



**Molina Healthcare of California
Provider/Practitioner Manual**

Contacts

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IMPORTANT PHONE NUMBERS AND ADDRESSES

Molina Healthcare of California (MHC) Corporate Office

200 Oceangate, Suite 100,
Long Beach, CA 90802

Main Phone (562) 4996191
Toll Free (888) 6654621
TTY (800) 4793310

Department	Contact Information
<p>California Children Services (CCS)/ Medical Case Management:</p> <p>The CCS/Medical Case Management Department coordinates referrals to CCS offices and manages the coordination of health care services for members with catastrophic and/or chronic medical conditions.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Phone: (888) 665-4621 Fax: (888) 273-1735</p>
<p>Child Health and Disability Prevention (CHDP):</p> <p>The Child Health and Disability Prevention Department handles all orders for PM 160s and processes PM 160s from Primary Care Practitioners.</p> <p>On line submission of PM 160s HYPERLINK "http://www.molinahealthcare.com" www.molinahealthcare.com</p>	<p>P.O. Box 16027 Mailstop "HFW" Long Beach, CA 90806 Attn: CHDP Department</p> <p>Phone: (800) 526-8196 Ext. 127350 Fax: (562) 499-6117</p>
<p>Claims Department:</p> <p><i>First Time Submission, Contested or Corrected Claims</i></p> <p>Molina Healthcare is responsible for processing all of its members' claims. Those Providers/Practitioners with affiliations with a Molina Healthcare subcontracted IPA or a shared risk group should submit claims and appeals to the affiliated IPA/shared risk group per their affiliation contract. Send written correspondence or claims, tracers, or adjustments to the following address:</p>	<p>P.O. Box 22702 Long Beach, CA 90801</p> <p>Phone: (888) 665-4621 Fax: (562) 499-6117 Tracers</p>
<p>Fee-For-Service Claim Submission</p> <p>On line submission: HYPERLINK "http://www.molinahealthcare.com" www.molinahealthcare.com</p>	

<p>Community Outreach:</p> <p>The Community Outreach staff provides outreach and organizes participation in community events such as health fairs.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Phone: (800) 898-9892 Fax: (866) 440-9697</p>
<p>Credentialing:</p> <p>The Credentialing Department verifies all information for Credentials Committee approval on each Provider/ Practitioner to evaluate the applicant's qualifications to be credentialed or recredentialed. Recredentialing of Providers/Practitioners is conducted at least every three (3) years.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Credentialing Phone: (800) 526-8196, Ext. 120117 Fax: (562) 951-1504</p>
<p>Department of Health Care Services (DHCS) Medi-Cal Managed Care Division:</p>	<p>P.O.Box 997413 Mail Stop 4400 Sacramento, CA 95899 -7413</p> <p>Phone: (916) 449-5000</p>
<p>Department of Managed Health Care (DMHC):</p> <p>The Department of Managed Health Care (DMHC) is the regulatory body that licenses and oversees health maintenance organizations. The DMHC is responsible for regulating health care service plans. The DMHC accepts complaints regarding health plans by telephone. If a beneficiary has a grievance, he/she should contact the Plan and use the Plan's grievance process.</p>	<p>Phone: (800) 400-0815</p>
<p>Department of Social Services (DSS):</p> <p>The DPSS Public Inquiry and Response unit handle inquiries from Medi-Cal beneficiaries regarding fair hearings.</p>	<p>Phone: (800) 952-5253 TDD: (800) 952-8349</p>
<p>Eligibility List Distribution:</p> <p>The Member services department is responsible for distribution of eligibility rosters (reports) on a monthly basis to all direct Primary Care Practitioners and IPA/Medical Groups.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Phone: (888) 665-4621/ Option 1 Fax: (562) 901-9632</p>
<p>Eligibility Verification:</p> <p>The Member Services Department verifies both member eligibility and PCP assignment.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Molina Eligibility Unit: (888) 665-4621/ Option 1</p>

