

Section 1. Addresses and Phone Numbers

Member Services Department

The Member Services Department handles all telephone and written inquiries regarding Member claims, benefits, eligibility/identification, selecting or changing Primary Care Providers (PCPs), and Member complaints. Member Services Representatives are available 8:00 AM to 7:00 PM EST/EDT Monday through Friday, excluding State holidays.

Member Services	
Address:	Molina Healthcare of Florida 8300 NW 33rd Street, Suite 400 Doral, FL 33122
Phone:	(866) 472-4585
TTY:	(800) 955-8771 (English) (800) 955-8773 (Spanish)

Claims Department

The Claims Department is located at our corporate office in Long Beach, CA. All hard copy (CMS-1500, UB-04) claims must be submitted by mail to the address listed below. Electronically filed claims must use Emdeon EDI Claims/ Payor ID number - **51062** or Availity Payor ID number - **51062**. To verify the status of your claims, please call our Provider Claims Representatives at the numbers listed below.

Claims	
Address	Molina Healthcare of Florida PO BOX 22812 Long Beach, CA 90801
Phone:	(866) 472-4585

Claims Recovery Department

The Claims Recovery Department manages recovery for overpayment and incorrect payment of claims.

Claims Recovery	
Address	Molina Healthcare of Florida PO BOX 22812 Long Beach, CA 90801
Phone:	(866) 472-4585

Credentialing Department

The Credentialing Department verifies all information on the Practitioner Application prior to contracting and re-verifies this information every three years. The information is then presented to the Professional Review Committee to evaluate a Provider's qualifications to participate in the Molina Healthcare network. The Credentialing Department also performs office and medical record reviews.

Credentialing	
Address:	Molina Healthcare of Florida 8300 NW 33rd Street, Suite 400 Doral, FL 33122
Phone:	(866) 472-4585
Fax:	(866) 422-6445

Health Line (24-Hour Nurse Advice Line)

This telephone-based nurse advice line is available to all Molina Healthcare Members. Members may call anytime they are experiencing symptoms or need health care information. Registered nurses are available (24) hours a day, seven (7) days a week to assess symptoms and help make good health care decisions.

HEALTHLINE (24-Hour Nurse Advice Line)	
English Phone:	(888) 275-8750
Spanish Phone:	(866) 648-3537
TTY:	(866) 735-2929 (English) (866) 833-4703 (Spanish)

Healthcare Services Department

The Healthcare Services Department conducts concurrent review on inpatient cases and processes Prior Authorization requests.

Healthcare Services Authorizations & Inpatient Census	
Address:	Molina Healthcare of Florida 8300 NW 33rd Street, Suite 400 Doral, FL 33122
Phone:	(866) 472-4585
Fax:	(866) 440-4791

Health Education & Health Management Department

The Health Education and Health Management Department provides education and health information to Molina Healthcare Members and facilitates Provider access to the programs and services.

Health Education & Management	
Address:	Molina Healthcare of Florida 8300 NW 33rd Street, Suite 400 Doral, FL 33122
Phone:	(866) 472-4585
Fax:	(866) 422-6445

Behavioral Health

Magellan Behavioral Health of Florida manages all components of behavioral health for Molina Healthcare Members.

Magellan Behavioral Health	
Address:	Attention: Molina Claims P.O. Box 1289 Mary Land Heights, MO 63043
Participation Application Phone:	(800) 297-7821
Phone:	(800) 327-6803
(24) Hours per day, (365) day per year	

Pharmacy Department

Molina Healthcare's drug formulary requires Prior Authorization for certain medications including injectable medications. The Pharmacy Department can answer questions regarding the formulary and/or drug Prior Authorization requests. They will also facilitate the services of Caremark Pharmacy Services for injectable medications. The Molina Healthcare formulary will be available at www.molinahealthcare.com.

Pharmacy Authorizations	
Phone:	(800) 791-6856
Fax:	(866) 236-8531

Provider Services Department

The Provider Services Department handles telephone and written inquiries from Providers regarding address and Tax-ID changes, Provider denied claims review, contracting, and training. The department has Provider Services Representatives serving all Molina Healthcare of Florida's provider network.

Provider Services	
Address:	Molina Healthcare of Florida 8300 NW 33rd Street, Suite 400 Doral, FL 33122
Phone:	(866) 472-4585
Fax:	(866) 948-3537

March Vision Care

Molina Healthcare is contracted with March Vision to provide routine vision services for our Members. Members who are eligible may directly access a March Vision network Provider.

March Vision Care	
Address:	6701 Center Dr. W Suite 790 Los Angeles, CA 90045
Phone:	(888) 493-4070

ADI, Doral Dental

Molina Healthcare is contracted with ADI, Doral to provide dental services for our Members. Members who are eligible may directly access ADI, Doral network Provider.

DentaQuest	
Address:	DentaQuest –Claims 12121 North Corporate Parkway Mequon, WI 53092
Phone:	(888) 696-9541

TRS, Therapy Review Systems

Molina Healthcare is contracted with TRS, Therapy Review Systems to provide PT, OT, ST services for our Members. Providers who have Members that are eligible providers may directly access TRS network Provider.

TRS, Therapy Review Systems	
Address:	TRS, Therapy Review Systems 6100 Blue Lagoon Drive Suite 235 Miami, FL 33126
Phone:	(866) 409-7572

Molina Healthcare of Florida, Inc. Service Area

