

Provider Bulletin

Molina Healthcare of California

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December 24, 2025

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

Clinical Contact Information Request

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

What you need to know:

To support timely and efficient handling of clinical information requests and denial-related inquiries, Molina Appeals and Grievance requires direct access to designated contacts within each IPA/MSO. At this time, many organizations have provided only general phone numbers without a specific contact, which has resulted in delays in obtaining necessary information.

All IPAs and MSOs supporting Molina Medicare are required to provide designated contacts for the following functional areas:

- Appeals
- Grievances
- Quality Improvement Organization/QIO (appeals for inpatient/SNF)

For each area listed above, please submit the following information:

- Contact name
- Direct phone number
- Email address

When this is happening:

Please provide information by **Friday, January 2, 2026**.

Provider Action

Please email the requested contact information to your assigned Provider Relations Representative (PRR). A list of PRRs and their contact information is included with this Provider Bulletin.



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 Anisha Brar	562-233-1753 562-723-9760 626-721-3089 562-756-1347	Clemente.Arias@molinahealthcare.com Elias.Gomez@molinahealthcare.com Velma.Castillo@molinahealthcare.com Anisha.Brar@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 Christian Hernandez	760-421-1466 N/A	Brigitte.Maldonado@molinahealthcare.com Christian.Hernandez@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	Brittney Aguilar	916-216-9882	Brittney.Aguilar@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.