

Provider Bulletin

Molina Healthcare of California

molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

April 3, 2025

- ☒ Imperial
- ☒ Riverside
- ☒ San Bernardino
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- ☐ Sacramento
- ☒ San Diego

ACTION REQUIRED: Changes to Molina Healthcare's Medicare Criteria

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

What you need to know:

Dear Delegated Partners:

We would like to inform you about an important change to the Molina Medicare Criteria in meeting the CMS 2024 Final Rule requirements.

Effective immediately, the use of Apollo, InterQual or any clinical criteria other than MCG will no longer be approved for clinical review of Molina Medicare members. This change also applies to all our delegated partners contracted for all Medicare lines of business.

Molina utilizes MCG criteria, which is made available to the public on the health plan's website at molinahealthcare.com/members/common/en-US/clinicalpolicies.aspx

For any group considering the use of InterQual or other criteria in the future, delegates will need to obtain prior approval from the Plan.

When this is happening:

Effective immediately.

Provider Action

Our Delegation Oversight team will continue to provide oversight in ensuring that the correct hierarchy and criteria are being utilized, including compliance to this change. Delegates not adhering to the CMS rules will be subject to corrective actions which will be escalated to the Delegation Oversight Committee for potential further actions.

Please ensure that this information is communicated to all relevant parties within your teams. If you have any questions or need further clarification, do not hesitate to reach out.

Thank you for your attention to this matter.



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 Daniel Amirian Anita White Elias Gomez	562-517-1014 562-549-4809 562-980-3947 562-517-0445	Clemente.Arias@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Princess.White@molinahealthcare.com Elias.Gomez@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	279-895-9354	Johonna.Eshalomi@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	562-549-3957	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Lincoln Watkins Tan Do	858-974-1758 858-287-4869	Lincoln.Watkins@molinahealthcare.com Tan.Do@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
San Diego, Sacramento, & Imperial California Facilities	Dolores Garcia	562-549-4900	Dolores.Garcia@molinahealthcare.com
Los Angeles, California Facilities	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino, California Facilities	MiMi Howard	562-549-3532	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.

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