

Molina Healthcare of Washington Provider Information

Mission: Improve the health and lives of our members by delivering high-quality health care.

Vision: Distinguish ourselves as the low-cost, most effective and reliable health plan delivering government sponsored health care.

Updated December 2025



2026 Washington Service Area

Effective January 1, 2026

Line of Business

◆ **Apple Health Medicaid (IMG & BHSO) and Apple Health Expansion**
All counties

▲ Marketplace

Benton	Lincoln
Clark	Mason
Cowlitz	Pend Oreille
Ferry	Pierce
Franklin	Skamania
King	Snohomish
Kitsap	Spokane
Klickitat	Stevens
Lewis	Thurston

★ **Medicare D-SNP**
All counties

Apple Health Medicaid RSA/AGH Regions

- Great Rivers
- Greater Columbia
- King/Healthier Here
- North Central
- North Sound
- Pierce/Elevate Health
- Salish/Olympic
- Southwest WA
- Spokane/Better Health Together
- Thurston-Mason



MolinaHealthcare.com

Updated on 12/15/2025
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ACH = Accountable Communities of Health
BHSO = Behavioral Health Services Only
D-SNP (HMO-D-SNP) = Molina Medicare Advantage

IMG = Integrated Managed Care
RSA = Regional Service Area



Medicaid Programs

Integrated Managed Care (IMC) is a state initiative that brings together the payment and delivery of physical health, behavioral health services (mental health and substance use disorder services) and crisis services, for people enrolled in Medicaid through managed care.

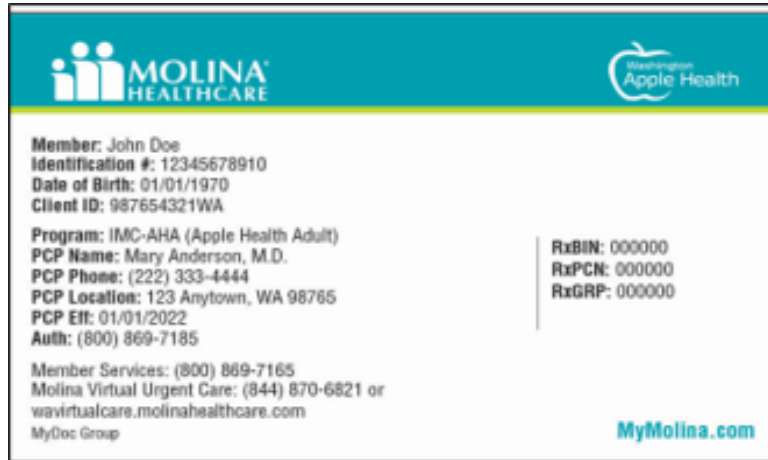
- Molina Healthcare is proud to provide Apple Health IMC (Medicaid) physical and behavioral services for members in all counties.
- Molina partners with BHSO's in every region to provide some supplemental services. Spokane: Spokane County BH-ASO, Greater Columbia: Greater Columbia BH-ASO, North Sound: North Sound BH-ASO, King: King County BH-ASO, Great Rivers: Great Rivers BH-ASO, Thurston Mason: Thurston Mason BH-ASO, Salish: Salish BH-ASO and Pierce, North Central, Southwest: Beacon Health Options

How are our lines of business different?

