

Provider Bulletin

Control Number: 090424

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Subject: New WSHIP Customer Service Number

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First Choice Health (FCH) is writing to let you know the **Washington State Health Insurance Pool (WSHIP) has a new Customer Service telephone number: 1-888-277-9135**. This dedicated line is ready to assist you during regular business hours Monday – Friday 9 AM to 5 PM PST. Please update your records with this new number. WSHIP will be issuing new enrollee ID cards soon.

As we shared in our September 3, 2024 Provider Bulletin, WSHIP is currently experiencing a temporary disruption in its administrative services due to the sudden closure of its prior administrator. The WSHIP leadership team, along with its partners, are diligently working to finalize the transition to its new administrator, to minimize delays, and any inconveniences for both WSHIP enrollees and the health care providers who serve them.

Above all, WSHIP would like you to know that coverage remains in place for its enrollees and that you will not lose any payments as a result of this situation. Your service to WSHIP enrollees is a high priority.

Prescription drug and care management services remain unaffected and continue as usual. **For questions related to prior authorization, please call 1-800-432-8421.**

If you have any questions regarding the content of this bulletin, please email ProviderRelations@fchn.com.