

MCO Member Notice Guide



Community Health Plan of WA → JailTransitions@chpw.org
 Coordinated Care → Reentry_Support@coordinatedcarehealth.com
 Molina Healthcare → JailTransitionsRequest@molinahealthcare.com
 Wellpoint → WAreentryPrograms@wellpoint.com
 United Healthcare → wa_legalsystemsteam@uhc.com

Once an individual's MCO enrollment status is identified and screening is complete, please send a member notice as follows:

Member Notice:

MCOs would appreciate a courtesy member notice to help ensure timely rTCM care coordination implementation.

This notice is particularly important for any facility that is not reporting members via HCA's 834 report to MCOs (juveniles, offline, etc.).

Multiple members per email are acceptable. Only send member info to the MCO associated with their enrollment status, please.

- Member Name
- Provider One #
- Date of Birth
- Date of Booking
- Initial Screening document(s)
- Release of Info document or rTCM opt out
- Juvenile (<20yo) pre- or post-adjudicated status
- Carceral or Community rTCM Provider Contact Info (name, phone, email)

If the member has already been released from the facility at the time of the notice, please also include:

- Date of Release
- A direct phone # the member can be reached
- Current address (residence; and mailing if different)
- Email
- Transition of Care Plan document(s)
- Note if Pre-rTCM services were incomplete due to sudden or early release
- Probation officer, contact info if appropriate
- Schedule the Post-Release Warm Handoff meeting**

****Carceral facilities are responsible for securely sending screening, assessments, care plans or other relevant medical documents to MCOs upon completion.** Carceral facilities are also responsible for coordinating the warm handoff upon member release, ideally 14 days before release if time allows or within 7 days of an early or sudden release. In addition, please notify the MCO of any change in status, such as location, estimated release date, etc. For facility questions or member escalations, refer to MCO direct contact numbers on the subsequent page.

MCO Contact Information



- ❖ JailTransitions@chpw.org
- ❖ 206.613.8817



- ❖ Reentry_Support@coordinatedcarehealth.com
- ❖ Toll Free 877.644.4613 x 6400
- ❖ FAX: 844-743-1641



- ❖ JailTransitionsRequest@molinahealthcare.com
- ❖ Toll Free 833.234.1261
- ❖ FAX: 800.767.7188



- ❖ WAreentryPrograms@wellpoint.com
- ❖ 206.482.5523



- ❖ wa_legalsystemsteam@uhc.com
- ❖ 763.361.0900

Please use email for non-urgent communication and phone for escalations. Thank you!