

Washington state health care benefit managers

A health care benefit manager (HCBM) is any person or entity that provides services to or acts on behalf of a health carrier or employee benefits program. HCBMs directly or indirectly impact the determination or use of benefits for, or patient access to, health care services, drugs and supplies. HCBMs include, but are not limited to, specialized benefit types, such as pharmacy, radiology, laboratory and mental health.

	Prior authorization or preauthorization of benefits or care	Certification of benefits or care	Medical necessity determinations	Utilization review	Benefit determinations	Claims processing and repricing for services and procedures	Outcome management	Provider credentialing and recredentialing	Payment or authorization of payment to providers and facilities for services or procedures	Dispute resolution, grievances or appeals relating to determinations or utilization of benefits	Provider network management	Disease management	
HCBMs	Evernorth Behavioral Health (EBH)	✓		✓	✓	✓	✓		✓		✓		
	Evernorth Care Solutions (ECS)					✓	✓					✓	
	Cigna Dental Health, Inc. (CDHI)				✓						✓		
	Cigna Health Management (CHM)	✓		✓	✓					✓			
	Express Scripts, Inc. (ESI)					✓		✓	✓		✓		
	eviCore healthcare MSI, LLC (eviCore)	✓	✓	✓	✓	✓				✓			
	Express Scripts Utilization Management Company (ESUM)	✓	✓	✓	✓	✓				✓			
	Care Continuum, Inc. (CCUM)	✓	✓	✓	✓	✓							
	MultiPlan						✓		✓			✓	
	American Specialty Health (ASH)				✓		✓		✓			✓	
	Sagility Health	✓	✓	✓	✓	✓			✓				
	Zelis Healthcare, LLC						✓		✓			✓	
	Shearwater Health, Inc.	✓		✓	✓					✓			
	Radiant Services, LLC	✓		✓	✓					✓			
	The Vancouver Clinic, Inc. PS								✓				
Eyemed Vision Care, LLC				✓	✓	✓		✓	✓	✓	✓		
First American Administrators, Inc.						✓							

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