Washington | Medicaid

Q2 2026 Medicaid provider network town hall

Wellpoint

WA-WP-CD-011137-26-S3131 | June 2026

Welcome Washington care providers!

Wellpoint

Jady Au
Senior, Provider Relationship Manager

Reminders:

Please mute your phone or device
You will be able to enter questions and comments in the chat box at that time

At the end of our presentation, please take a quick minute to complete the attendance survey.

- Your name, group/practice name, TIN or NPI

Deck will be available on the provider site

Steve Romero

Dir. Provider Relationship Management

Medical advisory committee (MAC)

- **Recruiting care providers to be voting members**

Wellpoint Provider Community Investment

$500,000 Wellpoint Scholars Fund

What can we do with you?

Medical advisory committee

The Medicaid medical advisory committee (MAC) is seeking new voting members from a variety of specialties to serve as external consultants and provide feedback on a range of topics.

You can help us provide relevant advice and input to the QMC by developing action plans to improve HEDIS®, CAHPS®, network accessibility, and provider satisfaction metrics.

Here is the commitment:

- Attend and participate in the quarterly meetings. Each quarterly meeting is scheduled for 90 minutes.
- Join us in person or via phone. You will receive a $200 honorarium for every meeting you attend.
- You will also be provided the opportunity to present your organization's work to the group.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Wellpoint Washington community investment with care providers

Wellpoint Scholars Fund – $500,000 five-year program with UW School of Nursing

3rd year placing UW School of Nursing Psychiatric-Mental Health Nurse Practitioners (PMHNP) in transitional housing settings, in partnership with Compass Housing Alliance

Christopher McGinnis
Provider Relationship Manager

Trauma-informed care (TIC)

Trauma-informed care resources

Trauma-informed care (TIC)

Importance of TIC

Trauma-informed care (TIC) is essential because it recognizes the widespread impact of trauma on an individual's mental, emotional, and physical well-being. By understanding and acknowledging these impacts, TIC aims to create an environment that promotes healing and avoids re-traumatization. By prioritizing TIC, organizations and care providers can create supportive networks that facilitate recovery and promote healthier communities.

- TIC helps caregivers and care providers recognize signs of trauma and understand its pervasive effects on behavior and overall health.
- TIC fosters a safe and supportive environment where people feel secure and respected
- TIC emphasizes the individual's autonomy and empowers them to take an active role in their recovery.
- Avoidance of re-traumatization: By being aware of trauma triggers, caregivers can better avoid practices or interactions that may inadvertently exacerbate a person's trauma.
- Personalized care: TIC promotes individualized care plans that are sensitive to each person's unique experiences and needs, thereby improving treatment effectiveness.
- Holistic approach: Recognizing that trauma can affect all aspects of someone's life, TIC integrates physical, emotional, and social dimensions in recovery efforts.
- Improved outcomes: By addressing trauma, this approach often leads to better health outcomes, increased engagement, and compliance with treatment.

Trauma-informed care resources

TIC training opportunities and requirements

Access TIC training on the Washington State Department of Social and Health Services website at Training Center (tiawashington.com) or contact health care networks at Email a provider relationship management representative to request TIC training for your practice at no charge.

TIC Links

- Disaster Behavioral Health Information Series Resource Center (samhsa.gov)
- Trauma-informed approach (hca.wa.gov)
- Guide to Completing the Agency Self-Assessment (PDF) (hca.wa.gov)

Steven Romero

Director, Provider Relationship Management

PCP appointment availability

After-hours access standards

PCP appointment availability

- Timely access to care ensures patient satisfaction and optimal health outcomes.
- Adherence to established time frames prioritizes patient needs based on urgency and condition type.

Access standards:

Access standards	Medical	Behavioral health	Specialists
Urgent care	24 hours	24 hours	24 hours
Routine care	30 calendar days	30 calendar days	30 calendar days
Non-urgent sick	10 calendar days	10 calendar days	10 calendar days
Follow up after hospitalization	7 days	7 days	N/A

The provider manual covers the PCP's responsibilities, as well as appointment availability and after-hours access standards. For a current copy of the provider manual, visit our website at https://provider.wellpoint.com/wa.

