

Provider Orientation 2016



Your Extended Family.





- ✓ **Who** is your Provider Relations Team and Rep?
- ✓ **What** does the Provider Relations team do for **You**?
- ✓ **How** do you find resources to answers questions?
- ✓ **Why** should you use the Provider Portal?
- ✓ **Who** else at Molina is here to help you?

Molina Mission Statement

We strive to be an exemplary organization.

Our mission is to provide quality health services to financially vulnerable families and individuals covered by government programs.



“Treat every patient as if they were your own family.”

Our founder, C. David Molina, MD, MPH
(1926–1996)

What's New with Molina

Over 100,000 members in Utah !!!

Molina has been in Utah since 1997

- ❖ MarketPlace membership increased to over 50,000 members
 - ❖ Expansion into Box Elder county in 2017
- ❖ Membership
 - ❖ Medicaid 88,895
 - ❖ Medicare 8,487
 - ❖ MarketPlace

| | |
|------|--------|
| 2015 | 4,168 |
| 2016 | 55,138 |
- ❖ Community Connectors 20
- ❖ Case Managers 9
- ❖ Transition of Care coaches 11
(3 of these are specifically for Behavioral Health)
- ❖ Pharmacy
 - ❖ 16 Pharmacists on site 10 Remote
 - ❖ 32 Pharmacy Techs
 - ❖ 29 Customer Service Representatives

Molina Healthcare of Utah
Established 1997

Molina Healthcare of Utah is a health care company that arranges for the delivery of health care services to low-income families and across the state. Molina Healthcare of Utah also offers a robust direct delivery system that includes 2 company-owned-and-operated primary care offices.

Key Health Plan Facts
 Membership: 102,000*
 Employees: 350
 Lines of Business
 • Medicaid
 - Aged, Blind, and Disabled (ABD)
 - Temporary Assistance for Needy Families (TANF)
 • Children's Health Insurance Program (CHIP)
 • Medicare
 - Molina Medicare Options Plus (HMO SNP)
 - Healthy Advantage (HMO SNP)
 • Health Insurance Exchange
 - Molina Marketplace (MP)

Service Areas

- Medicaid & CHIP
- Medicare
- Health Insurance Exchange
- Molina Medical (primary care offices)

Health Plan Leadership
 David Patton, PhD, Plan President
 Hal Gooch, MD, Chief Medical Officer
 Brandon Hendrickson, Chief Operating Officer

Molina Healthcare Corporate Facts
 Total Membership: 3,470,000*
 Health Plans: CA, FL, IL, MI, NM, OH, PR, SC, TX, UT, WA, WI
 • More than three decades of service and experience
 • FORTUNE 500 company

Recent News:

- August 2105 Molina Healthcare of Utah distributes 1,000 pairs of shoes and backpacks loaded with school supplies to youth in the Orcem and West Valley areas
- June 2015 Molina Medical Clinic locations celebrate one year of serving patients in the Orcem and West Valley areas
- June 2015 Molina Healthcare of Utah alongside Mayor Ralph Becker distributed 400 personal care kits to locals at the Salt Lake Library
- May 2015 Molina Healthcare of Utah recognizes local volunteers at its eighth Annual Community Champions Award ceremony

Provider Network
 • Primary care physicians - 1,562
 • Specialist physicians - 6,965
 • Hospitals - 47

