

2018 HCA CONTACT NUMBERS

*PLEASE NOTE: Any number on this page starting with EXT is an extension off the main toll free number noted below.

Title	Number or Address
Medical Assistance Customer Service Center <ul style="list-style-type: none"> • General Provider Inquiries • Claim Denial Inquiries • Client Eligibility • Medicare Eligibility • Contact Us Email 	*800-562-3022 7 am to 4:30 pm daily Option 1, 5, 0 (7 am to 12 pm only) Option 1, 5, 3 Option 1, 5, 5 Option 1, 6, 6 https://fortress.wa.gov/hca/p1contactus/
Provider Enrollment <ul style="list-style-type: none"> • Provider Enrollment Web Page 	(M/T/Th/F 7:30 am to 4:30 pm closed Wednesdays) EXT 16137 http://www.hca.wa.gov/billers-providers/apple-health-medicaid-providers/enroll-provider FAX 360-725-2144
ProviderOne Security <ul style="list-style-type: none"> • Email 	EXT 19963 provideronesecurity@hca.wa.gov
Coordination of Benefits <ul style="list-style-type: none"> • Casualty Office 	(M 7:30 am to 4:30; T-F 7:30 am to 1 pm) EXT 16134 EXT 15462
Authorization (Providers Only) <ul style="list-style-type: none"> • Medical/Enteral/ETR • Advanced Imaging/Surgical • Dental • Dental Web Page • DME/P&O/Respiratory • Pharmacy • Pharmacy Rates (Pharmacies Only) 	EXT 15471 EXT 52018 (M-TH 8am to 11:30am) EXT 15468 http://www.hca.wa.gov/billers-providers/programs-and-services/dental-services EXT 15466 EXT 15483 EXT 16135 Authorization Fax (ALL TYPES) 1-866-668-1214
Hospice Program	360-725-1568 FAX 360-725-1965
Take Charge Program	EXT 15481
Patient Review & Coordination	EXT 15606
Report Client Gender/DOB Errors	mmishelp@hca.wa.gov
Managed Care Program	hcamcprograms@hca.wa.gov
Dental Program	dentalprovhelp@hca.wa.gov
Provider Relations <ul style="list-style-type: none"> • Training Page • Webinar Page • Email 	http://www.hca.wa.gov/billers-providers/providerone-resources http://www.hca.wa.gov/billers-providers/providerone/webinars providerrelations@hca.wa.gov

Interpreter Services. Providers are required to ensure spoken language and American Sign Language (ASL) access. Language Link assists offices with obtaining access to their portal and in scheduling a spoken or ASL interpreter either by phone or in person. Contact them via the web at [Language Link](#), email hcaproviders@ctslanguageink.com or by phone, 800-535-7358.