

Provider Bulletin

Molina Healthcare of California

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June 3, 2024

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2024 Annual Model of Care Provider Training Requirements

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:

MHC is required to provide annual training regarding our Model of Care (MOC) program for Special Needs Program (SNP) enrollees. The MOC is the foundation for MHC's care management policy, procedures, and operational systems for our SNP population. MHC requires compliance with provider education and training programs. All contracted Medicare PCPs, key high-volume specialists, and certain delegates are required to complete MOC training annually. Follow the instructions in the **Provider Action** section to complete the 2024 training.

When this is happening:

To ensure that MHC remains compliant with the Centers for Medicare and Medicaid (CMS) regulatory requirements for MOC training, **receipt of a completed Attestation Form is due to MHC no later than October 31, 2024.**

Note: If one Attestation Form is being returned for a group or clinic, it must be signed by an individual with the authority to sign on behalf of the group/clinic. Additionally, an attendance roster indicating which providers completed the training must be attached.

Thank you for your immediate response and cooperation!

Provider Action

1. Take the MOC Training
 - a. Written MOC training materials:
molinahealthcare.com/providers/common/medicare/~media/Molina/PublicWebsite/PDF/Providers/common/medicare/2024%20Model%20of%20Care%20Provider%20Training
 - b. Quick Reference Guide on MOC Provider Training:
molinahealthcare.com/~media/Molina/PublicWebsite/PDF/Providers/common/medicare/model-of-care-Provider-Training-QRG.pdf
2. Complete and sign the MOC Training Attestation Form:
molinahealthcare.com/providers/common/MOC/CA.aspx
3. Return Attestation Form to MHC via the automated submit button on the form or via email at:
 - a. Inland Empire:
MOC_InlandEmpire@MolinaHealthcare.com
 - b. Los Angeles:
MOC_LosAngeles@MolinaHealthcare.com
 - c. Imperial:
MOC_Imperial@MolinaHealthcare.com
 - d. San Diego:
MOC_SanDiego@MolinaHealthcare.com



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
California Hospital Systems (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Teresa Suarez Laura Gonzalez Mimi Howard	562-549-3782 562-549-4887 562-549-3532	Teresa.Suarez2@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com Smimi.Howard@molinahealthcare.com
Los Angeles County	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts Anita White	562-517-1014 562-549-3550 562-549-4809 562-549-4069 562-980-3947	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Latoya.Watts@molinahealthcare.com Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi Marina Higby	279-895-9354 916-561-8550	Johonna.Eshalomi@molinahealthcare.com Marina.Higby@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	Salvador Perez Dolores Ramos Lincoln Watkins	562-549-3825 562-549-4900 858-300-7722	Salvador.Perez@molinahealthcare.com Dolores.Ramos@molinahealthcare.com Lincoln.Watkins@molinahealthcare.com

Please take a few moments to participate in our Communication Preference Survey. Your feedback will directly influence Molina's engagement with providers, creating a more seamless and efficient communication experience for our network.

Take the survey at molinahealthcare.surveymonkey.com/r/VS5RGTG!