

In Washington state, five Medicaid Managed Care Organizations (MCOs) are contracted to deliver Integrated Managed Care (ICM) services to eligible Medicaid clients, including care coordination and case management.

MCOs can assist members with problem solving, understanding and accessing benefits, arranging supplies, and coordinating care for complex health problems. They can also facilitate authorizations and referrals to community services.



## Care Coordination Versus Case Management

### Care coordination activities (CC)

- Focus on short-term or intermittent needs
- May be provided by unlicensed or nonclinical staff
- Focus on access to care and services addressing social needs
- Improve clinical outcomes
- Increase self-management skills
- Are voluntary

### Case management activities (CM)

- Focus on long-term support (3 - 6 months)
- Are provided by licensed or clinical staff
- Include managing complex healthcare needs
- Set goals based on an individual's priorities
- Incorporate integrated care planning with member consent
- Are voluntary and must have member or guardian consent to provide CM



Children and Youth with Special Health Care Needs (CYSHCN)

# Managed Care Organization Referrals



## How to Request MCO Care Coordination or Case Management

Discuss MCO care coordination or case management with a parent or legal guardian and get consent prior to referral if possible. Then send a secure email to the client’s MCO to request care coordination or case management. Specify “Request for Care Coordination” in the subject line and provide the following information within the request:

- Individual’s name
- Provider One ID (nine-digit number ending in “WA”)
- Date of birth
- Details about the individual, including current needs and reason for request
- Parent or legal guardian’s name and contact details

### MCO Contact Information for Requesting Care Coordination or Case Management

#### COMMUNITY HEALTH PLAN OF WASHINGTON (CHPW)

1.800.440.1561

[CareMgmtReferrals@chpw.org](mailto:CareMgmtReferrals@chpw.org)

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#### COORDINATED CARE

1.877.644.4613

[CareManagement@CoordinatedCareHealth.com](mailto:CareManagement@CoordinatedCareHealth.com)

For foster care-related needs, send to  
[AHCCTeam@CoordinatedCareHealth.com](mailto:AHCCTeam@CoordinatedCareHealth.com)

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#### MOLINA HEALTHCARE

866.891.2320



Referral form:

[Molina Healthcare of Washington Care Management Referral Form](#)

Send form to  
[MHWCMLReferrals@molinahealthcare.com](mailto:MHWCMLReferrals@molinahealthcare.com) or  
[MHW\\_PediatricCM@molinahealthcare.com](mailto:MHW_PediatricCM@molinahealthcare.com).

For autism spectrum disorder and intellectual developmental disability needs, send to  
[ABA@molinahealthcare.com](mailto:ABA@molinahealthcare.com)

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#### WELLPOINT (PREVIOUSLY AMERIGROUP)

1.833.731.2167

[cmrefwash@wellpoint.com](mailto:cmrefwash@wellpoint.com)

For behavioral health needs, send to  
[wabhreferrals@wellpoint.com](mailto:wabhreferrals@wellpoint.com)

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#### UNITEDHEALTHCARE

1.800.829.2925

[wa\\_carecoordinationrequests@uhc.com](mailto:wa_carecoordinationrequests@uhc.com)

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