

CHECK MEMBER ELIGIBILITY AND BENEFITS

Web Portal	https://provider.molinahealthcare.com/
IVR Automated System	Phone: (866) 472-4585 – Option 1
Customer Contact Center	Phone: (866) 472-4585 TTY: 711 8:00 am to 7:00 pm Monday –Friday

CASE MANAGEMENT DEPARTMENT

*Report change in condition

* Change Plan of Care and or Caregiver

*Report decline in health

* Submit Prior Authorization request

Prior Authorization: All Long Term Services and Support must be approved by a case manager. Requests can be submitted via the Provider Web Portal, fax or phone.

Click here for Provider Web Portal: <https://provider.molinahealthcare.com/>

YOUR MOLINA CONTACTS

<p>Provider Services: Provider Manual http://www.molinahealthcare.com/providers/fl/PDF/Medicaid/provider-handbook-ltc.pdf Phone: (855) 322-4076 Fax: 562-499-0719</p>	<p>Transportation: (Non-emergency only): Secure Transportation (<i>Eff: 07/15/16 – Region 11 Only</i>) Phone: (877)-775-7340; Logisticare Transportation (<i>All other Regions</i>) Phone: (866)-528-0454 TTY: 711</p>	<p>24 Hour Nurse Advice Line: Phone: (888) 275-8750 Spanish Phone: (866) 648-3537 TTY: 711</p>
<p>Over the Counter (OTC) Pharmacy Services Navarro Pharmacy Phone: (888)-628-2770 Website: https://molina.otchs.com/</p>	<p>Customer Contact Center: Phone: (866) 472-4585 TTY/TDD: (800) 955-8771 Fax: (877) 508-5738</p> <ul style="list-style-type: none"> • Translation/Interpreter • Appeals and Grievances • General Questions 	<p>Case Management Department: Phone: (866)-472-4585 – Option 5 After Hours: Nurse Advice Line: (888) 275-8750 or Fax: (866) 440-9791</p>

CLAIMS/BILLING INSTRUCTIONS

<p>Provider Web Portal: https://provider.molinahealthcare.com/ Web Portal Help Desk: (866) 449-6848</p>	<p>Paper Claims: Molina Healthcare of Florida ATTN: Claims PO Box 22812 Long Beach, CA 90801</p>	<p>EDI: Payer ID Number: 51062 For EDI Questions email: EDI.Claims@MolinaHealthcare.com</p>
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- To register for EFT/ERA:
<http://www.molinahealthcare.com/providers/common/medicaid/ediera/era/Pages/enrollERAFT.aspx>
- Claims must be received within six (6) months of service

INCIDENT REPORTING:

Abuse, neglect, fraud and/or death of a member contact Molina Healthcare Care Management or the Florida Agency for Healthcare Administration (AHCA) immediately.

Call 911 for emergencies

Molina Healthcare Alert Line: (866)-606-3889

Adult Protective Services: 1-800-962-2873 or 1-800-96-ABUSE

Child Protective Services: 1-800-962-2873