ePocrates.com) or [www.molinahealthcare.com](http://www.molinahealthcare.com).

<b>Pharmacy Authorizations</b>	
Phone:	(800) 213-5525
Fax:	(800) 869-7791

## Provider Services Department

The Provider Services Department handles telephone and written inquiries from providers regarding address and Tax-ID changes, provider denied claims review, contracting, and training. The department has Provider Services Representatives who serve all of Molina Healthcare of Washington's provider network.

<b>Provider Services</b>	
Address:	Molina Healthcare of Washington, Inc. PO Box 4004 Bothell, WA 98041-4004
Phone:	(800) 869-7175
Fax:	(877) 814-0342

**Molina Healthcare of Washington, Inc. Service Area**