	<p>Interactive Voice response (IVR): (800) 357-0172</p> <p>Healthy Families Eligibility: (866) 848-9166</p> <p>Fax: (562) 901-9632</p>
<p>Encounter Data:</p> <p>The encounter Data Department handles all encounters form capitated services.</p>	<p>P.O. Box 22807 Long Beach, CA 90801</p>
<p>Facility Site Review:</p> <p>The Facility Site Review is conducted as part of the PCP credentialing process. Members are not assigned until the facility has passed the site review. A rereview is conducted at the time of recredentialing every three (3) years.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Facility Site Review Phone: (800) 526-8196, Ext. 120118 Fax: (562) 951-8325</p>
<p>Health Care Options (HCO):</p> <p>The Health Care Options Contractor processes MediCal Managed Care enrollments and disenrollments. Please refer members to the HCO callin number.</p>	<p>Phone: (800) 4304263 (all languages)</p>
<p>Health Education/Cultural and Linguistic Services:</p> <p>The Health Education and Cultural/Linguistic Services Department assist members and providers in accessing health education and disease management programs and services. These include adult and pediatric asthma, diabetes, prenatal education, smoking cessation and weight control. The department also oversees the delivery of interpreter services for Molina's limited English proficient (LEP) members. The department also makes available educational materials to assist providers in delivering patient education to their Molina members.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Health Education Information Phone: (800) 526-8196, Ext. 127532 Fax: (562) 901-1176</p> <p>Interpreter Services Information Phone: (800) 5268196, Ext. 127421</p>
<p>Managed Care Ombudsman:</p> <p>The Department of Health Services (DHS) Managed Care Ombudsman will investigate and attempt to resolve complaints involving managed care plans that members have been unable to resolve through their health plans. Members may call at any time for information, questions, assistance, or complaints.</p>	<p>DHS Managed Care Ombudsman Phone: (888) 452-8609</p>

<p>Member Services:</p> <p>The Member Services Department handles all telephone and written inquiries from members regarding claims, benefits, eligibility/identification, selecting or changing primary care physicians, grievances, and appeals. The Member Services Department telephone calls are distributed to the representatives via an I.C.D. queue.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Phone: (888) 665-4621 Fax: (310) 507-6186 TTY/TTD: (800) 479-3310</p>
<p>Molina Healthcare Ombudsman:</p> <p>The Ombudsman phone provide customers with guidance should they be unsure of how to proceed with a question, concerns or problems. The Ombudsman assist in those instances where they believe the normal Molina process has not adequately addressed their questions, concerns, or problems.</p>	<p>Molina Healthcare Ombudsman Phone: (877) 665-4627</p>
<p>Nurse Advice:</p> <p>The Nurse Advice Program is staffed during Molina Healthcare business hours and after hours by Registered Nurses for member assistance and referral.</p>	<p>Phone: (888) 275-8750 for English Phone: (866) 6483537 for Spanish</p>
<p>Pharmacy Authorizations:</p> <p>The Molina Healthcare Pharmacy Authorization Desk is responsible for Molina Healthcare's Drug Formulary inquiries and drug prior authorization requests. Requests for copies of Drug Formularies should be directed to Molina Healthcare Provider Services.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Phone: (800) 5268196, Ext. 127854 Fax: (866) 508-6445</p>
<p>Provider Dispute Resolutions:</p> <p>The Provider Dispute Resolution unit is responsible for providing a fast, fair and costeffective dispute mechanism to process and resolve contracted and non-contracted provider disputes. Formal disputes must be submitted in writing.</p>	<p>Claims Provider Dispute Resolution Unit P.O. Box 22722 Long Beach, CA 90801</p>
<p>Provider Information Management (PIM):</p> <p>The PIM Department is responsible for the maintenance of Molina's Provider Network which includes all demographic updates, in addition to provider additions and terminations.</p>	<p>Fax: (562) 499 – 0619 Email – HYPERLINK "mailto: MHCPIM@MolinaHealthcare.com" MHCPIM@MolinaHealthcare.com</p>
<p>Provider/Practitioner Education and Communications:</p>	