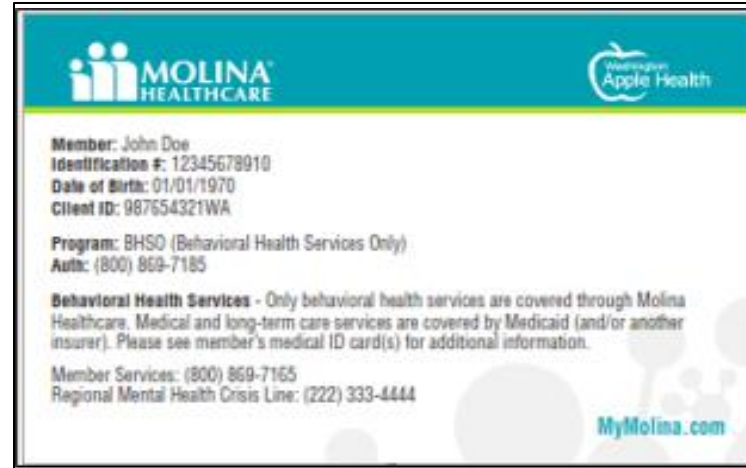
- **IMC:** Covers medical and behavioral health services, includes IMC AH (IMC Apple Health), IMC AHA (IMC Apple Health Adult), IMC BD (IMC Blind Disabled), IMC PREM (IMC Apple Health w/Premium) programs.
- **BHSO:** Behavioral Health Services Only – Covers specialized behavioral health for fee-for-service Medicaid clients.
- **Apple Health Expansion (AHE):** In 2022, the legislature provided funding to the Health Care Authority (HCA) to implement a new program to provide health care coverage equivalent to Apple Health to uninsured adults who are ineligible for other federal programs due to their immigration status. This program went live July 1, 2024.

