



Molina Healthcare of Florida

Hospital Discharge Planning Resource Guide

This reference guide provides a list of the departments at Molina Healthcare of Florida to assist with coordination and authorization of services for members as part of the discharge plan. Molina has also provided names of the team members who can assist with any issues. Molina provides services in Regions 8 and 11 including the LTC population. For more information contact Molina Healthcare at (855) 322-4076 or visit the website at www.MolinaHealthcare.com

Utilization Management

Support provided:
Authorizations related to outpatient or inpatient services (for Home Health/DME/ OP Therapies/BH please refer to subcontracted UM services)

Phone number: (855) 322-4076
Hours of operation during non-holidays: Monday to Friday from 8 AM to 5 PM

Contact after hours or weekends: Elvis Leiva, (305) 906-0487

Escalation contact:

Primary: (IP) Rafael Mestre, phone number (888) 562-5442 ext. 223581

Secondary (OP) Manuel Fernandez, phone number (888) 562-5442 ext. 221020

Pharmacy

Support provided:
Authorizations related to retail drugs, specialty drugs, and information on what drugs require a PA

Phone number: (855) 322-4076
Hours of operation during non-holidays: Monday to Friday from 8 AM to 5 PM

Contact after hours or weekends: Please use escalation contacts for afterhours.

Special instructions for after hours or weekends:

Providers may use the above number and utilize prompts for CVS Caremark or call the 24hr Nurse Advice Line.

Escalation contact:

Primary Helena Di Castro, (866) 422-2541, ext. 229404

Secondary Alexis Diaz, (866) 422-2541, ext. 229406

Subcontracted Utilization Management Services

Support provided: Home Health / Home Infusion /DME and Medical Supplies (If you are calling regarding a comprehensive members please contact Molina Healthcare UM for assistance)

Phone number: (786) 232-4460

Hours of operation during non-holidays: Monday to Friday from 8:30 AM to 5:30 PM

Contact after hours or weekends: (855) 481-0505

Special instructions for after hours or weekends: Any issues reaching someone through the direct number. Direct on call person is (786) 859-3444

Escalation contact:

Primary Evelina Tutino, phone number (786) 879-8913

Secondary Ysel Garcia, phone number (786) 879-8914



Subcontracted Utilization Management Services

Support provided: Behavioral Health

Phone number: (855) 371-9230

Hours of operation during non-holidays: Monday to Friday from 8 AM to 8 PM

Contact after hours or weekends:

Beacon_CM@beaconhealthoptions.com or Michelle O'Connell, (781) 994-7527

Special instructions for after hours or weekends: In the event of unsuccessful attempts:

Beacon_CM@beaconhealthoptions.com

Escalation contact:

Primary:

Beacon_CM@beaconhealthoptions.com

Secondary: Michelle O'Connell,

(781) 994-7527

Transportation

Support provided: Non-Emergent Transportation home upon discharge

Phone number: (877) 299-4811

Hours of operation during non-holidays: 24 hours a day/ 365 days a year

Escalation contact:

Primary: Jose Rodriguez,

(305) 432-6825

Secondary: Pastor Perez,

(317) 656-0262

Case Management

Support provided: Assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers.

Phone number: (855) 322-4076

Hours of operation during non-holidays: Monday to Friday from 8 AM to 5 PM

Contact after hours or weekends: Katia Matos, (786) 457-3841

Escalation contact:

Primary: Yuneisy Cruz (MMA), (888) 562-5442 ext. 222638

Secondary Jennifer Bellina (LTC), (888) 562-5442 ext. 221011

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP please contact (855) 322-4076.