

AHCC Liaisons

Region	Liaison	Cell #	Email
1/2	Michelle Wiley-Bunting	509-774-7297	Michelle.M.WileyBunting@coordinatedcarehealth.com
3/4	Kristina Greene	206-601-8326	Kristina.Greene@coordinatedcarehealth.com
5/6	Jen Estroff	206-492-9019	JEstroff@coordinatedcarehealth.com

DCYF and Tribal caseworkers deserve support to keep the youth they serve healthy. The AHCC Liaisons are here to help coordinate with AHCC staff, health care providers, and with any issues that can come up. AHCC Liaisons are experts at finding solutions and connections between DCYF, Tribes, Coordinated Care, members, caregivers, parents, and physical and behavioral health providers.

To request care management and other assistance, you can contact our **Care Coordination team** at [**AHCCTeam@coordinatedcarehealth.com**](mailto:AHCCTeam@coordinatedcarehealth.com) or **1-844-354-9876** (Press 2 for Member Services)

Care Coordination

- Get member's ID number, new ID cards
- Help finding a provider for a well-child exam
- Help finding a specialist
- Issue with a pharmacy
- Questions about WISE
- Request care management for a member
- Get information on covered benefits, including behavioral health and substance use disorder treatment
- Help with the website
- 24/7 support (and Nurse Advice Line)
- Caregiver receives a bill

AHCC Liaisons

- Calling or emailing AHCC Care Coordination did not fix an issue
- Questions about AI/AN youth in AHCC and fee for service coverage
- Issues around court orders (eg.: neuropsych requests)
- Unit Meeting or All Staff presentations
- New caseworker needs AHCC overview
- Youth moving out of state or returning to WA
- Topic ideas for webinars
- Business hour support
- Something is just "weird"