

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

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

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Marketplace (Covered CA)

PROVIDER TYPES: **Medical Group/ IPA/MSO****Primary Care**

- IPA/MSO
- Directs

Specialists

- Directs
- IPA

 Hospitals**Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

Molina Guided Care Announcement

This is an advisory notification to Molina Healthcare of California (MHC) network providers to introduce Molina Guided Care, our new rebranded name for palliative care services. Guided Care still follows the same procedure for referral as palliative care.

While Guided Care is not hospice care, it intends to provide an improved quality of life by reducing pain, stress, and confusion. Members who begin Guided Care can expect reduced hospitalizations, fewer unnecessary or unwanted treatments, and support for both the member and their family.

Authorization Requirements

Guided Care is not a specific benefit under most health plans but can still be covered under Medicare and Dual options. Guided Care requires prior authorization under most circumstances. To trigger a consult with our Guided Care program, a patient will need to be reported with ICD-10 code Z51.5 "Encounter for palliative care" along with the diagnosis codes for their chronic condition. Our team of nurse practitioners and case managers will identify what kind of care is needed for each individual case.

Examples of the most appropriate candidates for Guided Care are patients diagnosed with a chronic condition such as:

- Cancer
- Liver disease
- Congestive heart failure (CHF)
- Chronic obstructive pulmonary disease (COPD)
- A combination of serious conditions such as diabetes or stroke

Providers are encouraged to direct members to:

<http://www.molinaguidedcare.com/>, where they will find a video, important documents, and other information about this program.

Members can find more information about non-professional caregiving from a family member or friend at: <https://www.molinacaregiving.com/>.

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative. Please refer to the phone numbers listed below:

Service County Area	Provider Services Representative	Contact Number	Email Address
California Hospital Systems	Deletha Foster	909-577-4351	Deletha.Foster@molinahealthcare.com
	Shelly Lilly	858-614-1586	Michelle.Lilly@molinahealthcare.com
Los Angeles	Clemente Arias	562-517-1014	Clemente.Arias@molinahealthcare.com
	Christian Diaz	562-549-3550	Christian.Diaz@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento	Jennifer Rivera Carrasco	562-542-2250	Jennifer.RiveraCarrasco@molinahealthcare.com
San Bernardino	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com
San Diego / Imperial County	Briana Givens	562-549-4403	Briana.Givens@molinahealthcare.com
	Carlos Liciaga	858-614-1591	Carlos.Liciaga@molinahealthcare.com
	Salvador Perez	562-549-3825	Salvador.Perez@molinahealthcare.com

If you are not contracted with Molina and wish to opt out of the Just the Fax, email: mhcproviderjustthefax@molinahealthcare.com
Please include provider name and fax number and you will be removed within 30 days.