



Molina Healthcare Provider Services Quick Reference Guide

General Phone Numbers:

- **Member Services – Phone:** 866-472-4585 **Fax:** 866-422-6445 **TDD/TTY:** 800-955-8771
- **Provider Services – Phone:** 855-322-4076 **Fax:** 562-499-0719
- **Web Portal Help Desk - 866-449-6848**
- **Utilization Management (Prior Authorizations, Case Management) -
Phone:** 855-322-4076 **Fax:** (MMA/LTC/MP) 866-440-9791 (MCR) 866-472-9509
- **MFL Pharmacy (CVS Caremark Prior Authorizations) – Phone:** 866-472-4585 x 752211
- **Nurse Advice Line (24 hours/7 days a week) –
Phone:** (English) 888-275-8750 (Spanish) 866-648-3537 **TDD/TTY:** 866-735-2929

Claims Submission:

Paper Claims Address

MMA/LTC/MP

Molina Healthcare of Florida Claims
PO Box 22812
Long Beach, CA 90801

Paper Claims Address

Medicare

Molina Healthcare of Florida Claims
PO Box 22811
Long Beach, CA 90801

Electronic Claim Submission

EDI Claims: Emdeon
Payer ID# 51062

Electronic Funds (EFT)

Change Healthcare
ProviderNet
877-389-1160

<https://providernet.adminisource.com>

Claim Recovery Unit

Phone: 866-642-8999

Vendors

Transportation

All LOB's

Access2Care
Phone: 877-775-7340
TDD/TTY: 711

Behavioral Health

All LOB's

Beacon Health Options
Phone: 800-221-5487
www.beaconhealthoptions.com

Labs (Preferred)

Quest Diagnostics

Phone: 866-MYQUEST
www.questdiagnostics.com

Vision

MMA/LTC/MCR

ICARE Solutions
Phone: 855-373-7627
www.mycarehealth.com

Vision

Marketplace

Vision Service Plan
Phone: 800-615-1883
www.vsp.com

DME, Home Health, Home Infusion

MMA/MP/MCR

Coastal Care Services
Phone: 855-481-0505
www.ccsi.care



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Hearing

Medicare

HearUSA (Effective: 01/01/20)

Phone: 800-333-3389

www.hearusa.com

Hearing

MMA

Contact Molina Healthcare

Therapy – PT/OT/ST

MMA/MP/MCR

Health Network One

Phone: 888-550-8800

Dental

Marketplace

Dentaquest

Phone: 877-468-5581

www.dentaquest.com

Dental

Medicare

Delta Dental (Effective 01/01/20)

Phone: 800-521-2651

www.deltadental.com

Therapy – Art & Pet

MMA

Medical Transportation

Management

Phone: 888-521-2651

www.mtm-inc.net

Over-The-Counter Benefit

MMA

Navarro Pharmacy

For a list of locations: <http://www.navarro.com/store-locator.htm>

For more information please contact Molina Healthcare Provider Services at: 855-322-4076 or via email at: MFLProviderServices@MolinaHealthcare.com