



Important Information for Providers on Long Term Care Missed Services Notification

February 1, 2021

Dear Provider,

The purpose of this communication is to provide guidance on real time reporting. If you should run into any barriers to necessary care for members who receive LTSS Services, Molina Healthcare of Florida is asking you to reach out to our Case Management Department for assistance. Case Managers are available to help members and providers in coordinating care whenever missed services occur or are expected to take place in the future.

Missed Services Notification

Effective immediately upon receipt of this notice, when care is scheduled to be missed or is missed without notice due to any event, providers must notify the Molina Case Managers upon discovery. Case Managers will work with you on missed service resolution. If you are unable to reach the Case Manager, please notify the Molina LTSS Case Management Department (see information below).

If you have any questions, please contact Molina Healthcare Case Management Team (MFL-LTC/Solutions) at:

mfl-ltc-solutions@molinahealthcare.com

Molina Case Management Business Hours are Monday – Friday 8-5 pm