

Provider Bulletin

Molina Healthcare of California

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August 13, 2026

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Reminder regarding charges for forms and information requests

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

Medi-Cal Members May Not Be Charged for Certain Forms or Information Requests

The Department of Health Care Services (DHCS) Office of the Ombudsman has reported an increase in inquiries regarding providers charging Medi-Cal members fees for completing forms or providing information needed to support claims or appeals related to eligibility for public benefit programs.

Providers are reminded that, pursuant to **California Health & Safety Code Section 123114**, health care providers **may not charge patients a fee** for completing forms or providing information responsive to forms that support a claim or appeal regarding eligibility for a public benefit program.

Please ensure your staff are aware of and comply with this requirement. Medi-Cal members must not be charged for completing the types of forms identified by DHCS or for providing information necessary to support eligibility determination or appeal.

Provider Action

For additional details, please refer to the DHCS provider reminder issued on November 20, 2024.

DHCS Reminder: [Medi-Cal Members May Not Be Charged for Forms or Providing Information](#)

Thank you for your continued partnership and commitment to ensuring access to care and services for Medi-Cal members.

What if you need assistance?

If you have any questions regarding the notification, please contact your [Molina Provider Relations Representative](#).