After-hours access standards

After-hours care: PCPs should provide 24/7 coverage. When a patient calls after hours, a live person or recording should direct them to the on-call practitioner, an urgent care center, an emergency room, or direct them to call 911. Regular hours of operation should be clearly defined and communicated to members.

The health plan conducts telephone surveys annually for PCPs, specialists, and behavioral health providers, and all appointment types (urgent, non-urgent, and routine care).

Yolanda Frazier, MBA, MPR

Medicaid Whole Health and Health Equity Director

The deployment of health equity and whole health

NCQA: health outcome and community focused care

The Wellnesspalooza impact

NCQA health outcomes and community focused care responsibility

Event overview

The WLP WA Whole Health Wellnesspalooza Health Fair, curated by the Whole Health Equity Director, took place on Saturday, November 8, 2025, from 11 a.m. to 1 p.m. PT at Living Hope Church, as part of Wellpoint's ongoing commitment to the whole health of Washingtonians.

Event highlights:

- Hosted in collaboration with local community organizations, the fair provided attendees access to a variety of health services as a part of the health plan at no extra cost, educational opportunities, and family-friendly activities.
- Featured services included blood pressure checks (as a part of the health plan at no extra cost) from New Heights Clinic and liver screenings from Verity Health, enabling attendees to monitor their health and detect potential conditions early.
- On-site vaccinations were offered to protect against influenza and COVID ahead of the winter season.
- Attendees engaged with the Whole Health, Health Equity Director, and Marketing Communications Representatives to learn about accessing health insurance and other Wellpoint resources.
- All enjoyed nutritious food options and family-friendly entertainment.
- The event also offered additional services such as ID assistance, Columbia Sportsman jackets giveaways, mobile showers, and a clothing closet for people experiencing homelessness, and more.

The Wellnesspalooza impact (cont.)

Impact by the Number:

- 70+ attended (received clinical and non-clinical services, resources)
- 21+ partners connected for gap in care closures
- 80 bags of culturally congruent produce
- 70+ provided on-site food
- Immunizations (TBA)

Wellpoint WA 2nd Annual Health Fair: Saturday, [[November 7, 2026]]

DOH Mobile Vans [11/7/2026]

Patients can access these services on a walk-up basis and are available for ages seen below:

- A1C testing, ages 35 years+
- Blood glucose screening, ages 12 years+
- Blood pressure screening, ages 3 years+
- BMI screening, ages 2 years+
- COVID and flu test kits
- Dental screening, ages 18 years+ (upon availability)
- Local health insurance enrollment specialist (upon availability)
- Mental health screening, ages 12 years+
- Naloxone (Narcan) distribution
- Pharmacy services (upon availability)
- Telehealth, ages 2 years+
- Vaccine education, all ages
- Vision testing, 3 years+
- The mobile clinics also support community events by providing necessary equipment (tents, chairs, signs) to make healthcare more accessible.

DSHS Mobile Van [[(August 2026 TBA)]] (Non-1st Saturdays)

We're focused on closing care gaps so that our members receive equitable, timely, quality and seamless, whole health care.

Intervention Question: What can we take away to help our members get the care they need?

DSHS Mobile Offices | DSHS

Upcoming events and announcements

Wellpoint Washington health fairs

Friday, [[August 28, 2026]], at 9 a.m. – 3 p.m. PT Back-To-School Health Fair

Fred Hutch Mammogram Van

Tacoma Community House

1314 South L Street, Tacoma, WA 98405

Saturday, [[November 7, 2026]], at 10 a.m – 1 p.m. PT 2nd Annual Wellnesspalooza Health Fair

Living Hope Church

2711 NE Andresen Road, Vancouver, WA 98661

Committee action requested

Contact information

Yolanda Frazier, MBA, MPR, Whole Health, Equity Director, Wellpoint Washington

Email: Yolanda.Frazier@wellpoint.com

Ashley Lopes
Provider Relations Manager, Sr.

