

HCA email contact list

Subject Matter	Webpage Link	Email Address for Triage
ABA Therapy	hca.wa.gov/billers-providers-partners/programs-and-services/autism-and-applied-behavior-analysis-aba-therapy	ABA@hca.wa.gov
Address Changes / Income Changes (clients only)	hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/update-my-income-or-address-report	See webpage for client options, which depend on program and eligibility – only clients may change their address
Address Confidentiality Program	hca.wa.gov/health-care-services-supports/program-administration/address-confidentiality-program-acp	See webpage for client options, which depend on program and eligibility – only clients may change their address
Ambulance and ITA Transportation Billing	hca.wa.gov/assets/billers-and-providers/Ambulance-ITA-bi-20190401.pdf	HCAGENTAdmin@hca.wa.gov
Apple Health Managed Care	hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-managed-care	hcamcprograms@hca.wa.gov
Enrollee Fraud	hca.wa.gov/about-hca/medicaid-fraud-prevention	WAHeligibilityfraud@hca.wa.gov
Enrollment/Disenrollment	hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/update-my-income-or-address-report	askmedicaid@hca.wa.gov
FFS Resources	hca.wa.gov/billers-providers-partners/behavioral-health-recovery/contractor-and-provider-resources	askmedicaid@hca.wa.gov



Foster Care	hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/foster-care	HCA Foster Care Medical Team Email: fcmt@hca.wa.gov Phone: 1-800-562-3022 (ext. 15480) Fax: 360-725-1158
Health Homes	hca.wa.gov/billers-providers-partners/programs-and-services/health-homes	healthhomes@hca.wa.gov
HIPAA Transactions	hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/hipaa-electronic-data-interchange-edl	HIPAA-Help@hca.wa.gov
Interpreter Services	hca.wa.gov/billers-providers-partners/programs-and-services/interpreter-services	interpretersvcs@hca.wa.gov
Jail Suspensions	hca.wa.gov/health-care-services-supports/program-administration/incarceration-overview	medicaidsuspension@hca.wa.gov
Patient Review and Coordination	hca.wa.gov/PRC	PRR@hca.wa.gov
Provider Billing Guides and Fee schedules	For Apple Health Managed Care, see the Managed Care Plan for information For FFS billing: hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/provider-billing-guides-and-fee-schedules	Contact Us Form for Questions: hca/p1contactus/home/provider
Provider Enrollment	hca.wa.gov/billers-providers-partners/apple-health-medicaid-providers/enroll-provider	ProviderEnrollment@hca.wa.gov
Provider Fraud	hca.wa.gov/about-hca/medicaid-fraud-prevention	HotTips@hca.wa.gov
Provider Information	hca.wa.gov/billers-providers-partners	This page links to all provider resources HCA publishes online



ProviderOne Help - Enrollment, verifying eligibility and coverage, managing domains and user accounts	hca.wa.gov/billers-providers-partners/providerone/providerone-user-manuals	mmishelp@hca.wa.gov
Provider One Security	hca.wa.gov/billers-providers-partners/providerone/providerone-security	provideronesecurity@hca.wa.gov
SFT Secure Site	sft.wa.gov	mmishelp@hca.wa.gov
SFT Manual	hca.wa.gov/assets/billers-and-providers/SFTP-Manual.pdf	
Skilled Nursing Facility (SNF)/Nursing Facility (NF) MC / LTSS	hca.wa.gov/health-care-services-supports/program-administration/managed-care-and-long-term-care	HCANursingHomeClaims@hca.wa.gov
Third Party Liability (TPL) – Contracts, COB, Enrollee issues, Recovery & Cost Avoidance	hca.wa.gov/health-care-services-supports/program-administration/coordination-benefits	hcamcprograms@hca.wa.gov
Transportation- Non Emergency	hca.wa.gov/billers-providers-partners/programs-and-services/transportation-services-non-emergency	hcanemttrans@hca.wa.gov
Tribal Liaison	hca.wa.gov/about-hca/tribal-affairs	tribalaffairs@hca.wa.gov

Having trouble contacting HCA using the appropriate email addresses above? Send your question/issue to the MC Programs Mailbox at hcamcprograms@hca.wa.gov and we will forward your email to the correct subject matter experts for resolution.

