

DATE: January 7, 2026
TO: PSW Network Providers
FROM: Melanie Matthews, CEO
SUBJECT: SCAN MA Contract Updates and Alicia Quaco Introduction

On December 22, 2025, we shared an update on important information related to the new SCAN MA HMO product now included in your PSW Provider Agreement for 2026. We are excited about this partnership and the opportunity it brings to offer a strong, high-quality Medicare Advantage option to our community. This collaboration reinforces our shared commitment to coordinated, value-based care and supports providers with a model designed for better access, improved outcomes, and long-term sustainability.

As we bring in the new year, we are also excited to introduce our new Provider Network Executive: **Alicia Quaco**! Alicia brings deep experience in helping provider networks succeed, with a proven track record of strengthening performance, improving alignment, and building trusted relationships across diverse clinical communities. She joins us after most recently serving as President of the Eastside Health Network, where she played a key role in strengthening relationships and advancing network performance. In her new role, Alicia will lead our network engagement strategy, and she is eager to partner closely with you as we work to elevate the provider's experience and accelerate the impact of value-based care.

Alicia and the entire provider network team are here to assist while this new partnership is launched. For 2026, you and your practice's SCAN MA HMO patients will have access to PSW's support services, including:

- Care Management, as applicable
- Utilization Management
- Claims submissions and payments
- Physician & practice resources

Below is key information for your practice in relation to the SCAN HMO product that has officially launched. Please review and contact ProviderNetwork@pswipa.com with any questions.

Claims Submission & Payer ID

The Claims Payer ID RP036 (R-P-Zero-Three-Six) is active and ready for claim submission. Practices are expected to submit all claims related to SCAN members to RP036. For all supplemental information for claims submission, such as medical records, please fax to (360) 754-4324 or mail to 1300 S Evergreen Park Dr SW, Suite 200, Olympia, WA 98502.



Practice Training – Watch Your Email!

We will host virtual webinars for all practices to learn more about the processes related to the SCAN MA HMO product. The training will be scheduled soon, and you will receive an email from the Provider Network team with a Microsoft Teams invite for the event.

During this training, practices can expect to learn about:

- Updates on claims submission and payer ID
- Prior authorization process
- Provider manual and other resources
- Care management services
- Customer service resources

Key Resources – PSW Website

Practices can also find essential resources for the SCAN MA HMO product by accessing the PSW Website: www.pswipa.com/provider-resources. The following information will be posted on our website as soon as available:

- Provider Manual
- 2026 Prior Auth list and request form
- Copies of all memos and communication to network
- Webinar training deck
- PSW customer service resources

Contacts

Resources to answer your questions:

- Claims – General Inquiries
 - Phone: 360-528-2202
 - Fax: 360-754-4324
 - Email: ClaimsQuestions@pswipa.com
- Claims – Payment Disputes
 - Email: ClaimsDisputes@pswipa.com
- Care Management
 - Phone: 360-786-8690, option 2
 - Fax: 360-464-2563
 - Email: CareTeam@pswipa.com
- Utilization Management:
 - Phone: 360-786-8690, option 3
 - Fax: 360-447-6396
 - Email: UMTeam@pswipa.com
- General Network Contact
 - Email: ProviderNetwork@pswipa.com



Contact Information

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