

**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 X123007

**Riverside/San Bernardino Counties**

X127684 X128010  
X120618

**Sacramento County**

X126232 X121360

**San Diego County**

X121805 X121401  
X127709 X121413  
X123006 X121599

**Imperial County**

X125682 X125666

## CMS and DHCS Project Notice

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

### Do you have a Care Connect Duals patient? Molina Healthcare needs your collaboration.

As a Cal MediConnect Medicare-Medicaid Plan, Molina Healthcare participates in a Plan-Do-Study-Act (PDSA) as part of a Centers for Medicare & Medicaid Services and Department of Health Care Services quality improvement strategy to reduce avoidable hospitalizations for nursing facility residents. Molina Healthcare has collaborated with Care Connect Medical Group to address Molina's PDSA for Molina Cal MediConnect patients assigned to Care Connect.

We are currently pursuing the assessment of maintenance and prevention of gastrostomy tube (G-Tube) complications. Care Connect is collecting information for the PDSA to determine if nursing facilities with Molina Cal MediConnect patients have a policy and procedure for G-Tube maintenance and care. These will be gathered and reviewed to determine best practices. Guidance and education will then be provided by Care Connect in collaboration with Molina Healthcare.

### Faxing your facility policy and procedure to Care Connect:

- Fax at (888) 285-3138.
- If your facility does not currently have a policy and procedure, please inform Care Connect at (310) 626-5546.

### Care Connect Medical Group Call Center

The ultimate goal of the PDSA continues to be to reduce avoidable hospitalizations or re-hospitalization by treating the member-in-place when medically appropriate in lieu of an immediate referral to an emergency room or hospital. If your Molina Cal MediConnect patient is with Care Connect, contact Care Connect:

- Prior to a patient transferring to acute hospital.
- For any patient needs or change of condition.
- For admit to hospice care.
- When patient is discharging from SNF.

### Contacting Care Connect:

- Call at (888) 789-9585.

*If you are not contracted with Molina and wish to opt out of the Just the Fax, call (855) 322-4075, ext. 127413  
Please leave provider name and fax number and you will be removed within 30 days.*

- MD/NP available 24 hours/7 days a week.
- Always mention patient is "Molina Duals."

### **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.