

**THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**

**COUNTIES:**

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

**LINES OF BUSINESS:**

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

**PROVIDER TYPES:**

**Medical Group/ IPA/MSO**

**Primary Care**

- IPA/MSO
- Directs

**Specialists**

- Directs
- IPA

**Hospitals**

**Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

**FOR QUESTIONS CALL PROVIDER SERVICES:**

(855) 322-4075, Extension:

**Los Angeles/Orange Counties**

X111113 X123071  
X127657

**Riverside/San Bernardino Counties**

X127684 X120618  
X121805

**Sacramento County**

X121360

**San Diego County**

X123006 X121401  
X127709 X121413  
X121599

**Imperial County**

X125682 X125666

## Nonemergency Hotline – Power Shutoffs

This is an advisory notification to Molina Healthcare of California (MHC) network providers regarding the Nonemergency Hotline Power Shutoffs.

The California Department of Health and Human Services (CHHS) has established a nonemergency hotline to assist medically vulnerable enrollees that have been impacted by the power shutoffs.

A nonemergency hotline has been established to help medically vulnerable Californians and health and community care facilities find resources in their communities during power shutoffs.

The hotline number is **(833) 284-3473**.

During power shutoffs or potential power shutoffs, hotline assistance will be available 9:00am-9:00pm.

Assistance is available in many languages. 711 Telecommunications Relay Services (TRS) are available for individuals with hearing or speech related disabilities. You can find more information on 711 TRS.

For more information please visit the link below:

<https://www.chhs.ca.gov/blog/2019/10/27/new-hotline-available-to-help-californias-most-vulnerable-during-power-shutoffs/>

California Health Alert Network notifications will be sent by the California Emergency Medical Services Authority (EMSA). Alerts may be helpful to anticipate and execute responses to these types of situations. These notifications are sent when utilities notify the California State Warning Center of potential public safety power shutoffs (PSPS).

### **QUESTIONS**

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (855) 322-4075. Please refer to the extensions to the left.