

**UPDATED WITH NAMES OF MANAGED CARE ORGANIZATIONS AND REGIONAL SUPPORT NETWORKS!
CHOOSING THE APPROPRIATE PROVIDER FROM THE “MANAGED CARE INFORMATION” SCREEN**

ProviderOne’s Benefits Inquiry screens show enhanced managed care information. We have included more information than you’ve seen before, including regional support networks and chronic care providers; **some of it is not applicable to clients only accessing medical services.** This has caused some confusion for providers when trying to coordinate managed care services. **You should only call the RSN or a chronic care management provider in very specific circumstances.** Read below for details.

Regional Support Networks (RSNs)

Most, but not all, clients have an RSN listed in the Managed Care Information segment of ProviderOne; however, RSNs only provide mental health care services. They do not provide medical managed care. An RSN may be important to you if you are a mental health care provider or have a client who needs mental health services (authorization may be required). **Do not call the RSN unless you are coordinating mental health services for a client.**

In the Benefits Inquiry screen, if a client is eligible for mental health services, their RSN will be displayed under “Managed Care Information” (see “Chelan Douglas Regional Support Network” in the example below).

Insurance Type Code	PCCM Code	Plan/PCCM Name	Plan/PCCM ID	Plan/PCCM Phone Number	PCP Clinic Name	Start Date	End Date
HM: Health Maintenance Organization	MC: Capitated	Chelan Douglas Regional Support Network	105020101	(877) 563-3678		04/01/2008	12/31/2999
HM: Health Maintenance Organization	MC: Capitated	MHC Healthy Options	105010201	(425) 424-1146		02/01/2008	02/29/2008
HM: Health Maintenance Organization	MC: Capitated	MHC Healthy Options	105010201	(425) 424-1146		12/01/2007	12/31/2007
HM: Health Maintenance Organization	MC: Capitated	MHC Healthy Options	105010201	(425) 424-1146		10/01/2007	10/31/2007

In the batch 271, you will find this information in the following loops and data elements:

Loop	Data Element	Expected Value
2110C	EB01	MC – MANAGED CARE
2110C	EB02	IND – INDIVIDUAL
2110C	EB04	HM – HEALTH MAINTENANCE ORGANIZATION
2110C	DTP01	193 – PERIOD START
2110C	DTP02	D8 – CCYYMMDD FORMAT
2110C	DTP03	PERIOD START DATE
2110C	DTP01	194 – PERIOD END
2110C	DTP02	D8 – CCYYMMDD FORMAT
2110C	DTP03	PERIOD END DATE

2110C	LS01	2120
2120C	NM101	PR – PAYER
2120C	NM102	2 – NON PERSON ENTITY
2120C	NM103	ORGANIZATION NAME
2120C	NM108	PI – PAYER IDENTIFICATION
2120C	NM109	PAYER ID
2120C	PER01	IC – INFORMATION CONTACT
2120C	PER02	ORGANIZATION NAME
2120C	PER03	TE – TELEPHONE
2120C	PER04	ORGANIZATION CONTACT NUMBER

The following are names of the RSN programs that you could see returned on your 271 transaction:

- Chelan Douglas Regional Support Network
- Clark County Regional Support Network
- Grays Harbor Regional Support Network
- Greater Columbia Regional Support Network
- King County Regional Support Network
- North Central Regional Support Network
- North Sound Regional Support Network
- OptumHealth Regional Support Network
- Peninsula Regional Support Network
- Southwest Regional Support Network
- Spokane County Regional Support Network
- Thurston-Mason Regional Support Network
- Timberlands Regional Support Network

For batch 271 responses, the above names will appear in Loop 2120C, Data Element NM103

Chronic Care Management

Chronic Care Management benefits are handled in a similar way, and also may be listed under “Managed Care Information.” These clients are not enrolled in a managed care plan that you need to bill. Instead, send your claims for chronic care management services directly to DSHS (Fee for Service).

In the Benefits Inquiry screen, a chronic care management provider will be listed differently than either medical managed care or an RSN.