Availity Essentials

- Roster automation
- Claim functionality
- PCP change requests

Availity: Roster automation

Roster Automation

- You may continue to use the WA MCO-approved Roster Automation Template. This template can be found via our Wellpoint Provider website under the Resources heading and Forms tab.
- Live Webinars for training on topics such as Roster Automation Template, Rules of Engagement, and PDM are available via Availity. To access these trainings, log in to Availity and navigate to the Get Trained section to find the next live training date.
- No future dates are currently available. Sign up for our Provider Newsletter to remain up to date when new live webinar dates are scheduled.
- There are also pre-recorded Roster Automation Template and Rules of Engagement trainings available through the Availity Learning Hub.
- For any questions about Roster Automation or submitting through Availity PDM, please reach out to your provider relations rep or submit an email request through our website via the Contact Us Webform. Please allow 48 business hours for a response to your email submission.

Availity: claim functionality

Availity Essentials allows care providers to complete many claim-related functions via self-service.

You can:

- **Submit and view the status of claims.**
- **Upload attachments.**
- **View Remittances.**
- **Submit claim reconsiderations and appeals.**
  - **Please ensure you have followed the disputes and appeals process before escalating a claim issue to your Provider Representative.**

Resources for disputes and appeals can be found on our provider website, under the Claims section.

Availity: PCP change requests

Care providers are now able to submit PCP change requests for members via Availity.

This can be accomplished by navigating to Payer Spaces > Wellpoint > PCP Change Request within Availity and submitting the required member and provider information.

Once the request is submitted, you will receive a confirmation of the submission, and the change will take effect immediately.

Gizelle Daugherty
Senior, Network Management

Wellpoint Medicare DSNP

D-SNP Model of Care

D-SNP model of care

Centers for Medicare and Medicaid Services requires all D-SNP plans to have a model of care that provides the basic framework under which the D-SNP will meet the needs of each of its members. What does the model of care do?

- Identifies and evaluates D-SNP population
- Details care coordination procedures
- Details the importance of the provider network and role of the provider
- Identifies quality measurement protocols and expectations

D-SNP model of care (cont.)

The model of care is a vital quality-improvement tool and an integral component for ensuring that the unique needs of each member are identified by the D-SNP and addressed through the plan's care management practices.

The model of care provides the foundation for promoting D-SNP quality, care management, and care coordination processes.

Our model of care is unique and distinct to our plan. Another payer's model of care cannot be applied Wellpoint Full Dual Advantage (HMO D-SNP).

Participating care providers are required to take the Wellpoint model-of-care training annually. The training can be found under training and education on our provider website.

Adherence to our model of care ensures that members have improved quality of care and better health outcomes.

Denise Abreu

Provider Relationship Manager, Sr.

Important Reminders

- Behavioral health reminders
- Infant-early childhood mental health (IECMH)
- Clinical data repository (CDR)
- School-based health centers

Infant-early childhood mental health (IECMH)

In 2021, the Washington State Legislature introduced a new policy to support Apple Health care providers in implementing best practices for mental health care in children aged 0-5 years. Under this policy, mental health professionals are required to use the Diagnostic Classification of Mental Health and Developmental Disorders of Infancy and Early Childhood (DC: 0-5) framework to assess and diagnose these children.

Training in DC: 0-5 and other supports connected to infant and early childhood mental health (IECMH) are available year-round for relevant Apple Health providers at no extra cost. The clinical DC: 0-5 training aims to develop deeper understanding of this diagnostic classification system and effectively employ it in creating child-focused solutions.

