

Los Angeles County Resource Guide

GENERAL ACUTE FACILITY RESOURCES

MAIN RESOURCES

CA UM Inpatient Call Center:	M-F 8:30 AM – 5:30 PM	(844) 557-8434
Emergency Department Support Unit (EDSU):	After Hours, Weekends and Holiday Calls	(844) 966-5462

FAX RESOURCE

Fax clinical documentation:	(866) 553-9263
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CARE REVIEW CLINICIAN (CRC) RN

Please call your assigned CRC for clinical collaboration and discussion

Caroline Kua Balbuena CRC, Inpatient Review (RN) (562) 456-4715	ALHAMBRA HOSPITAL MEDICAL CENTER ALTA LOS ANGELES HOSPITALS INC (LOS ANGELES COMMUNITY HOSPITAL) ALTA LOS ANGELES HOSPITALS INC (NORWALK COMMUNITY HOSPITAL) BEVERLY HOSPITAL (ADVENTIST HEALTH WHITE MEMORIAL MONTEBELLO) CENTINELA HOSPITAL MEDICAL CENTER CHAPMAN MEDICAL CENTER CITY OF HOPE NATIONAL MEDICAL CENTER COLLEGE MEDICAL CENTER LONG BEACH COMMUNITY HOSPITAL OF HUNTINGTON PARK DHS-HARBOR-UCLA MEDICAL CENTER DHS-RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER EAST VALLEY HOSPITAL (GLEN DORA HOSPITAL) EMANATE HEALTH INTERCOMMUNITY HOSPITAL EMANATE HEALTH QUEEN OF THE VALLEY HOSPITAL FOOTHILL PRESBYTERIAN HOSPITAL GARFIELD MEDICAL CENTER LP GOOD SAMARITAN HOSPITAL - LOS ANGELES HENRY MAYO NEWHALL HOSPITAL HOAG MEMORIAL HOSPITAL PRESBYTERIAN - NEWPORT BEACH HUNTINGTON BEACH HOSPITAL HUNTINGTON MEMORIAL HOSPITAL KECK HOSPITAL OF USC LA PALMA INTERCOMMUNITY HOSPITAL LAKEWOOD REGIONAL MEDICAL CENTER LONG BEACH MEMORIAL MEDICAL CENTER MILLER CHILDRENS HOSPITAL MEMORIAL HOSPITAL OF GARDENA (GARDENA HOSPITAL) MISSION COMMUNITY HOSPITAL (PANORAMA CITY) NORTHRIDGE HOSPITAL MEDICAL CENTER-ROSCOE CAMPUS OLYMPIA MEDICAL CENTER PIH HEALTH HOSPITAL - DOWNEY POMONA VALLEY HOSPITAL MEDICAL CENTER
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	<p>PRIME HEALTHCARE SERV DBA SAN DIMAS COMMUNITY HOSPITAL PROVIDENCE LITTLE COMPANY OF MARY - SAN PEDRO PROVIDENCE LITTLE COMPANY OF MARY MEDICAL CENTER TORRANCE PROVIDENCE MISSION HOSPITAL PROVIDENCE ST JOSEPH MEDICAL CENTER BURBANK PROVIDENCE SAINT JOHNS HEALTH CTR PROVIDENCE ST JOSEPH HOSPITAL ORANGE SANTA MONICA UCLA MEDICAL CENTER SIMI VALLEY HOSPITAL & HEALTHCARE SERVICES ST FRANCIS MEDICAL CENTER-LYNWOOD ST JUDE MEDICAL CENTER (FULLERTON) ST MARY MEDICAL CENTER (LONG BEACH) WEST HILLS HOSPITAL AND MEDICAL CENTER (MEDICAL CENTER DR) WESTERN MEDICAL CENTER - SANTA ANA (ORANGE COUNTY GLOBAL MEDICAL CENTER)</p>
<p>Cynthia Hunt CRC, Inpatient Review (RN) (562) 456-4069</p>	<p>ADVENTIST HEALTH GLENDALE AHMC ANAHEIM REGIONAL MEDICAL CENTER LP AHMC SAN GABRIEL VALLEY MEDICAL CTR CALIFORNIA HOSPITAL MEDICAL CENTER CHILDRENS HOSPITAL AT MISSION (MISSION VIEJO) COAST PLAZA HOSPITAL GLENDALE MEMORIAL HOSPITAL & HEALTH CENTER LOS ALAMITOS MEDICAL CENTER MARTIN LUTHER KING JR COMMUNITY HOSPITAL PRESBYTERIAN INTERCOMMUNITY HOSPITAL, INC (WHITTIER) WHITE MEMORIAL MEDICAL CENTER- HUR</p>
<p>Hien Huynh CRC, Inpatient Review (RN) (562) 549-3780</p>	<p>AHMC ANAHEIM REGIONAL MEDICAL CENTER LP AHMC GREATER EL MONTE COMMUNITY HOSPITAL LP ANTELOPE VALLEY HOSPITAL MEDICAL CENTER CEDARS SINAI MEDICAL CENTER CHILDRENS HOSPITAL OF LOS ANGELES CHILDRENS HOSPITAL OF ORANGE COUNTY COASTAL COMMUNITIES HOSPITAL INC (SOUTH COAST GLOBAL MEDICAL CENTER) COLLEGE HOSPITAL OF CERRITOS (BHS) COMMUNITY HOSPITAL OF LONG BEACH FOUNTAIN VALLEY REGIONAL HOSPITAL HOLLYWOOD PRESBYTERIAN MEDICAL CENTER KAISER FOUNDATION HOSPITAL BALDWIN PARK KAISER FOUNDATION HOSPITAL - DOWNEY KAISER FOUNDATION HOSPITAL - PANORAMA CITY KAISER FOUNDATION HOSPITAL HARBOR CITY/SOUTH BAY KAISER FOUNDATION HOSPITAL SUNSET KAISER FOUNDATION HOSPITAL WEST LOS ANGELES KAISER FOUNDATION HOSPITAL WOODLAND HILLS MARINA DEL REY HOSPITAL METHODIST HOSPITAL OF SOUTHERN CALIFORNIA (USC ARCADIA HOSPITAL) LA DOWNTOWN MEDICAL CENTER LLC MONTEREY PARK HOSPITAL PALMDALE REGIONAL MEDICAL CENTER PRESBYTERIAN INTERCOMMUNITY HOSPITAL, INC (WHITTIER) PROVIDENCE CEDARS-SINAI TARZANA MEDICAL CENTER</p>