The following are names of the chronic care management programs that you could see returned on your 271 transaction:

- UHSAC – Care Management
- SADS Care Management
- SADS Care Management Medical Home

“Regular” (Medical) Managed Care

If the client is enrolled in a Medical Assistance Managed Care Plan, the following segment will be displayed as part of the client benefit inquiry.

The Department of Social and Health Services does not process or pay claims for clients enrolled in one of these plans for services provided under the plan's contract. If the service is covered by the Medical Assistance Managed Care Plan, do not bill the Department as a secondary payer.

Managed Care Information

Insurance Type Code ▲ ▼	PCCM Code ▲ ▼	Plan PCCM Name ▲ ▼	Plan PCCM ID ▲ ▼	Plan PCCM Phone Number ▲ ▼	PCP Clinic Name ▲ ▼	Start Date ▲ ▼	End Date ▲ □
HM: Health Maintenance Organization	MC: Capitated	CHPW Healthy Options	105010101	(206)613-8979		12/01/2007	12/31/2999

In the batch 271, you will find this information in the following loops and data elements:

Loop	Data Element	Expected Value
2110C	EB01	MC – MANAGED CARE
2110C	EB02	IND – INDIVIDUAL
2110C	EB04	HM – HEALTH MAINTENANCE ORGANIZATION
2110C	DTP01	193 – PERIOD START
2110C	DTP02	D8 – CCYYMMDD FORMAT
2110C	DTP03	PERIOD START DATE
2110C	DTP01	194 – PERIOD END
2110C	DTP02	D8 – CCYYMMDD FORMAT
2110C	DTP03	PERIOD END DATE
2110C	MSG01	PCP CLINIC NAME
2110C	LS01	2120
2120C	NM101	PR – PAYER
2120C	NM102	2 – NON PERSON ENTITY
2120C	NM103	ORGANIZATION NAME
2120C	NM108	PI – PAYER IDENTIFICATION
2120C	NM109	PAYER ID
2120C	PER01	IC – INFORMATION CONTACT
2120C	PER02	ORGANIZATION NAME
2120C	PER03	TE – TELEPHONE
2120C	PER04	ORGANIZATION CONTACT NUMBER

The following are names of the managed care programs that you could see returned on your 271 transaction:

- CHPW General Assistance Unemployable
- PEPS Program of All-Inclusive Care for the Elderly
- CHPW Basic Health Plus
- KFHP Basic Health Plus
- GHC Basic Health Plus
- CUP Basic Health Plus
- MHC Basic Health Plus
- GHC Healthy Options
- MHC Healthy Options
- CUP Healthy Options
- CHPW Healthy Options
- ANH Healthy Options
- RBS Healthy Options
- CHPW State Children’s Health Insurance Program
- GHC State Children’s Health Insurance Program
- CUP State Children’s Health Insurance Program
- ANH State Children’s Health Insurance Program
- RBS State Children’s Health Insurance Program
- MHC State Children’s Health Insurance Program
- MHC Washington Medicaid Integration Partnership

For batch 271 responses, the above names will appear in Loop 2120C, Data Element NM103

Contact the managed care plan if you have questions on authorization and billing. See [Appendix C](#) of the *ProviderOne Billing and Resource Guide* for managed care plan contact information.

Primary Care Case Management

The following are names of the primary care case management (PCCM) providers that you could see returned on your 271 transaction:

- Colville Confederated Tribes
- Lower Elwha Health Clinic
- Lummi Indian Health Center
- Native Health of Spokane
- Nooksack Community Clinic
- Port Gamble S’Klallam Health
- Puyallup Tribal Health
- Quileute Health Clinic
- Seattle Indian Health Board
- Shoalwater Bay Tribal Clinic
- Skokomish Indian Tribe
- David C Wynecoop Memorial Clinic
- Tulalip Indian Health Services
- Yakama Health Center

For batch 271 responses, the above names will appear in Loop 2120C, Data Element NM103