



June 27, 2008

Dear Provider:

Molina Healthcare offers providers and Molina Healthcare members the opportunity to participate in our Complex Case Management Program. Members appropriate for this voluntary program are those that have the most complex service needs such as multiple medical conditions, high level of dependence, conditions that require care from multiple specialties and/or have additional social, psychosocial, psychological and emotional issues that exacerbate the condition, treatment regime and/or discharge plan.

The purpose of the Molina Healthcare Complex Case Management Program is to:

- Conduct a needs assessment of the member, member's family, and/or caregiver
- Provide intervention and care coordination services within the benefit structure across the continuum of care
- Empower our members to optimize their health and level of functioning
- Facilitate access to medically necessary services and ensure they are provided at the appropriate level of care in a timely manner
- Provide the member and practitioner with a comprehensive and ongoing care plan for continuity of care in coordination.

If you would like to learn more about this program, speak with a Complex Case Manager and/or refer a member for an evaluation for this program, please call our Utilization Management Department at 1-888-898-7969.

Sincerely,

Utilization Management Department  
Molina Healthcare