<p>The Molina Healthcare Provider Education Training and Communications staff informs Providers/Practitioners about MediCal policies and procedures through Provider/Practitioner manuals, bulletins, newsletters, and workshops.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Phone: (800) 526-8196, Ext. 127688 or 127414 Fax: (562) 951-1529</p>
<p>Provider/Practitioner General Information and Assistance:</p> <p>The Molina Healthcare Provider services Department is the Provider/Practitioner liaison to the health plan's administrative programs. This department handles telephone and written inquiries from Providers/Practitioners regarding contracting, capitation verification, scheduling of in-service training, site audit status and credentialing information and status.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Toll Free: (888) 665-4621</p> <p>Regional Local Numbers:</p> <p>Los Angeles Regional Office Phone: (562) 499-6191 ext. 127680 or 127690 Fax: (562) 951-1529</p> <p>Sacramento Regional Office Phone: (916) 561-8540 ext. 128543 Fax: (916) 561-0355</p> <p>Riverside/San Bernardino Regional Office: Phone: (909) 430-0018 ext. 128007 or 128010 Fax: (909) 430-0071</p> <p>San Diego Regional Office: Phone: (858) 614-1580 ext. 123600 Fax: (858) 5031210</p>
<p>Quality Improvement (QI):</p> <p>The QI Department is responsible for management of the QI program, HEDIS and CAHPS (member satisfaction) reporting and oversight of appointment standards. It updates and distributes preventive care guidelines and clinical practice guidelines.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Phone: (800) 526-8196, Ext. 126137 Fax: (562) 499-6185</p>
<p>Utilization Management, Referrals, & Authorization</p> <p>The Medical Affairs Department conducts concurrent review on inpatient cases and facilitates referral requests for specialty care services. This includes Molina Healthcare urgent referral requests for Member who requires services within seventy two (72) hours based on urgency of member's medical condition. Authorization decision completed within seventy two (72) hours.</p>	<p>200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Phone (800) 526-8196, Ext. 126400/(Outpatient) (800) 526-8196, Ext. 126410/(Inpatient)</p> <p>Fax (800) 811-4804/Prior Authorization (866) 472-6303/Notification of Admissions and Concurrent Review</p>

<p>Other elective referral requests for Member who requires services within two (2) weeks. Authorization decision completed within three (3) business days.</p>	<p>Clinically Urgent Referral Requests Phone: (800) 526-8196, ext. 126400 Fax: (800) 811-4804</p> <p>Elective Referral Request Phone: (800) 526-8169 ext. 126400 Fax: (800) 811-4804</p>
<p>Vision Care</p> <p>March Vision Care Group</p>	<p>Toll Free Customer Service: Phone: (888) 493-4070</p>

SECTION 29: COUNTY CONTACT INFORMATION

LOS ANGELES COUNTY

(Subcontracted to Health Net)

**Molina Healthcare of California
Corporate Office**
(562) 435-3666
200 Oceangate, Suite 100
Long Beach, CA. 90802
Attn: Provider Services

Public Health and Special Services Contact Information:

California Children's Services (CCS) Program

County Department of Health
9320 Telstar Avenue, Suite 226
El Monte, CA. 91731
(800) 288-4584 phone
(800) 924-1154 fax

Child Health and Disability Prevention (CHDP) Program

City of Los Angeles
9320 Telstar Avenue, Suite 226
El Monte, CA. 91731
(800) 993-2437
(626) 569-9350 fax

PM 160 County Code: 352M

City of Long Beach
Health Department
2525 Grand Avenue
Long Beach, CA. 90815
(562) 570-4000

Comprehensive Perinatal Services Program (CPSP)

Los Angeles: (213) 639-6419
Long Beach: (562) 570-4060
Pasadena: (626) 744-6091

Communicable Disease Reporting

Los Angeles County
313 N Figueroa Street # 117
Los Angeles, CA 90012
(213) 240-7821 phone
(888) 397-3778 fax