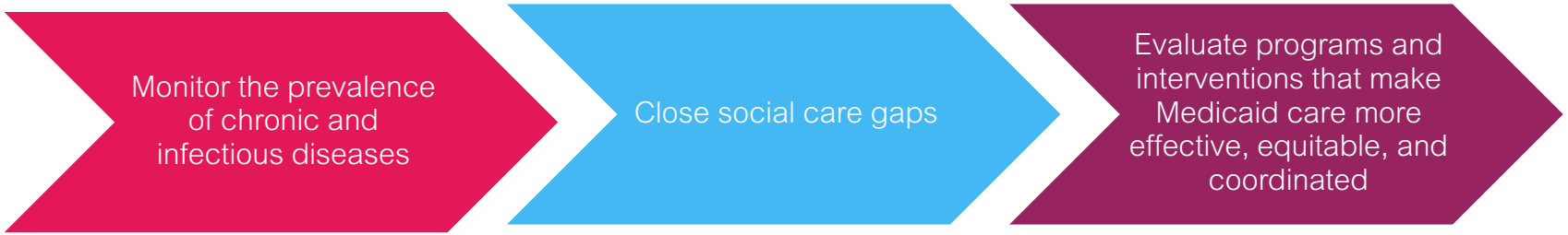
Two training variations are offered: DC: 0-5 Clinical Training for Mental Health Providers and DC: 0-5 Overview Training for Allied Professionals. The interactive trainings include activities and case-based learning. With a focus on developmental diagnosis, relationship-based approaches, and culturally inclusive methods, the training will equip professionals with skills to identify and respond to mental health concerns early on in a child's life.

To participate, attendees are required to complete the full training session. The training program has been approved for CEUs and counts towards the WA-AIMH Infant Mental Health Endorsement. For further information and inquiries on how to enhance IECMH services in your program or organization, please review the materials provided at DC:0-5 Clinical Training — Center for Early Relational Health.

Clinical data repository (CDR)

The Clinical Data Repository (CDR) is our state's mandated reporting program for collecting clinical data on Apple Health (Medicaid) patients.

When your organization shares data with the CDR, you help improve the health of Washingtonians far beyond your own patient population. The CDR provides the clinical insight needed to:



Key Points:

- Care providers may not realize they have become disconnected or are not connected.
- There is no additional Health Information Exchange (HIE) cost to restart CDR submissions for care providers with an active agreement.

Please let us know if you have any questions; we can schedule a brief 20-minute call to discuss CDR compliance or confirm that you have what you need to start or restart submissions.

New BHSS provider standards

Behavioral health support specialist (BHSS) is a new provider type effective as of January 1, 2026.

This provider type will be recognized by provider taxonomy 101Y00000X.

SERI and Mental Health Part 2 users are no longer required to use the HN modifier.

Removal of the HN modifier will be published in a SERI interim guidance document and effective as of January 1, 2026.

School-Based health centers and confidential billing

- Per the IMC contract update (7/1/25), SBHCs are an explicit provider type that Plans are required to provide training, support, and technical assistance with (§9.15.1.5).
- All Plans are actively partnering with WA SBHA to identify and resolve confidential billing issues flagged by SBHCs.
  - If you experience any issues with billing for confidential services, please email the Plan and copy the HCA at hcamcprograms@hca.wa.gov with the following information:
    - Name of patient
    - P1 ID
    - Care provider name and contact information
    - Date of birth of patient
    - Patient phone number
    - Brief description of the request/issue
  - HCA will use these tickets to identify the issues within confidential billing processes to address them at MCO Intensive meetings. We want providers to feel confident in billing, and this process will help us quickly identify and mitigate issues as they arise.
  - Student information sheets about confidential billing from each Plan are available to all SBHCs via WA SBHA and/or the Plan.

Questions/concerns and for more information,
contact WA SBHA at info@wasbha.org
Review Wellpoint policy on confidential billing for SBHC here.

Wellpoint

BH Provider Supports Contacts

Denise Abreu, BH Provider Relationship Account Manager

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Chrissie Hollkamp, BH Provider Relationship Account Director

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We'll tie it up with Open Discussion

We want to hear from you!

Steven.Romero@Wellpoint.com (Director, Provider Relationship)

Jady.Au@Wellpoint.com (Senior, Provider Relationship)

Reminder:

Please complete the post-event survey after the town hall.

Coverage provided by Wellpoint Washington, Inc. Wellpoint Washington, Inc. profoundly acknowledges and respects the inherent sovereignty of the federally recognized Tribes in Washington state. In our efforts to promote high-quality healthcare, we honor the Tribal right of self-governance, holding in deep esteem the government-to-government relationship existing between the state and the Tribes, a bond reiterated by the Centennial Accord and established by RCW 43.376. We heartily commit to enhancing our coordination, collaboration, and recognition of the deeply rooted traditions and values of the Tribal communities.

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