

**THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:****COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

**LINES OF BUSINESS:**

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

**PROVIDER TYPES:**

- Medical Group/ IPA/MSO Primary Care**

- IPA/MSO
- Directs

**Specialists**

- Directs
- IPA

 **Hospitals****Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

**FOR QUESTIONS CALL PROVIDER SERVICES:**  
(888) 562-5442, Extension:

**Los Angeles/Orange Counties**

X123017

**Riverside/San Bernardino Counties**

X120613

**Sacramento County**

X125682

**San Diego County**

X121735

**Imperial County**

X125682

## Potential Delay in Member ID Card Distribution

This is an advisory notification to Molina Healthcare of California (Molina) network providers to inform you of potential delay in Molina Member ID Card distribution.

Dear Provider,

There may be a delay in when Molina members receive their ID cards. To ensure members have what they need to obtain care, Molina sent each member a letter which includes their Member ID to use in place of the ID card when seeking services until the permanent ID card arrives.

Members also have access to view or print an ID card at [MyMolina.com](http://MyMolina.com) or on the My Molina mobile app.

Providers can view member ID cards through the Availity Essentials portal, accessible for free at: <https://www.availity.com/molinahealthcare>

In addition to verifying the Member ID card, providers are asked to verify eligibility prior to each service/visit. Member eligibility verification can be completed via:

- Provider Portal: Available 24/7 at: <https://provider.molinahealthcare.com/Provider/Login>
- Automated phone system:
  - **Medi-Cal:** (888) 665-4621
  - **Medicare:** (800) 665-0898
  - **Marketplace:** (888) 858-2150

**Thank you for serving Molina members.**

### QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (888) 562-5442. Please refer to the extensions to the left.