Long Beach City-Epidemiology
2525 Grand Avenue
Long Beach, CA. 90815
(562) 570-4301 phone
(562) 570-4374 fax

Los Angeles County Mental Health

550 South Vermont Avenue
Los Angeles, CA. 90020
(800) 854-7771

Regional Centers

Eastern Los Angeles Regional Center (626) 299-4700
1000 S. Fremont Avenue
PO Box 7916
Alhambra, CA. 91802-4700

Frank D. Lanterman Regional Center (213) 383-1300
3303 Wilshire Blvd.
Suite 700
Los Angeles, CA. 90010-2197

Harbor Regional Center (310) 540-1711
21231 Hawthorne Blvd.
Torrance, CA. 90503

North Los Angeles Regional Center (818) 778-1900
15400 Sherman Way, Suite 170
Van Nuys CA. 91406

San Gabriel/Pomona Regional Center (909) 620-7722
761 Corporate Center Drive
Pomona, CA. 91768

South Central Los Angeles Regional Center (213) 763-7800
650 West Adams Blvd., Suite 200
Los Angeles, CA. 90007

Westside Regional Center (310) 258-4000
5901 Green Valley Circle, Suite 320
Culver City, CA. 92030-1024

Special Supplemental Nutrition Program for Women, Infants and Children (WIC)

Antelope Valley (661) 949-5805
Long Beach (562) 570-4242
Northeast Valley (818) 361-7541
Orange County Health Care (714) 834-8333
Pasadena (626) 744-6520
Public Health Foundation (888) 942-2229 or (626)856-6600
Watts Health Foundation (323) 568-3070
Harbor-UCLA Research and Education Institute (310) 661-3080

Substance Abuse-CASC Community Assessment Service Center

(800) 564-6600

HIV Services/AIDS Wavier

(Los Angeles County Department of Health)
(213) 240-8117 -directory business office
(213) 351-8001 AIDS Program
(213) 351-8117 HIV Epidemiology

TB Control Program

Los Angeles County Department of Health Services-Public Health
2615 S. Grand Avenue, Room 507
Los Angeles, CA 90007
(213) 744-6160 phone
(213) 749-0926 fax

Los Angeles County Public Health

(213) 240-8204

HEALTH NET-IMPORTANT PHONE NUMBERS AND ADDRESSES

Molina Healthcare of California is sub-contracted to Health Net in Los Angeles. If the member is a Medi-Cal beneficiary enrolled in Molina Healthcare in Los Angeles you must contact Health Net for Member Eligibility, Enrollment or Disenrollment. Please see important phone numbers listed below.

Business Integration Services - Electronic Data Interchange (BIS-EDI)

BIS-EDI processes electronic claims and encounter data.

12033 Foundation Pl., 2nd Floor, Rancho Cordova, CA 95670
(916) 935-3178

Eligibility Department

The Eligibility Department verifies member eligibility. It is available 7 a.m. - 7 p.m., Monday through Friday.

11971 Foundation Place, Rancho Cordova, CA 95670
(800) 554-1444

Facility Site Review Compliance Department

The Facility Site Review Compliance Department provides one-on-one education and provider support.

21287 Burbank Boulevard, Woodland Hills, CA 91367
(818) 676-5638
(818) 676-5454 Fax

Health Net Pharmaceutical Services (HNPS)

HNPS administers Health Net's Medi-Cal Recommended Drug List and drug prior authorization requests.

10834 International Drive, Rancho Cordova, CA 95670
(800) 867-6564
(800) 977-8226 Fax

Health Net Web site

Health Net's Web site offers information on member eligibility; claim status; Health Net reference materials such as the Recommended Drug List, Evidence of Coverage, and county-specific Medi-Cal Operations Manuals; forms; and information on how to contact Health Net.

www.health.net

Medi-Cal Claims

Send written correspondence, claims, tracers, adjustment requests, or denial reconsiderations to Health Net Medi-Cal Claims at the following address:

P.O. Box 14598, Lexington, KY 40512-4598

Medi-Cal Claims Appeals

Submit claims appeals to Health Net Medi-Cal Claims Appeals at the following address:

11971 Foundation Place, Rancho Cordova, CA 95670

Medi-Cal Member Services

The Medi-Cal Member Services Department handles telephone and written inquiries from members regarding claims, benefits, eligibility, identification, grievances and appeals, and selecting or changing primary care physicians.