Recognition
 • 2014 Top Workplaces - The Salt Lake Tribune

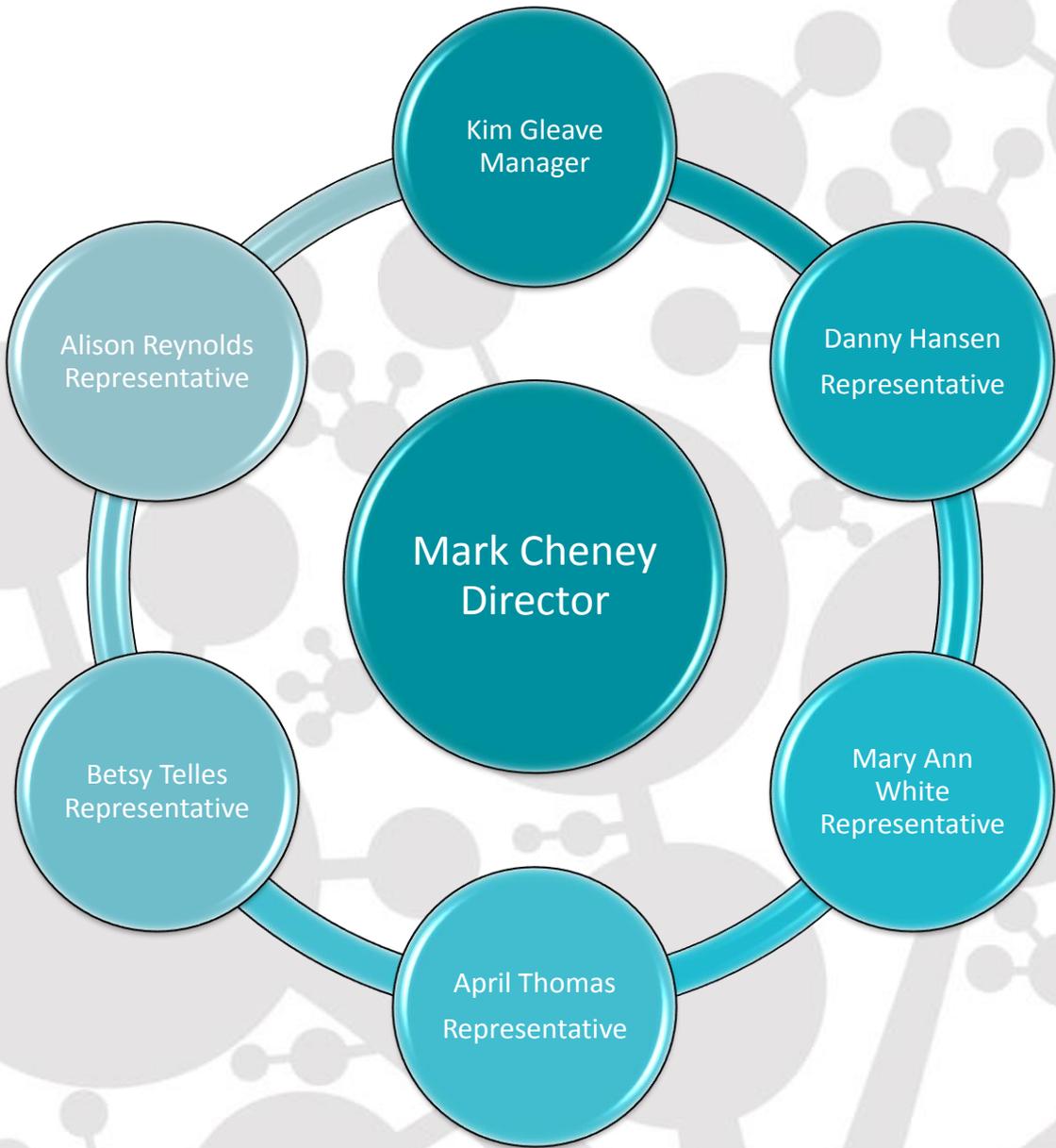
NCQA
 ACCREDITED

(801) 858-0400 - MolinaHealthcare.com

Trivia #1

What year did Molina come to Utah?

Provider Relations



Kim Gleave – 172772
Manager of Provider Services

- Intermountain Healthcare
- Molina Medical Group

Alison Reynolds – 177940
Salt Lake West

- Iasis (statewide)
- Physician Group of Utah (statewide)
- Granger Clinic
- Wasatch Pediatrics (statewide)
- Exodus
- Cope Family Medicine
- FQHCs in territory
- Utah Dept. of Health – Salt Lake Clinic
- PT/OT/ST providers in territory

