



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Update Jail Release and Needed Medical Services

Members with Apple Health plans typically see a delay in reinstatement of their Apple Health coverage upon jail release, and this may provide challenges and limit access to needed medical services including life-sustaining medications.

Jails have limited ability to provide a supply of medications in-hand, particularly with controlled substances. Same-day access to medication covered by insurance is crucial in continuity of care and reentry planning.

If medication is needed immediately upon the member's release, the member should be directed to call the Molina's 24-hour Nurse Advice Line at (888) 275-8750 (TTY: 711). The Molina nurses can contact CVS to request an override in the system.

In these situations, the member can call:

Questions about Apple Health (eligibility, coverage, billing): 1-800-562-3022 (Monday – Friday 7 a.m. - 5 p.m.)

Same-day access to Apple Health

Choose '3' for an agent; then '1' to check eligibility

- Member will be prompted to enter their SSN or 9-digit ProviderOne ID that ends in WA. If the member does not have either, simply stay on the line to be transferred to an agent

Ask for 'same-day access' to activate client benefits

Molina Provider Services Contacts:

Debra Borden-Anderson (509) 295-7722

Curt Lutz (509) 867-4435

Maureen Correia (509) 655-0611

Thank you for your continued service to Molina members.

This update applies to:
All Network Pharmacies

State(s):
Washington

Line of Business:
Medicaid

Customer Care for Plan Members:
800-869-7165

Pharmacy Inquiries:
If you have questions, call the Pharmacy Help Desk number provided in the claim response or **1-800-364-6331** if one is not provided.

Payer Sheets:
For additional claim processing information, refer to the CVS Caremark Payer Sheets at [caremark.com/pharminfo](https://www.caremark.com/pharminfo) > NCPDP Payer Sheet