Molina ID Card Examples

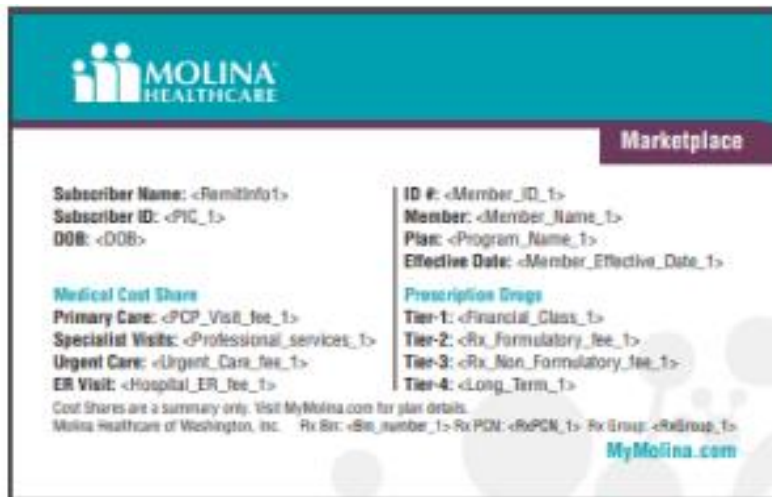
Apple Health & Apple Health Expansion



BHSO



Marketplace

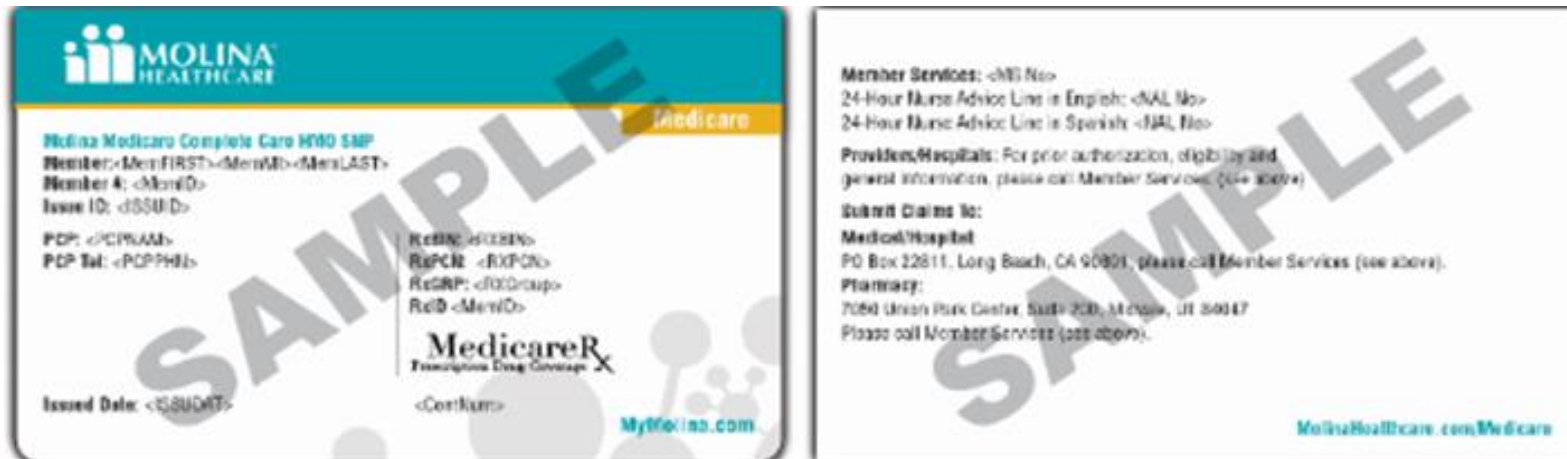


HCA/Provider One



Medicare Cards

Molina Medicare Member ID Card



My Choice/Flex Card



Molina Plans
WEX

Appointment Access Standards

Molina Healthcare’s access standards comply with the National Committee for Quality Assurance (NCQA) and both federal and state regulatory requirements. Molina Healthcare’s network of Providers must also adhere to these standards.

MEDICAL APPOINTMENT TYPES	APPOINTMENT STANDARD
Preventive Care	Within 30 calendar days of request
Second Opinions	Within 30 calendar days of request
Routine Care	Within 10 calendar days of request
Urgent Care	Within 24 hours
ER/After Hours Care	24/7 coverage
Office Waiting Time	Should not exceed 30 minutes
Care Transitions – PCP Visit	Within 7 calendar days of discharge from inpatient or institutional care for physical, behavioral health disorders, or a substance use disorder treatment program
Care Transitions – Home Care	If applicable, transitional health care by a home care nurse, home care registered counselor, a Mental Health Professional, or other Behavioral Health professional within 7 calendar days of discharge from inpatient or institutional care for physical or behavioral health care, if ordered by the enrollee’s primary care provider or as part of the discharge plan

BEHAVIORAL HEALTH APPOINTMENT TYPES	APPOINTMENT STANDARD
Life threatening	Immediately
Non-life Threatening/ Emergency Care	Within 6 hours
Urgent care	Within 24 hours
Routine care (initial visit)	Within 10 calendar days
Routine care (follow-up visit prescriber/non-prescriber)	Within 30/20 calendar days

Providers agreed they will not discriminate against any member on the basis of age, race, creed, color, religion, sex, national origin, sexual orientation, marital status, physical, mental or sensory handicap, place of residence, socioeconomic status, or status as a recipient of Medicaid benefits. Provider and contracted medical groups may not limit the practice because of a member’s medical (physical or mental) condition or the expectation of frequent or high-cost care. If a PCP chooses to close his/her panel to new members, Molina Healthcare must receive 30 days advance written notice from the provider

Indian Health Care Provider Protections/Exemptions

1. Credentialing of providers at IHCP facility
2. Licensing for providers at IHCP facility
3. IHCPs as Payor of Last Resort
4. NPI Revalidation
5. Requests for Contracting
6. Issues regarding Prior Authorization

If you receive requests for documents related these exemptions, please reach out to:

Molina Healthcare of Washington Tribal Affairs

- Amanda Gorman-Bahe: Amanda.Bahe@molinahealthcare.com
- Tribal Affairs Mailbox: TribalWA@MolinaHealthCare.Com

Member Value Added Services

Pyx Health Program (AH, AHE & BHSO)- Pyx is a 24/7 member support app structured to provide measurable therapeutic reduction in loneliness. Members age 18+

My Molina Mobile App- Members can Log In/Create an account at <HTTPS://MEMBER.MOLINAHEALTHCARE.COM/> for self-service tools

Teledoc Virtual Urgent Care (AH, AHE, Marketplace & BHSO)- Providers can assess and diagnose a variety of health issues that require urgent care. They can also write prescriptions, as appropriate, for a variety of conditions. 1-800-835-2362 (TTY 711) / [Teladoc link](#)

Teledoc Mental Health (AH, AHE) – Members age 18+ get confidential therapy visits. 1-844-870-6821 [Teladoc link](#)

BeMe (AH)- BeMe is a mental health and wellness mobile app for teens, ages 13-19 at no cost. [BeMe info](#)

Zenni Eyewear (AH, AHE)- Members age 21+ get free glasses from Zenni Eyewear!