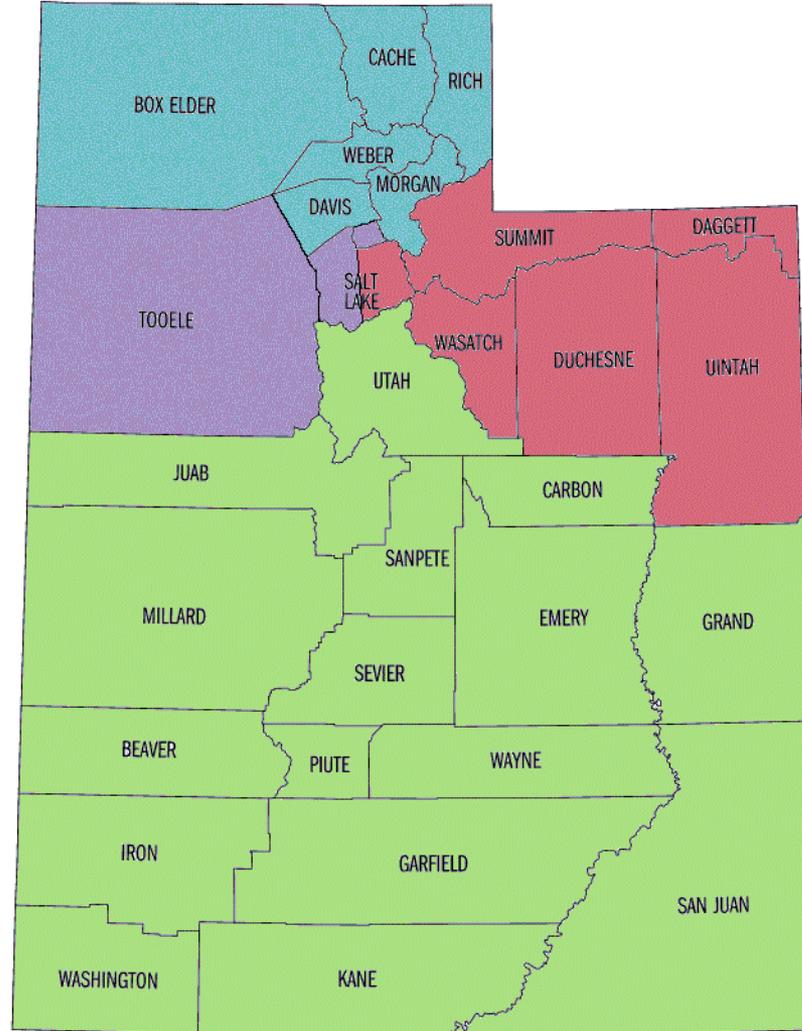
Territory includes Southern Davis County (Bountiful & Centerville)

April Thomas – 170470
Northern Utah

- Tanner Clinic
- Ogden Clinic
- Kelson Physician Partners
- Midtown Community Health
- FQHCs in territory
- Utah Dept. of Health – Ogden
- PT/OT/ST providers in territory

Territory includes Farmington and everything north

Utah Provider Relations Clinic/Territory Responsibilities



Betsy Telles – 170471
Salt Lake East

- University of Utah
- HCA – MountainStar
- Mountain Medical
- House Call Doctors
- FQHCs in territory
- PT/OT/ST providers in territory

Mary Ann White – 179774
Southern Utah

- Revere Health
- Premier Family Medical
- Utah Valley Pediatrics
- Valley OB/GYN
- Indian Health Services
- Rural Hospitals
- FQHCs in territory
- PT/OT/ST providers in territory

Danny Hansen – 170504
Ancillary Statewide

- DME
- Long Term Acute Care
- SNFs
- Home Health
- Mental Health
- Labs
- Urgent Care Centers
- EPIC – ER Physicians
- Anesthesia
- Sleep Clinics



Your Extended Family.

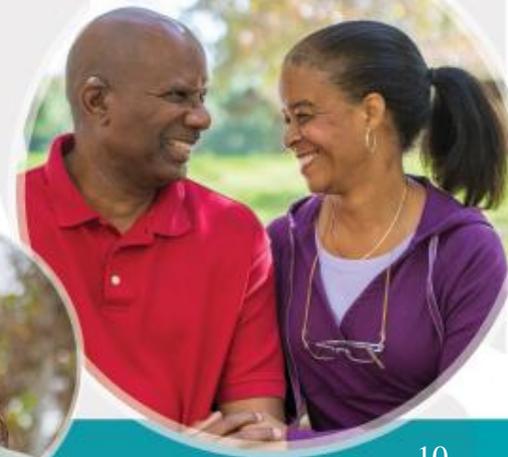
State Street is the dividing line between East and West in Salt Lake County

Provider Relations Team

We are YOUR personal “Advocate”
to navigate and partner with the Molina Family

We Provide Education for:

- ❖ Credentialing a new provider or making a change to existing credentialed provider in your group
- ❖ New Provider Welcome Orientation
- ❖ Coordination with Claims Research And Resolution Team for Claims Issues
- ❖ Resources available at Molina for providers and members
- ❖ Provider Web Portal training
- ❖ Coordinate provider risk education dinners
- ❖ Contacts for all departments within Molina
- ❖ Healthcare updates and education
- ❖ Quarterly Partners in Care newsletter
- ❖ Provider office staff education and onsite visits
- ❖ EDI and EFT available
- ❖ And more...



