

**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:**

(888) 562-5442, Extension:

**Los Angeles/Orange Counties**

X123017

**Riverside/San Bernardino Counties**

X120613

**Sacramento County**

X121599

**San Diego County**

X121735

**Imperial County**

X125682

## Access and Availability Reminder

This is an advisory notification to Molina Healthcare of California (MHC) network providers regarding an Access and Availability Reminder.

Dear Provider,

At Molina, we understand that these are uncertain and challenging times for our health care providers and members. We appreciate your service and are sending this notice as a friendly reminder of the notification requirements for access and availability of services for Molina members.

Please **notify Molina Provider Services** to report any of the following events at:

- Reduction or change in office hours
- Change in days available
- Change in location where services are provided
- Utilization of telehealth services if no longer seeing patients in office

**County Provider Services Inbox emails:**

San Diego County: [MHCSanDiegoProviderServices@MolinaHealthCare.Com](mailto:MHCSanDiegoProviderServices@MolinaHealthCare.Com)

LA/OC Counties: [MHC\\_LAProviderServices@MolinaHealthCare.Com](mailto:MHC_LAProviderServices@MolinaHealthCare.Com)

Inland Empire County: [MHCIEProviderServices@MolinaHealthCare.Com](mailto:MHCIEProviderServices@MolinaHealthCare.Com)

Imperial County: [MHCImperialProviderServices@MolinaHealthCare.Com](mailto:MHCImperialProviderServices@MolinaHealthCare.Com)

Sacramento County: [MHCSacramentoProviderServices@MolinaHealthCare.Com](mailto:MHCSacramentoProviderServices@MolinaHealthCare.Com)

Notification must also be submitted to your contracted IPA/Medical Group. Additionally, Molina encourages providers to communicate any significant changes regarding their access and availability to our members as well.

In the event of a natural disaster or emergency, members are required to be notified by Molina or the IPA/medical group, in writing, of any significant changes in the availability or location of covered services, as soon as possible.

Thank you for your cooperation and for the care you provide for Molina's members.



Paul J. Van Duine, VP Network Management

Molina Healthcare of California

**QUESTIONS**

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (888) 562-5442. Please refer to the extensions to the left.