

## Section 1. Addresses and Phone Numbers

### Member Services Department

The Member Services Department handles all telephone and written inquiries regarding member claims, benefits, eligibility/identification, selecting or changing Primary Care Providers (PCPs), and member complaints. Member Services Representatives are available Insert call center hours here Monday through Friday, excluding State holidays.

<b>Member Services</b>	
Address:	Molina Healthcare of Florida, Inc. 8300 NW 33 Street, Suite 400 Doral, FL 33122
Phone:	(888) 560-5716
TTY:	(800) 955-8771 (English) (800) 955-8773 (Spanish)

### Claims Department

The Claims Department is located at our corporate office in Long Beach, CA. All hard copy (CMS-1500, UB-04) claims must be submitted by mail to the address listed below. Electronically filed claims must use Payor ID number - **51062** To verify the status of your claims, please call our Provider Claims Representatives at the numbers listed below:

<b>Claims</b>	
Address	Molina Healthcare of Florida, Inc. PO BOX 22812 Long Beach, CA 90801
Phone:	(888) 560-5716

### Claims Recovery Department

The Claims Recovery Department manages recovery for overpayment and incorrect payment of claims.

<b>Claims Recovery</b>	
Address	Molina Healthcare of Florida, Inc. PO Box 22812 Long Beach, CA 90801
Phone:	(888) 560-5716

## Credentialing Department

The Credentialing Department verifies all information on the Practitioner Application prior to contracting and re-verifies this information every three years. The information is then presented to the Professional Review Committee to evaluate a provider's qualifications to participate in the Molina Healthcare network.

<b>Credentialing</b>	
Address:	Molina Healthcare of Florida, Inc. 8300 NW 33rd Street, Suite 400 Doral, FL 33122
Phone:	(888) 560-5716
Fax:	(866) 422-6445

## 24-Hour Nurse Advice Line

This telephone-based nurse advice line is available to all Molina Healthcare members. Members may call anytime they are experiencing symptoms or need health care information. Registered nurses are available (24) hours a day, seven (7) days a week to assess symptoms and help make good health care decisions.

<b>HEALTHLINE (24-Hour Nurse Advice Line)</b>	
English Phone:	(888) 275-8750
Spanish Phone:	(866) 648-3537
TTY:	(866) 735-2929 (English) (866) 833-4703 (Spanish)

## Healthcare Services (UM) Department

The Healthcare Services (formerly UM) Department conducts concurrent review on inpatient cases and processes Prior Authorization requests. The Healthcare Services (HCS) Department also performs Case Management for members who will benefit from Case Management services.

<b>Healthcare Services Authorizations &amp; Inpatient Census</b>	
Address:	Molina Healthcare of Florida, Inc. 8300 NW 33rd Street, Suite 400 Doral, FL 33122
Phone:	(888) 560-5716
Fax:	(866) 440-4791

## Health Education & Health Management Department

The Health Education and Health Management Department provides education and health information to Molina Healthcare members and facilitates provider access to the programs and services.

<b>Health Education &amp; Management</b>	
Address:	Molina Healthcare of Florida, Inc. 8300 NW 33rd Street, Suite 400 Doral, FL 33122
Phone:	(888) 560-5716
Fax:	(866) 422-6445

## Behavioral Health

Molina Healthcare of State, Inc. manages all components of our covered services for behavioral health. For member behavioral health needs, please contact us directly at:

<b>Behavioral Health</b>	
Address:	Psychcare Attn: Claims Department 10200 Sunset Drive Miami, FL 33173
Phone:	(800) 221-5487
(24) Hours per day, (365) day per year: (800) 221-5487	

## Pharmacy Department

Prescription drugs are covered by Molina Healthcare, via our pharmacy vendor, CVS Caremark. A list of in-network pharmacies is available on the [molinahealthcare.com](http://molinahealthcare.com) website, or by contacting Molina Healthcare at (866) 472-4585.

<b>Pharmacy Authorizations</b>	
Phone:	(800) 791-6856
Fax:	(866) 236-8531

## **Provider Services Department**

The Provider Services Department handles telephone and written inquiries from providers regarding address and Tax-ID changes, provider denied claims review, contracting, and training. The department has Provider Services Representatives who serve all of Molina Healthcare of State's provider network.

<b>Provider Services</b>	
Address:	Molina Healthcare of Florida, Inc. 8300 NW 33rd Street, Suite 400 Doral, FL 33122
Phone:	(888) 560-5716
Fax:	(866) 948-3537

**Molina Healthcare of Florida, Inc. Service Area**

