

**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 X123017  
X127657 X120104

**Riverside/San Bernardino Counties**

X127684 X128010  
X120618

**Sacramento County**

X126232 X121360

**San Diego County**

X121805 X121401  
X127709 X121413  
X123006 X120630

**Imperial County**

X125682 X125666

## MOLINA HEALTHCARE NOTIFICATION PROCESS – BULLETIN #3

This is an advisory notification to Molina Healthcare of California (MHC) network providers.

**Molina Healthcare of California (“MHC”) has been notified that in at least one instance, an MHC contracted provider has mis-keyed our fax number in submitting required forms to us. This has resulted in a misdirected fax. Please note, fax numbers must be checked prior to transmission of Protected Health Information (“PHI”) via fax.**

**We appreciate your efforts in protecting the privacy of your patients and our members by using appropriate safeguards when faxing PHI in order to help ensure that patient PHI is sent to the correct location.**

MHC requires notification of a member which has been seen in the Emergency Department (ED), placed under Observation Status, or admitted as an Inpatient.

When an MHC member presents to the ED, a facility faxed face sheet notification is requested, and a phone call notification is no longer required.

### **Emergency Department (“ED”) Notification Face Sheet Fax: (877) 665-4625**

MHC requires notification of all inpatient admissions of MHC members within twenty-four (24) hours of admission or by the close of the next business day when admissions occur on the weekends.

### **Inpatient Admissions/Observation Status Fax: (866) 553-9263**

For eligibility questions, such as Primary Care Provider, IPA, or effective date, please utilize the resources below:

Provider Portal available at [www.molinahealthcare.com](http://www.molinahealthcare.com)

### **Member Services:**

- Medi-Cal Member Services
  - Toll Free: (888) 665-4621 TTY/TDD: 711
  - 7:00 a.m. - 7:00 p.m. Monday to Friday
- Medicare Member Services
  - Toll Free: (800) 665-0898 TTY/TDD: 711
  - 8:00 a.m. - 8:00 p.m. daily local time
- Cal MediConnect Member Services
  - Toll Free: (855) 665-4627 TTY/TDD: 711
  - 8:00 a.m. - 8:00 p.m. Monday to Friday
- Cal Marketplace Member Services
  - Toll Free: (888) 858-2150 TTY/TDD: 711
  - 8:00 a.m. - 8:00 p.m. Monday to Friday
  - 8:00 a.m. - 6:00 p.m. Saturday

### **After Hours Eligibility:**

- Please call the Nurse Advice Line at (888) 275-8750

### **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 on page one.