

**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 County**122233 117079  
120104 127657**Riverside/San****Bernardino Counties**128010 127709  
127684**Sacramento County**126232 121360  
121031**San Diego County**120056 121588  
120630**Imperial County**

125682 120153

## CONTRACT TERMINATION: EMPLOYEE HEALTH SYSTEMS MEDICAL GROUP

This is an advisory notification to Molina Healthcare of California (MHC) network providers regarding MHC's contract termination with Employee Health Systems (EHS) Medical Groups (Inland Valley IPA, EHS Sacramento, EHS Los Angeles, and Multicultural Primary Medical Group), effective January 31, 2018.

When available, members will retain their existing PCP under another contracted IPA affiliation. All other previously assigned EHS members will be transitioned to a new PCP to ensure continued access to care. All IPA and PCP changes will be effective February 1, 2018.

If a member wishes to change their PCP, please direct them to log on to their My Molina and follow the instructions or call Member Services:

- Medi-Cal: (888) 665-4621
- Marketplace: (888) 858-2150
- Medicare: (800) 665-0898
- Duals: (855) 665-4627

**Please note:** You may have also received a Provider Update from Health Net of California. Please follow the information in this Just the Fax for all of your assigned MHC membership. For Medi-Cal members enrolled with MHC in Los Angeles County, members must contact Health Net's Member Services department at (800) 675-6110 if they wish to change their PCP.

If a member arrives at a participating provider's office to receive care, please verify the member's eligibility through: Molina's Provider Portal, Eligibility List file, or MHC Member Services. A member must not be denied services because his/her name does not appear on the eligibility roster.

### **MEMBERS ASSIGNED TO PARTICIPATING PHYSICIAN GROUPS**

IPAs are requested to follow the existing process with regard to medical management, prior authorization requests, claims submission, and continuity of care services. There are no changes as a result of this notification.

### **MEMBERS ASSIGNED TO DIRECT NETWORK**

MHC members may be assigned to a directly contracted PCP for primary care services. In this instance, the member identification card will reflect the PCP's name or clinic, and list Direct Network as the Provider Group.

- **Medical Management and Prior Authorization Requests:** MHC will be responsible for utilization management for direct network members. For members transitioned to MHC's direct network, providers are required to adhere to MHC's prior authorization requirements and request prior authorization from MHC. MHC's prior authorization guide and code matrix can be found in the "Forms" section of the provider website.
- **Claims Submission:** After the transition, providers are required to submit claims directly to MHC for members who are assigned to a direct network PCP and/or clinics. Claims payment is made in accordance with the terms and conditions of the MHC direct fee-for-service (FFS) *Provider Participation Agreement (PPA)*. MHC requires providers to submit claims electronically through their EDI clearinghouse or via the Provider Portal. Claims status can be checked through the Provider Portal.
- **Continuity of Care:** Under certain circumstances, members may be able to continue treatment with an out of network provider for a given period of time. The standards for continuity of care have not changed. Providers or members may contact the Case Management Department to arrange for continuity of care at (800) 526-8196 ext. 127604.

### **QUESTIONS**

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