Provider Web Portal



Your Extended Family.

Why Register for Molina Healthcare's Provider Web Portal?

Molina Healthcare's Provider Web Portal is an easy-to-use online tool designed to meet your needs.

All of our providers have free access 24 hours a day, seven days a week to the following features:

Claims

- Submit single or batch claims
- Correct or void claims
- View claim status and receive notification of status changes
- Quickly download claims reports
- Create templates with commonly used fields pre-populated
- Access member eligibility and claim status

Member Information

- Eligibility status
- Benefit details
- HEDIS-Missed services
- Covered services
- Health records
- Member rosters for PCP(s) within your practice



Provider Web Portal Additional Resources

Molina's Provider Web Portal is an easy-to-use, online tool designed to meet your needs! Check out the many features we provide to you:

- ❖ Molina provider manuals
 - ▶ **New** Provider Welcome Packet
- ❖ Secure internet based website for all lines of business
- ❖ Access account information
 - Add new and manage current users
 - Update profile
- ❖ Download frequently used forms
 - Prior authorization guidelines and forms
 - New- Prior Authorization (PA) Codification List
- ❖ Search for contracted providers
- ❖ EDI, EFT, and Clearinghouse information
- ❖ HEDIS profile
 - Compare your HEDIS scores with national benchmarks
 - Search for members with needed services

Training Videos FAQ's and Help sheets

Friday, 4/29/2011 11:00 AM

[Home](#) [Provider Search](#) [FAQ](#) [Training](#) [Contact Molina](#)

50 FAQ's to help

1. [How do I register myself on the Provider Services on the e-portal?](#)
2. [I have a Medicaid and Medicare account with Molina Healthcare. How do I register?](#)
3. [I already have a Medicare account and tried to register for Medicare but it's saying that I](#)
4. [How do I log in?](#)
5. [How can I receive help to understand how to use the ePortal?](#)
6. [What are the password rules?](#)
7. [How do I change my password?](#)
8. [Why do I need an NPI to use Self Services?](#)
9. [How many sub-users \(office users\) can be added to an ePortal Account?](#)
10. [If the system freezes and I am forced to log out of the ePortal, will I be able to retrieve](#)
11. [Can I submit professional claims \(CMS 1500\) on-line?](#)
12. [Can I conduct a Claims Inquiry online?](#)
13. [How do I view the details of my claims online?](#)
14. [Can I print a summary of a Claim online?](#)
15. [Can I request a Claims Report online?](#)
16. [What is the timeframe that claims must be submitted to have the current date reflected](#)



Provider Self Services

Training Materials

Web Portal Training Materials

[Service Request / Authorizations Video](#)

[Account Tools Video](#)

[Provider Online Directory Video](#)

[Claims Video](#)

[Member Roster Training Video](#)

[Professional Claim \(CMS1500\) Help](#)

[Institutional Claim \(UB04\) Help](#)

[Claims and UB04 FAQ](#)

[HEDIS Profile Training Video](#)

[Alegus ProviderNet Registration Instructions](#)

[Web Portal Quick Reference Guide](#) **new**

[ICE Provider Toolkit](#) **new**

State Specific Training Materials

[CAHPS Provider Tips Sheet](#)

6 Training videos



Your Extended Family.

Coming Soon!!

Dr. Tools

app for iOS and Android



App Description:

Molina Healthcare brings you a tool to search ICD-9 and ICD-10 codes and descriptions. You can search by partial code or partial word, and use multiple search terms. For example, entering 'pres ulcer elb' displays codes for pressure ulcer of elbow, and flags those that are included in the CMS-HCC Model Category V22. Dr. Tools cross-references ICD-9 and ICD-10 diagnosis codes according to CMS's General Equivalence Mappings (GEMS) methodology, including updates to the 2015 (V22) coding model. In addition, Dr. Tools lists related ICD-10 codes for an ICD-9 code; this backwards mapping displays additional ICD-10 codes that map to an ICD-9. This unique feature enables you to find more specific ICD-10 codes related to a given diagnosis than the official CMS mapping.

