**Molina**

Communications will be faxing a notice out to therapy providers, using our provider contact center phone number, 1-855-322-4080 as the best way to contact us with their wait list information.

**Community First**

Post information on both our CFHP website and Provider Portal, written notifying email

Provider will be asked to notify the Health Plan of their waiting list by;

* The assigned Provider Representative Phone or email
* Email our department email: [nmcfhp@cfhp.com](mailto:nmcfhp@cfhp.com)
* Notify our Population Health Management

**Children’s Medical Center Health Plan**

* Method (s) of communication by your MCO to therapy providers (email, phone, other) – **Website publication**
* Contact information for providers to notify your MCO

**Provider Relations**

[**CMCHPProviderRelations@childrens.com**](mailto:CMCHPProviderRelations@childrens.com)

**1-800-947-4969**

* Best method (s) for providers to communicate WAIT LIST info to your MCO (email, phone, other) **Email to** [**CMCHPProviderRelations@childrens.com**](mailto:CMCHPProviderRelations@childrens.com)

**Cook Children’s Health Plan**

* Method (s) of communication by your MCO to therapy providers (email, phone, other)
  + CCHP Network Development contacts providers by phone and email at initial credentialing and re-credentialing to verify all provider information including access to care.
  + CCHP provider representatives request updates to all provider information during provider meetings and onsite visits with providers.  These requests are followed up by phone and/or email to confirm and update all changes to provider information.
  + If other CCHP departments become aware of members being placed on a wait list or other issues with provider access, Network Development is notified to contact the provider via phone and/or email to confirm and update the provider’s information.
  + Providers can also submit changes by utilizing the Provider Demographic Change Form on the CCHP website under the link below.
    - <http://www.cookchp.org/SiteCollectionDocuments/CCHP-Provider-Information-Change-Request.pdf>
* Contact information for providers to notify your MCO
  + Email: [CCHPNetworkDev@cookchildrens.org](mailto:CCHPNetworkDev@cookchildrens.org)
  + Phone:  800-964-2247
  + Fax: (682) 885-8403
  + Website:  <http://www.cookchp.org/SiteCollectionDocuments/CCHP-Provider-Information-Change-Request.pdf>
* Best method (s) for providers to communicate WAIT LIST info to your MCO (email, phone, other)
  + Email: [CCHPNetworkDev@cookchildrens.org](mailto:CCHPNetworkDev@cookchildrens.org)

**Driscoll**

* Method (s) of communication by your MCO to therapy providers (email, phone, other):  Driscoll Health Plan (DHP) will be sending a fax blast to all our therapy providers, to provide communication regarding wait lists, and not seeing new DHP members.
* Contact information for providers to notify your MCO:  DHP is providing a phone number to Customer Service, where providers can notify DHP if they have a wait list, or are not seeing new DHP members.
* Best method (s) for providers to communicate WAIT LIST info to your MCO (email, phone, other): The best method for DHP, is for the therapy provider to call the phone number provided.

**Superior**

* Superior requires all providers, both specialty and primary care providers to notify Superior of all demographic, patient panel status (open, closed, existing patients only) and other practice restriction changes ongoing.
* Superior requires timely notification of all changes, in writing, from providers to ensure the validity of the information for updates to our system, and can report those changes through Superior’s secure provider portal, via fax or email.

**Scott and White**

* Method (s) of communication by your MCO to therapy providers (email, phone, other): We sent attached fax blast to all therapy providers (attached)
* Contact information for providers to notify your MCO: RightCare Customer Service @ 1-855-897-4448 and PR Rep (see website for PR Rep territories and phone numbers)
* Best method (s) for providers to communicate WAIT LIST info to your MCO (email, phone, other): PR mailbox ([SWHPPROVIDERREPRESENTATIVES@BSWHealth.org](mailto:SWHPPROVIDERREPRESENTATIVES@BSWHealth.org)) using encryption if sending PHI