21281 Burbank Boulevard C-5, Woodland Hills, CA 91367
(800) 675-6110
(818) 676-5387 Fax

E-mail:

Eligibility and billing inquiries
Claim status and denial inquiries
Capitated claims/non-payment

HNMedi-cal.Eligibility@health.net
HNMedi-cal.ClaimsInquiry@health.net
HNMedi-cal.ProviderBilling@health.net

RIVERSIDE COUNTY

**Molina Healthcare of California
San Bernardino/Riverside Regional Office**

(909) 430-0018

Send correspondence to: 200 Oceangate, Suite 100
Long Beach, CA. 90802
Attn: Provider Services

Public Health and Special Services Contact Information:

California Children's Services (CCS) Program

10769 Hole Avenue Suite 220

Riverside CA. 92505

Emergency Referrals: (951) 358-5401 phone
(951) 358-5198 fax

Child Health and Disability Prevention (CHDP) Program

3900 Sherman Drive, Suite G

Riverside CA. 92503

Mail: PO Box 7600

Riverside CA. 92513-7600

(951) 358-5481

PM 160 County Code: 355

Riverside CPSP Program Coordinator

(951)358-5260

Communicable Disease Control

(951) 358-5107

Riverside Department of Behavioral Health

(800) 706-7500 Access Unit

(951) 358-5352 Outpatient fax

(951) 358-4474 Inpatient fax

Inland Regional Center *(Serves both Riverside and San Bernardino County Areas)*

674 Brier Drive

San Bernardino, CA. 92408

(909) 890-3000 phone

(909) 890-3001 fax

Riverside WIC Program

(800) 455-4942

Substance Abuse

(951) 782-2400

HIV Services/AIDS Waiver Program

(951) 358-5307

TB Control Program
(951) 358-5107

Riverside County Public Health
(951) 358-5000

SACRAMENTO COUNTY

Molina Healthcare of California
Northern Regional Administration Office
2277 Fair Oaks Blvd., Ste. 195
Sacramento, CA, 95825
(916) 561-8540

Public Health and Special Services Contact Information:

California Children's Services (CCS) Program

Department of Medical Systems
9616 Micron Avenue #640
Sacramento, CA. 95827
(916) 875-9900

Child Health and Disability Prevention (CHDP) Program

County Department of Health
9333 Tech Center Drive, #100
Sacramento, CA. 95826
(916) 875-7151

PM 160 County Code: 130

Comprehensive Perinatal Services Program (CPSP)

County Department of Health and Human Services
7001 East Parkway, Suite 600
Sacramento, CA. 95823
(916) 875-6171

Communicable Disease Reporting

Sacramento Department of Health Services
7001-A East Parkway, Sacramento, CA 95823
(916) 875-5471 phone
(916) 875-4069 fax

Sacramento County Mental Health Treatment Center

2130 Stockton Blvd.
Sacramento, CA. 95817
(916) 875-1055 8am-5pm
(916) 732-3637 Psychiatric Emergencies

Regional Center

Alta California Regional Center
2135 Butano Drive, Sacramento, CA.95825
(916) 978-6400

Special Supplemental Nutrition Program for Women, Infants and Children (WIC)

Sacramento Department of Health and Human Services
2251 Florin Road #100
Sacramento, CA. 95822
(916) 427-5500

Community Resource Project WIC Program

915 Broadway
Sacramento, CA.95818
(916) 326-5830

Substance Abuse

Alcohol and Drug Services Division
Sacramento Department of Health and Human Services
4875 Broadway Blvd. #129
Sacramento, CA. 95818
(916) 874-9754

