

Provider Bulletin

Molina Healthcare of California

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

March 19, 2026

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

Teladoc (Telehealth) Services for Behavioral Health

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

What you need to know:

Molina Healthcare is reminding providers that tele-doctor (telehealth) services are a covered benefit for behavioral health services for eligible Marketplace members. Providers are encouraged to inform members about the availability of virtual behavioral health services through Teladoc, which offers convenient access to confidential mental health care.

Teladoc® Behavioral Health Services for Marketplace Members

Molina Healthcare is pleased to offer Teladoc to Marketplace members. Members can use their phone, video, or mobile app to access care.

Key Features

- Virtual doctor visits with no cost share
- Convenient online or phone visits, without leaving home
- No appointment needed – get the right care, right now

Teladoc offers confidential therapy services that support members experiencing:

- Anxiety
- Depression
- Marital or relationship issues
- Stress
- Grief
- And more

Important: If a member believes they are experiencing a medical emergency, they should call 911 or proceed to the nearest emergency room.

Provider Action

Information Providers Can Share With Members

Providers are encouraged to share the following information directly with Marketplace members:

Set Up Your Teladoc Account Today

Members can choose one of three easy ways to get started:

Online

- Go to:

teladochealth.com/molinamarketplace

Mobile App

- Download the Teladoc app and click “Set up your account.”

Visit: teladochealth.com/mobile to download the app.

Phone

- Call 1-800-TELADOC (1-800-835-2362) for assistance registering over the phone.

What Members Should Expect

- Members will be asked to provide their medical history.
- Health records are 100% secure and private and shared only with Teladoc providers to support effective care.
- Once registered, members may request an online or telephone visit at any time by clicking “Request a Consult.”
- Members may also call (800) 835-2362 to speak directly with a Teladoc agent and request a consult.



Additional Information

Teladoc behavioral health services are part of Molina Healthcare's commitment to expanding access to high-quality, convenient care options for Marketplace members.

Members can receive the same services offered by Teladoc either in-person or via telehealth from their PCP or other Molina network provider.

Providers should continue to follow applicable behavioral health referral, documentation, and medical necessity requirements as outlined in the Marketplace Provider Manual.

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	562-233-1753	Clemente.Arias@molinahealthcare.com
	Elias Gomez	562-723-9760	Elias.Gomez@molinahealthcare.com
	Velma Castillo	626-721-3089	Velma.Castillo@molinahealthcare.com
	Anisha Brar	562-756-1347	Anisha.Brar@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-783-0005	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	916-268-1418	Johonna.Eshalomi@molinahealthcare.com
San Bernardino County	Luana McIver	909-454-4247	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-419-3026	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	951-447-7585	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Brigitte Maldonado	760-421-1466	Brigitte.Maldonado@molinahealthcare.com
	Christian Hernandez	619-669-3307	Christian.Hernandez@molinahealthcare.com
California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
Los Angeles County	Melessa Belcher	714-813-8522	Melessa.Belcher@molinahealthcare.com
Imperial, San Diego & Sacramento	Brittney Aguilar	916-216-9882	Brittney.Aguilar@molinahealthcare.com
Riverside & San Bernardino	MiMi Howard	562-455-3754	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.