

Provider Bulletin

Molina Healthcare of California

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September 3, 2025

- ☒ Imperial
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Digital Correspondence is now available in Availity Essentials

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

What you need to know:

The Digital Correspondence (DC) Hub is a brand-new tool, crafted to streamline communication, allowing providers to receive, manage, and track digital communications from Molina within the Availity Essentials workflow. This will reduce inefficiencies tied to traditional correspondence methods.

What's Available Today:

The first communication type available in the DC Hub is Prior Authorization (PA) letters. Providers who submit PA requests through Availity Essentials will now be able to view letters digitally – no more waiting on paper!

Key Reminders:

- Only letters initiated through Availity will appear in the DC Hub.
- Only the requesting provider will have access to view the correspondence.
- Letters generated before August 22, 2025, will not be visible in the hub.

Provider Action

Training is available from Availity to help you get familiar with the Digital Communications Hub application.

Sign in to the Availity Essentials Provider Portal to access on-demand recording or to register for a live session with Availity when available: availity.com

For more information, please see the attachment.



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
Los Angeles County	Clemente Arias Elias Gomez Velma Castillo	562-233-1753 562-723-9760 626-721-3089	Clemente.Arias@molinahealthcare.com Elias.Gomez@molinahealthcare.com Velma.Castillo@MolinaHealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-783-0005	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	916-268-1418	Johonna.Eshalomi@molinahealthcare.com
San Bernardino County	Luana McIver	909-454-4247	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-419-3026	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	951-447-7585	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Brigitte Maldonado	760-421-1466	Brigitte.Maldonado@MolinaHealthcare.com
San Diego County	Tan Do Rita Weldy	858-287-4869 619-403-7773	Tan.Do@molinahealthcare.com Rita.Weldy@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
Los Angeles County	Melessa Belcher	714-813-8522	Melessa.Belcher@MolinaHealthcare.com
Imperial, San Diego & Sacramento	MiMi Howard Laura Gonzalez, Manager	562-455-3754 562-325-0368	Smimi.Howard@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino	MiMi Howard	562-455-3754	Smimi.Howard@molinahealthcare.com

If you are not contracted with Molina and your fax number is not shared with a contracted provider, and you wish to opt out of receiving the MHC Provider Bulletin, please email mhcproviderbulletin@molinahealthcare.com.

Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

Molina Healthcare of California: 200 Oceangate, Suite 100, Long Beach, CA 90802

Molina Healthcare: Digital correspondence now available in Availity Essentials

Molina is stepping into a new era with digital correspondence!

What is it?

The Digital Correspondence Hub is a brand-new tool, crafted to streamline communication, allowing providers to receive, manage, and track digital communications from Molina within the Availity Essentials workflow. This will reduce inefficiencies tied to traditional correspondence methods.

Experience the future of communication with our digital letters (initially rolling out with Prior Authorization letters) along with paper letters! Digital PA letters will be sent in real-time and tracked seamlessly.

What does this mean for providers?

As a provider, Digital Correspondence offers an easy way to manage and track digital communications in one place, integrating with other applications in Availity Essentials.

Molina will be launching this innovation with prior authorization letters!

By transitioning to digital correspondence, providers can:

- Effortlessly access it anytime and anywhere (24/7)
- View letters in real time (within seconds of receipt rather than waiting days or weeks)
- View multiple types of letters, including Approval/Denial and progress of the authorization case (Ad Hoc Letters), and
- Print & download response letters.

Training is available

Training is available from Availity to help you get familiar with the Digital Communications Hub application. Click on the link to access Availity's on-demand recording or to register for a live session with Availity when available: [DC Hub Training Demo](#).

Register Today

If your organization is not currently registered for Availity Essentials, the designated Availity administrator should go to [Availity.com](#) and select Get Started. For assistance registering with Availity Essentials, visit [Availity Customer Support](#).