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	PROVIDENCE HOLY CROSS MEDICAL CENTER SHERMAN OAKS HOSPITAL SOUTHERN CA HOSP AT HOLLYWOOD- VAN NUYS- CULVER CITY - HOSP (SOUTHERN CALIFORNIA HOSPITAL AT CULVER CITY) SOUTHERN CA HOSP AT HOLLYWOOD- VAN NUYS- CULVER CITY - HOSP (SOUTHERN CALIFORNIA HOSPITAL AT HOLLYWOOD) TORRANCE MEMORIAL MEDICAL CENTER UCI MEDICAL CENTER (UC IRVINE MEDICAL CENTER) USC VERDUGO HILLS HOSPITAL LLC WEST ANAHEIM MEDICAL CENTER (ORANGE AVE) WESTERN MEDICAL CENTER - ANAHEIM (ANAHEIM GLOBAL MEDICAL CENTER) WHITTIER HOSPITAL MEDICAL CENTER
Starneka Harrison CRC, Inpatient Review (RN) (562) 456-4053	COLLEGE HOSPITAL OF COSTA MESA (BHS) DHS LAC USC MEDICAL CENTER DOCTORS HOSPITAL OF WEST COVINA EAST LOS ANGELES DOCTORS HOSPITAL ENCINO HOSPITAL MEDICAL CENTER GARDEN GROVE HOSPITAL AND MEDICAL CENTER LOS ANGELES COUNTY OLIVE VIEW UCLA MEDICAL CENTER PACIFICA HOSPITAL OF THE VALLEY CORPORATION RONALD REAGAN UCLA MEDICAL CENTER VALLEY PRESBYTERIAN HOSPITAL
Michele Ruffalo, Healthcare Services Manager (RN) – (562) 542-1625	

MEDICARE DISCHARGE PLANNING AUTHORIZATIONS

To request authorizations needed for a discharge, please fax the Central Inpatient Unit (CIU): (Skilled Nursing Facility, Long Term Acute Care, Acute Inpatient Rehab or Higher Level of Care please contact your assigned CRC)	(844) 834-2152
For follow-up, please call the CIU:	(855) 322-4075 Option 4, Option 4, Option 2, Option 2, Option 2.

DISCHARGE PLANNING

The Molina CRC is available to assist with Complex Discharge Planning. Hospital to provide the following:

- Prior level of function
- Required Level of Care
- Skilled need
- Follow-up Care/Services required
- Per CMS managed care requirement, please submit the Discharge Summary and/or patient discharge instruction sheet to Molina via fax.
- Notify and communicate with primary care and coordinate continuity of care with prior PCP and ECM providers, including sharing of discharge summaries, care plans, and medication lists.

