

Provider Bulletin

Molina Healthcare of California

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May 15, 2024

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

Provider Service Location Affiliations

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

What you need to know:

We would like to inform you of a recently identified technical issue affecting the affiliation of provider service locations. This issue has resulted in incorrect service location information appearing in capitation files and on the Availity Provider Portal.

Details of the Issue

- **Nature of the Problem:** Members assigned to one PCP and/or IPA (e.g., PCP/IPA X) are showing service location details of another IPA or PCP service location (e.g., PCP/IPA Y).
- **Impact on Capitation Payments:** There is no impact on capitation payments. Payments have been correctly made based on accurate membership counts.
- **Availity Provider Portal:** The portal may display incorrect service location information when checking member eligibility.
- **Member Care Access:** There should be no denial of care to members due to this issue as this impacts service location address only and does not impact PCP or IPA assignment
- **PCP Assignment:** Member PCP assignments remain accurate, and members are assigned to their correct PCP and/or the correct IPA.

Resolution Plan

Molina is actively working to resolve this issue and is estimated to have a fix implemented as soon as possible. We are committed to ensuring that all service location affiliations are correctly updated and will provide further communication once the issue is fully resolved.

Provider Action

Please **do not** deny care based on service location information seen on the Availity Provider Portal.

MHC will provide a follow-up communication upon the resolution of this issue.

We apologize for any inconvenience this may cause and appreciate your understanding and cooperation as we work to correct this error!

Please take a few moments to participate in our Communication Preference Survey. Your feedback will directly influence Molina's engagement with providers, creating a more seamless and efficient communication experience for our network.

Take the survey at

[molinahealthcare.surveymonkey.com/r/V55RGTG!](https://molinahealthcare.surveymonkey.com/r/V55RGTG)



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
California Hospital Systems (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Teresa Suarez Laura Gonzalez Mimi Howard	562-549-3782 562-549-4887 562-549-3532	Teresa.Suarez2@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com Smimi.Howard@molinahealthcare.com
Los Angeles County	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts Anita White	562-517-1014 562-549-3550 562-549-4809 562-549-4069 562-980-3947	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@molinahealthcare.com LaToya.Watts@molinahealthcare.com Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi Marina Higby	279-895-9354 916-561-8550	Johonna.Eshalomi@molinahealthcare.com Marina.Higby@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	562-549-3957	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Salvador Perez Dolores Ramos Lincoln Watkins	562-549-3825 562-549-4900 858-300-7722	Salvador.Perez@molinahealthcare.com Dolores.Ramos@molinahealthcare.com Lincoln.Watkins@molinahealthcare.com