Trivia Question #2

Name 3 Things you can do on the
Provider Web Portal

- 1.
- 2.
- 3.

Claims

New Corrected Claims billing requirements handout available

Corrected Claims Submission

- Providers can submit corrected claims when **changing** or **adding** information, such as a change in coding.
- There are **3** Ways to submit a corrected claim to Molina Healthcare:
 1. Paper claims submission
 2. Electronic Data Interchange (EDI)
 3. Molina Healthcare's Provider Web Portal
- Tips on Submitting Corrected Claims
 - **Always** submit through Web Portal, electronically, or via paper.
 - **Do Not** submit corrected claims through the claims appeals or reconsideration process.
 - **Always** include the original claim in its entirety with the corrections made.
 - **Do Not** submit a corrected claim with only the codes that were edited by Molina Healthcare on the original claim.



Handout: **Corrected Claims Billing Requirements Tip Sheet**

Claims Reconsideration and Appeals Requests



New Claims Reconsideration Form coming soon

Top Reasons to submit a claim for Reconsideration or Appeal:

- CCI Edits
- Coordination of Benefits
- Medical Necessity
- Timely Filing
- Under/Over Payment
- Service is not a duplicate
- Pre-Authorization is now on file

Claims appeals submissions timelines:

| | |
|--------------------|-----------------|
| Medicaid | 90 days |
| Medicare | 120 days |
| Marketplace | 180 days |

Always attach supporting documentation

- Medical records
- EOP's
- Authorization information
- COB information

Trivia Question #3

What are the **3** ways to submit a Corrected Claim?





Quality Improvement

Quality Improvement

- ❖ HEDIS, Risk Adjustment, MRR
- ❖ NCQA Accreditation
- ❖ State and CMS Regulatory Compliance
- ❖ Provider Engagement
 - ❖ VBR Contracts
 - ❖ P4P Medicare Incentive Program
- ❖ Credentialing
- ❖ Member Outreach



Member Focus

Pregnancy Rewards Program

- Welcome calls from a nurse
- Incentives for timely prenatal care, postpartum visit

Well Child/Immunization Program

- Incentives for completion of 6 well child visits in first 15 months
- Incentives for completion of all immunizations before the child's 2nd birthday

Medicare Incentives

\$15 Gift Card for completion of:

- ✓ Mammogram
- ✓ Colonoscopy
- ✓ Diabetes Eye Exam
- ✓ Diabetes HbA1c Test and Attention to Nephropathy
- ✓ Flu vaccination

Provider Engagement



- ❖ Support for Value Based Reimbursement (VBR) contracts
- ❖ P4P Medicare Incentive Program
- ❖ HEDIS Tips
- ❖ Missing Services Lists
- ❖ Supplemental HEDIS Data and Reporting
- ❖ Hypertension Took Kit Lunch and Learn
- ❖ Mobile Mammogram event coordination

Quality Improvement Contacts

| | |
|--|---|
| | MHU Phone: 1-888-562-5442 QI Fax #: 1-855-260-8743 |
| Lynette Hansen Director, Quality Improvement | Ext: 177914 Email: Lynette.Hansen@molinahealthcare.com |
| Sharalee Johnson Manager, QI Reporting | Ext: 177995 Email: Sharalee.Johnson@molinahealthcare.com |
| Mary Walter Manager, QI Interventions | Ext: 170473 Email: Mary.Walter@molinahealthcare.com |
| Charlene Frail-McGeever Manager, QI Compliance & Credentialing | Ext: 171043 Email: Charlene.Frail-mcgeever@molinahealthcare.com |

Trivia Quiz #4

Name 2 things a Medicare member can do to obtain a **\$\$\$15 Gift Card \$\$\$**



Member Services

Molina Membership

Within our population we have much **diversity**. There are always issues that we need to watch for **cultural differences, domestic violence, abuse or neglect**. Our health plan members are often vulnerable individuals.

They may have difficulty with language or literacy and they are beset by social and economic problems that complicate their ability to obtain care.

“Our main business is not to see what lies dimly at a distance, but to do what lies clearly at hand.”

*Thomas Carlyle
(1795-1881)*

Through a partnership between you, the Providers and Molina Healthcare we can make a difference in their lives.