Boys and Girls Club Membership (AH, AHE) Members (ages 6-18) get a free annual membership to Boys & Girls Clubs in Washington state

MyHealth Mobile Unit - MyHealth Mobile is based in Spokane and will move to different locations near homeless shelters, food banks, community centers and public social services offices.

Molina MyHealth Mobile

Overview

About MyHealth Mobile

Our mission is to deliver accessible, high-quality healthcare to high-risk populations in the Spokane area – helping individuals and families establish primary care, close care gaps for key quality measures, and ensure timely annual risk assessments to improve overall health outcomes.

Features:

- 2 Exam Rooms
- Restroom
- Wheel Chair Lift
- Waiting Room/Registration
 - Lab Area
 - Available 4 Days/Week
 - Telehealth and In-Person



Who We Serve:

- Molina members in need of preventative and acute care visits
- Anyone who needs help signing up for Apple Health (Medicaid) coverage
- Non-Molina members when joined by one of our care delivery partners
- Scheduled Appts and Walk-Ins
- Telehealth visits are available for any Molina member in WA!

Services Offered:

- Adult Physical Exams
- Well Child & Teen Physical Exams
- Acute Care Visits
- Wound Care
- Health Screenings – BP, Diabetes, STI, Hep C
- Medication Refills (non-narcotic)
- Pregnancy Testing & Family Planning
- Referrals to BH Providers and Primary Care
- Education and Prevention Information
- Community Resources
- Vaccinations in Partnership with SRHD, Range Health and CHAS

What We Don't Do:

- Replace care from member's PCP – we bridge care to them!
- Ongoing management of chronic conditions
- Prescribe Narcotics
- Provide emergency room type services

25 STOPS 2025



Ahéhee'!

Healthcare Services

Care Management	Health Management*	Referrals
<p>Molina helps support members with complex medical, behavioral health and social service's needs:</p> <ul style="list-style-type: none">• Complex Case Management• Care Coordination• Transitions of Care (ToC)• Health Homes• Community Connectors	<p>Molina provides specialized health management programs for:</p> <ul style="list-style-type: none">• Autism• Bariatric Program• Gender Affirming Care• High-Risk Maternity• Weight Management• Smoking Cessation	<p>To refer patients to care management please fax or email the completed referral form located on our public website.</p> <ul style="list-style-type: none">• Medicaid Care Management Referral Form• Medicare Care Management Referral Form <p>Please send only one member per fax.</p>

Medicaid Care Management: MHWCMReferrals@molinahealthcare.com

Medicare Care Management: Medicare_CM_Team@MolinaHealthCare.com

Fax: (800) 767-7188

*Not all health management programs are available for all lines of business, check the current provider manual by line of business for benefit detail.

Transportation

Medicaid clients may be eligible for non-emergency medical transportation, which can be arranged and paid for, for clients with no other means of accessing medical care through the HCA contracted brokers listed below. 7-14 days advance notice is recommended.

The HCA Non-Emergency Medical Transportation (NEMT) program now allows non-emergency transportation for all clients going to and/or from SUD or MH facilities for any length of stay.

[Health Care Authority- Transportation Broker link](#)

Medicare clients can use their My Choice Card for transportation. Allowance is determined by program.

Molina Pharmacy Drug Formulary and Prescription Prior Authorization

Molina Pharmacy Drug Formulary

The Formulary was created to ensure that Molina Healthcare of Washington members receive high quality, cost-effective, rational drug therapy. The Formulary is the cornerstone for a progressive program of managed care pharmacotherapy. Prescription drug therapy is an integral component of your patient's comprehensive treatment program. The Drug Formulary is available on our website:

[Medicaid](#)

[Marketplace](#)

[Medicare](#)

HCA implemented the Apple Health Preferred Drug List (PDL) on January 1, 2018. All managed care plans will use this PDL.