**United**

* Method (s) of communication by your MCO to therapy providers (email, phone, other) **Currently UHC communicates to providers through subscriber mail(email), U.S. Post Office and phone.**
* Contact information for providers to notify your MCO: **Providers can email:** [**mailto:network\_physicalhealth@optum.com**](mailto:network_physicalhealth@optum.com) **for any roster, address updates.**
* Best method (s) for providers to communicate WAIT LIST info to your MCO (email, phone, other) **Email:** [**network\_physicalhealth@optum.com**](mailto:network_physicalhealth@optum.com)

**Blue Cross Blue Shield**

* We contact our providers by email, phone, fax and face-to-face depending on the situation.
* Information can either be emailed to [TexasMedicaidNetworkDepartment@bcbstx.com](mailto:TexasMedicaidNetworkDepartment@bcbstx.com) or the Provider can call our Provider Hotline at 1-855-212-1615 and the team will track.

**Dell Children’s**

* DCHP communicates to therapy providers by email, fax, Website and phone.
* Provider can contact DCHP Provider Relations via email at [SHPProviderServices@seton.org](mailto:SHPProviderServices@seton.org) or by phone (512) 324-3125 Option 4.
* Best method for providers to communicate Wait List is by email or phone.

**Texas Children’s**

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**Aetna and Parkland**

        Method (s) of communication by your MCO to therapy providers (email, phone, other)

Send a letter to all network Therapy providers informing them of this reporting requirement

* Contact information for providers to notify your MCO [TXProviderEnrollment@aetna.com](mailto:TXProviderEnrollment@aetna.com)
* Best method (s) for providers to communicate WAIT LIST info to your MCO (email, phone, other) Send an email to [TXProviderEnrollment@aetna.com](mailto:TXProviderEnrollment@aetna.com)

**El Paso Health**

El Paso Health sent out the attached Memo to providers via fax and it is posted on our website <http://www.elpasohealth.com/providers/>  for reference.



**Amerigroup**

* Method of communication by our MCO to therapy providers.  Amerigroup opens the line of communication with providers and offers all types of options including phone calls, email and face-to-face visits.  Phone calls and email and the most commonly used forms for providers and wait list needs.  Additionally, our Provider Manual contains information related to Appointment and Access Standards.  For routine specialty services Providers are expected to adhere to the timeline limits of 3 weeks or less.  Amerigroup remains dedicated to arranging access to care for our members.  We will support our continued mission of right care, right time and right place by developing a new and targeted provider communication about access standards with focus to the our Therapy Provider Network.
* Contact information for providers to notify your MCO -   Providers have access to their provider representative contact information including phone and email.  In addition, providers can always contact our toll-free provider services line or email our provider services email box.
* Best method – We fully support any option for a provider to reach us (phone/e-mail/toll-free provider services line).  We do not limit providers in their method to communicate Wait list information to Amerigroup.

**Cigna HealthSpring**

* Method(s) of communication by your MCO to ~~therapy~~ any provider (email, phone, other) Email, phone, fax blast, website updates, provider trainings
* Contact information for providers to notify your MCO- Provider Services at 877-653-0331 or email by [providerrelationscentral@healthspring.com](mailto:providerrelationscentral@healthspring.com)
* Best method(s) for providers to communicate WAIT LIST info to your MCO (email, phone, other)- Call Provider Services at 877-653-0331 or email by [providerrelationscentral@healthspring.com](mailto:providerrelationscentral@healthspring.com)

**FirstCare**

If this were to become an issue, the providers would contact and work with our Case Management team.  Here is our contact information in case this does become an issue:

[casemgmt@firstcare.com](mailto:casemgmt@firstcare.com)

**Community Health Choice**

* Method (s) of communication by your MCO to therapy providers (email, phone, other): Community communicated the initial request to its network through a Blast.  Further, Community will be posting notices within its Provider Portal and future Provider Newsletter to ensure continued awareness.
* Contact information for providers to notify your MCO: [CallCenterLeads@communitycares.com](mailto:CallCenterLeads@communitycares.com)
* Best method (s) for providers to communicate WAIT LIST info to your MCO (email, phone, other): Community is encouraging providers to communicate the waitlist through the Provider Portal  in order to support quick turnarounds to access care for the membership