Better Communication, Better Care

Provider Tools to Care for Diverse Populations



- Industry Collaboration Effort (ICE)
 - 60 pages full of tips and tools for you!
- Located on our Provider Portal in the Training section
 - **Link to: ICE provider Toolkit** on Provider Portal
 - http://www.molinahealthcare.com/webportaldocs/Providers/UserManual/ICE_Provider_ToolKit.pdf
- Resources on these and more:
 - Tips for office staff to enhance communication
 - Non-Verbal communication and patient care
 - Interview guide to hire staff with diversity awareness
 - Tips to communicate across language barriers
 - Increase awareness of cultural background and its impact on health care delivery
 - Pain Management across cultures
 - Let's talk about sex and culture
 - Language Identification flashcards

Domestic Violence

Is it on your **RADAR**?

- **R** = Routinely screen women for abuse
- **A** = Ask direct questions
- **D** = Document your findings
- **A** = Assess safety of victim and children
- **R** = Review options and referrals

Resources for Detecting Domestic Violence

[Training Powerpoint Presentation for Health Care Providers](#)



Hyperlinks

- [How Healthcare Providers Can Help Victims of Domestic Violence](#)
- [Domestic Violence and the Role of the Healthcare Provider \(White Paper\)](#)
- [Domestic Violence Education](#)
- [The Cycle of Domestic Violence](#)
- [South Valley Services - What is domestic violence?](#)
- [Utah Domestic Violence Coalition](#)
- [Clinical Guidelines for Assessment and Referral for Victims of Domestic Violence](#)
- [Detecting Domestic Violence in the Primary Care Setting](#)
- [National Coalition Against Domestic Violence](#)
- [How to detect domestic violence in psychiatric patients](#)
- [Online Resource Guide on Domestic Violence](#)
- [NIH - Health Services Research Information Channel - Domestic Violence](#)
- [Treating Domestic Abuse: Red Flags & Resources](#)
- [Utah Dept. of Health - Domestic Violence Resources](#)

Member Services

- ❖ Provide customer service to both our members and providers
- ❖ Benefit and eligibility questions
- ❖ Provider network inquiries
- ❖ PCP updates and appointment scheduling
- ❖ Utilization management
- ❖ Claims and enrollment issues
- ❖ MarketPlace payments and questions

Medicaid, CHIP and MarketPlace service department

1-888-483-0760

Centralized Medicare Member Service's department

1-888-665-1328

Community Connectors

What is a Community Connector?

- Frontline public health worker
- Liaison between health/social services and the community
- Facilitates access to community education and social support
- Builds individual and community capacity
- Provides outreach and member advocacy

Services Community Connectors Provide

- Assist in accessing community resources
- Housing resources for homeless
- Facilitate health and social services applications
- Promote positive health behaviors
- Arrange transportation for healthcare visits
- Assist in building a support system through family, church, friends, and community
- Locate members
- Assess member needs through home visits
- Complete appropriate assessments
- Connect member to a Primary Care Physician
- Provide alternatives to emergency room visits
- Help get prescriptions filled
- Identify barriers to accessing care
- Support for members with special needs
- Provide Molina benefits education
- Help schedule appointments with providers
- Help member with learning basic skills: grocery shopping, paying bills, etc.
- Be an advocate for members

Community Connectors

Community Connector Supervisor

Jessica Poole Office: 801-542-7909

E-mail: Jessica.Poole@molinahealthcare.com

Community Connector Supervisor

Cynthia Burton Office: 801-858-0472

E-mail: Cynthia.Burton@molinahealthcare.com

Community Engagement

Community Engagement

The donation of *time* or *resources* to benefit a community or its institutions such as *nonprofit, civic* or *community-based* organizations in an effort to improve the quality of life for community residents.

As a Community Engagement Team our goal is work with our community partners to provide activities and events that serve populations who might not otherwise have access to those services, and to do so in the communities where those individuals are.