HIV Prevention and Education

(800) 342-2437

TB Control Program

Sacramento County Department of Health and Human Services, Chest Clinic
2921 Stockton Blvd.
Sacramento, CA. 95817
(916) 874-9823 phone
(916) 874-9442 fax

Sacramento Public Health

(916) 875-5471

SAN BERNARDINO COUNTY

**Molina Healthcare of California
San Bernardino/Riverside Regional Office**

(909) 430-0018

Send correspondence to: 200 Oceangate, Suite 100
Long Beach, CA. 90802
Attn: Provider Services

Public Health and Special Services Contact Information:

California Children's Services (CCS) Program

515 N. Arrowhead Avenue
San Bernardino, CA. 92415

Emergency Referrals: (909) 387-8400 phone
(909) 387-8401 fax

Child Health and Disability Prevention (CHDP) Program

120 Carousel Mall
San Bernardino CA. 92415

(909) 388-0400 phone
(909) 388-0401 fax

PM 160 County Code: 356

San Bernardino CPSP Program Coordinator

(909) 388-1900 phone
(909) 388-1901 or (909) 388-1902 fax

Communicable Disease Control

(909) 383-3050

San Bernardino Department of Behavioral Health

(888) 743-1478 or (909) 381-2420 Access Unit
(909) 386-0775 fax

Inland Regional Center *(Serves both Riverside and San Bernardino County Areas)*

674 Brier Drive
San Bernardino, CA. 92408

(909)890-3000 phone
(909) 890-3001 fax

San Bernardino WIC Program

San Bernardino County Department of Public Health
351 N. Mountain View Avenue, Room 104

San Bernardino, CA. 92415-0010
(909) 387-8301

Substance Abuse

Alcohol and Drug Abuse Prevention Program
(909) 387-6280

HIV Services/AIDS Waiver Program
(*San Bernardino Public Health Department*)
(909) 388-5725

TB Control Program
799 E. Rialto Ave,
San Bernardino, CA 92415-0011
(909) 383-3287

San Bernardino County Public Health
(800) 782-4264

SAN DIEGO COUNTY

Molina Healthcare of California

San Diego Regional Office

(858) 614-1580

9665 Chesapeake Dr. Ste. #305

San Diego, CA 92123

Public Health and Special Services Contact Information:

California Children's Services (CCS) Program

County Department of Health

6160 Mission Gorge Road

San Diego CA. 92120

(619) 528-4000

Child Health and Disability Prevention (CHDP) Program

County Department of Health

3851 Rosecrans Street

PO Box 85222

San Diego, CA. 92110

(619) 692-8808

PM 160 County Code: 013

San Diego CPSP Program Coordinator

3851 Rosecrans Street

San Diego CA 92110

(619) 542-4053

Communicable Disease Reporting

San Diego County

(619) 515-6620

San Diego County Mental Health Plan contact information:

Providers call: (800) 798-2254

Members call: (800) 479-3339 (24-hour access line)

San Diego Regional Center information

San Diego Regional Center for the Developmentally Disabled

4355 Ruffin Road Suite 200

San Diego, CA. 92123-1648

(858) 576-2938

San Diego WIC Offices:

American Red Cross WIC

5911 University Avenue

San Diego, CA. 92115

(800) 500-6411

Mercy Hospital WIC
4077 Fifth Avenue
San Diego, CA. 92103
(619) 260-7054

North County Health Services
150 Valpreda Road Suite 202
San Marcos CA. 92069
(760) 752-4324

San Diego State University Foundation WIC
7323 Engineer Road Suite B
San Diego, CA. 92069
(888) 999-6897

San Ysidro Health Center WIC
1655 Broadway Street, Suite 17
Chula Vista, CA 94102
(619) 426-7966

Substance Abuse
Office of Alcohol and Drug Program
(619) 584-5007

AIDS Waiver Agency:
North County Health Services AIDS Case Management
150 Valpreda Road
San Marcos, CA 92069
(760) 736-6725 Phone
(760) 736-3210 Fax

TB Control Program
(619) 692-5565

San Diego County Public Health
(619) 531-5800