FREQUENTLY ASKED QUESTIONS - FAQs

- Hospital must notify Molina within 24 hours of inpatient admission, including pre- authorized surgeries/procedures.
- The Molina Concurrent Review Clinician RN will review the admission applying InterQual/MCG criteria for medical necessity. Ultimately, denial decisions are made by Molina Medical Director using sound clinical judgment.
 - **DRG facilities:** Admissions that meet criteria will be authorized per DRG. Molina will require clinical updates every seven (7) days identifying member condition change and discharge planning/needs. **Complete medical records are not required for this clinical update. If you have received a denial and there is a change in condition or further information it is imperative that you send this to us right away while member is still in house.**
 - **Per Diem facilities:** Admissions that meet criteria will be authorized for day of admission. Hospital must submit to Molina **minimal** supporting documentation substantiating medical necessity for continued stay daily. Molina CRC will perform daily medical necessity reviews through discharge. Ultimately, denial decisions are made by Molina Medical Director using sound clinical judgment.
 - **Molina will not accept InterQual, any other medical necessity criteria screenshot, or a case management summary, in lieu of clinical documentation.**
- Molina is available to assist with complex discharge planning.

CLINICAL REVIEW CHECKLIST

- **INITIAL REVIEW:**
 - ER Report
 - History and Physical
 - Admitting orders
 - Specialty Consultations
 - Supporting clinical documentation
- **CONCURRENT REVIEW**
 - Physician orders
 - Specialty Consultations
 - Supporting clinical documentation

Upon receipt of notification of admission, a **reference number** will be assigned. Upon completion of Molina review and decision the reference number will become the **authorization number or denial number**.

LATE NOTIFICATION

When the Hospital fails to notify Molina Healthcare of an admission within 24 hours, the authorization request may become subject to administrative denial. The Molina CRC will review the admission. If the admission meets criteria and is approved, the Molina CRC will review for continued stay. If the member was discharged prior to late notification of **less than 30 days**, Molina UM staff will notify the hospital. If EMR is unavailable, please submit *via fax, ER Report, H&P, Admitting orders, dictated specialty consultations, documentation supporting the inpatient admission and continued stay, D/C orders, and D/C Summary* for Retro Review to:

FAX (866) 553-9263

If the member was discharged prior to late notification of 30 days or more, please submit a claim to Molina via **Change Healthcare with payer ID 38333**. **You will be notified of the specific medical records required to support the request for inpatient stay by the Retro Review team.**

RE-EVALUATIONS UPON DENIAL

- **Medi-Cal and Marketplace Re-evaluation:** Upon denial, Molina allows the provider **5 calendar days** to submit *minimal* additional clinical information to support medical necessity, or 5 calendar days from Notice of Action letter to request and schedule peer to peer review for cases in which the member has not been discharged for more than 2 days. For cases in which the member has been discharged, the length of stay must be less than 2 days OR have been a weekend admit/discharge in order to be eligible for re-evaluation.
- For Re-evaluation, please submit specific documentation requested to support approval of the admission or continued stay to and fax to: **(866) 553-9263**.
- To request a Peer to Peer review, please call toll free: **(866) 814-2221**.

MEDICARE DOES NOT ALLOW RE-EVALUATIONS AFTER THE MEMBER HAS BEEN DISCHARGED

- If the Medicare member has NOT discharged and additional supporting documentation is available, **please call and discuss the case with your assigned CRC listed on the first page and please fax to: (866) 553-9263**. A Molina MD is also available to conduct a peer to peer on the case at: **(866) 814-2221**.
- If the Medicare member has discharged, the hospital must follow the Medical Claims Review process for Medicare which is outlined in the Molina Provider Manual. Please submit minimal additional clinical information to support medical necessity with the claim via the Molina Provider Portal at: [Availity.com/providers/](https://www.availity.com/providers/)

RETROSPECTIVE REVIEW

- When notification of a **Medi-Cal** or **Marketplace** (Covered California) member admission is not submitted to Molina timely, but in **less than 30 days**, the hospital should utilize the Retrospective Review Process. Please submit, via fax, a service request form to:

FAX: (866) 553-9263

- If EMR is unavailable, please submit via fax, ER Report, H&P, Admitting orders, dictated specialty consultations, documentation supporting the inpatient admission and continued stay, D/C orders, and D/C Summary for the duration of the hospital stay.
- There is no Retrospective Review process for Medicare and MMP, therefore, please submit a medical claim and **minimal** medical records supporting medical necessity of the admission and continued stay, ER Report, H&P, Admitting orders, dictated specialty consultations, documentation supporting the inpatient admission and continued stay, D/C orders, and DC Summary via the Molina Provider Portal at: [Availity.com/providers/](https://www.availity.com/providers/)

PHARMACY

- For pharmacy questions related to discharge needs during business hours, please contact **Molina Pharmacy Dept. at (855) 322-4075 – follow the prompts for line of business and pharmacy**. After-hours, please contact **Caremark Nurse Advice Intake Line at (888) 543- 5897**.



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CONTRACTED PROVIDERS

- Please see Molina Healthcare website for complete listing here: Molina.sapphirethreesixtyfive.com.