Prescription Prior Authorization

Criteria-specific forms for HCA policies are available on our [website](#) under the Drug Formulary section. Some prescriptions for medications requiring prior approval or for medications not included on the Molina Healthcare Drug Formulary may be approved when medically necessary and when Formulary alternatives have demonstrated ineffectiveness. The link to our Exception Request form is available at: [Prior Authorization/Medication Exception Request](#)

Claims Submission ERA/EFT

Verify member eligibility on Availity and submit all claims electronically.

Medicaid and Marketplace Claims Submission

Timely filing details can be found in your contract

Providers can dispute claims (electronically, fax or email) within 24 months of Molina's remittance advice date or within 30 months after final determination by the primary payer

Appeals can be submitted via Availity (*Payer spaces*) or by Fax: (877) 814-0342

Medicare Claims Submission

Timely filing details can be found in your contract

Electronic Data Interchange (EDI)/ Electronic Remittance Advices (ERA) Electronic Funds Transfer (EFT)

EDI claims must be submitted under EDI payer number: **38336**

Register with Echo Health for ERA, EFT & 835 submissions on [Echo Health](#)

[ERA/ERA Enrollment Document Supplemental Guide](#)

Accessing Availity Trainings

1. Log in to Availity Portal: <https://apps.availity.com/availity/web/public.elegant.login>
2. Select **Help & Training > Get Trained**
3. In the Availity Learning Center (ALC) that opens in the new browser tab, search the catalog and enroll for this title: ***Availity Overview for Molina Providers - Recorded Webinar***
4. Once registered with Availity, under the **Help & Training > Get Trained**

For more questions about enrolling in courses email training@availity.com.

MHW Provider Contacts

Molina Tribal Affairs		<p>Molina Tribal Affairs Mailbox: TribalWA@molinahealthcare.com</p> <p>Inquiries related to contracting/credentialing, provider information change, community engagement and tribal sponsorships.</p> <p>Tribal Liaison: Amanda Gorman-Bahe Direct Email: Amanda.Bahe@molinahealthcare.com</p>
Provider Services Contact Center	855-322-4082	This is a provider phone number only.
Claims Recovery	866-642 8999 FAX: 888-396-1520	<p>Dispute: Molina Healthcare, PO Box 2470, Spokane, WA 99210</p> <p>Refund: Molina Healthcare, PO Box 30717, Los Angeles, CA 90030</p>
CareMark Specialty Pharmaceuticals	800-869-7791	https://www.caremark.com
Vision Service Plan (VSP)	800-615-1883	www.VSP.com
EDI	*if your clearinghouse has issues connecting with our clearinghouse they can contact this email.	EDI.CLAIMS@molinahealthcare.com

MHW Member Contacts

Medicaid Member Services	800-869-7165 (TTY: 711) FAX: 800-816- 3778	Benefits, Eligibility & Claim information 7:30 a.m. to 6:30 p.m. PST, Mon-Fri
Marketplace Member Services	888-858-3492 FAX: 310-507-6186	Benefits, Eligibility & Claim information 7:30 a.m. to 6:30 p.m. PST, Mon-Fri
Medicare Member Services	800-665-1029	Benefits, Eligibility & Claim information 8:00 a.m. to 8:00 p.m. PST, Mon-Fri (open 7 days a week during open enrollment)
Teladoc Virtual Urgent Care	1-800-835-2362 (TTY 711) Teladoc.com/molina wa	Providers can assess and diagnose a variety of health issues that require urgent care. They can also write prescriptions, as appropriate, for a variety of conditions For Medicaid, Marketplace and Medicare only. Not available for BHSO.
24-Hour Nurse Advice (all members)	888-275-8750	Members may call anytime they are experiencing symptoms or need health care information, 7 days a week.

Additional Links

[CLAIMS EDITING PROCESS](#)

[FRAUD PREVENTION](#)

[HCA MEDICAID FEE SCHEDULE](#)

[HIPAA RESOURCES](#)

[FREQUENTLY USED FORMS](#)

[CONTACT LIST AND FAQ](#)

[BENEFIT INDEX](#)

[PARTNERS IN CARE NEWSLETTERS](#)

[PROVIDER NOTICES- BULLETINS AND PROVIDER RELATIONS POST](#)

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