A message from HCA Managed Care Programs

Integrated Managed Care Providers:

HCA is committed to a successful transition to Integrated Managed Care and supporting providers through this transition. This communication is to remind providers that if you are experiencing challenges, HCA is available to provide assistance. To contact the MCP team for assistance with issues, send your email to HCAMCPROGRAMS@HCA.WA.GOV.

The HCA Managed Care Programs (MCP) provides direct oversight of the Managed Care Contracts and can assist with finding strategies for resolution.

When sending an email to the HCA MC Programs mailbox, we will need the following information:

- Overview of your concern:
  - What is the concern?
  - Is your concern specific to a single MCO or multiple MCOs?
  - Have you contacted the MCO with your concern? If so, who did you communicate with?
  - What was the MCO response to concerns
- Contact information for who HCA should follow up with from your organization.
- Specific examples that HCA can use to look into issues, including:
  - The name of the impacted managed care enrollee(s)
  - Enrollee Date of Birth(s) and ProviderOne number(s)
  - Date(s) the service occurred
  - Type of service (SUD, Durable Medical Equipment (DME), pharmacy, Inpatient, physician)
- Any other relevant information or detail you think would be helpful to HCA to assist with problem-solving.

Encrypted Emails

All emails with client information should be sent encrypted to ensure confidentiality. If you do not have a secure email system please send an email to HCAMCPROGRAMS@HCA.WA.GOV asking for a secure email to be sent. We will send a secure email and if you reply to that email the information contained will remain protected.

Questions?

If you have any questions, contact us at HCAMCPROGRAMS@HCA.WA.GOV. We can reach out to you directly by email or schedule a phone call to answer any questions.