*Food Banks, Shelters, Clinics, Schools,
Churches, Libraries, Parks, etc...*



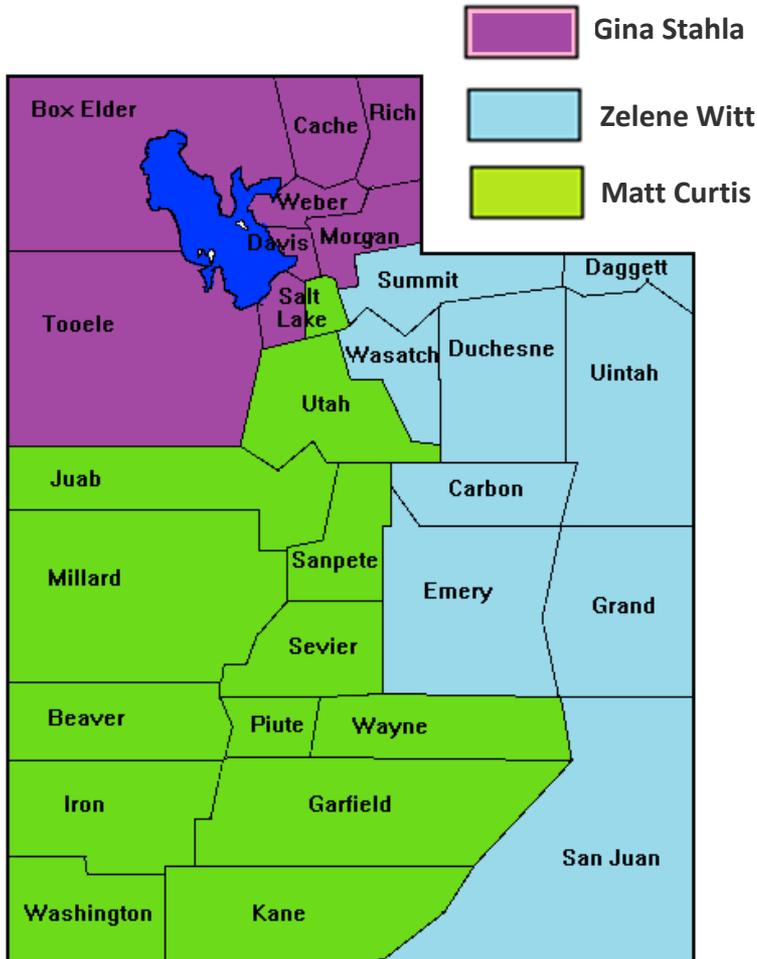
Community Engagement



- Shoes for School
- Blender Bike
- Thanksgiving Turkeys
- Dental Hygiene
- Cooking Clubs
- Reading Clubs



2016 Community Engagement Team



- Gina Stahla
- Zelene Witt
- Matt Curtis

Gina Stahla – Area consists of 7 counties. Focusing on specific strategy with the Pacific Islander, Asian community, and West Valley MMG, Navigators & CACs and FQHC & CHC.

Zelene Witt – Area consists of 10 counties. Developing a rural strategy on the east side of the state and **all the Latino/Hispanic outreach state wide.**

Matt Curtis – Area consists of 12 counties. Developing a rural strategy on the west side of the state, Orem MMG, Navigators & CACs and FQHC & CHC.



Medicare Sales

Molina Options Plus

- ❖ Medicare Advantage Special Needs Plan (MA-SNP) with prescription drug coverage.
- ❖ Designed especially for people who have full Medicare and Medicaid.
- ❖ Medicare beneficiaries entitled to Medicare Part A enrolled in Part B and eligible for Medicaid can enroll in the plan.
- ❖ Members must reside in the Molina service area and must receive all routine care from Molina plan providers.
- ❖ The plan includes all the benefits of Medicare and Medicaid, plus more at little or no out of pocket cost.

Medicare Options Plus

Connecting Medicare and Medicaid in ONE plan

With Molina Medicare Options Plus HMO SNP you get:

-  \$1,000 in Dental Benefits
-  \$0 copay for Eye Exams + \$150 Eyewear Allowance
-  Transportation to and from Medical and Dental Appointments
-  \$0 copay for Routine Podiatry for up to 12 office visits per year



Join the Molina family!
For more information call

**Jared Hatala at
(801) 879-1277, TTY 711**

Monday – Friday, 8 a.m. to 8 p.m., local time or visit MolinaHealthcare.com/Medicare.

MolinaHealthcare.com/Medicare

Molina Medicare Options Plus HMO SNP is a Health Plan with a Medicare Contract and a contract with the state Medicaid program. Enrollment in Molina Medicare Options Plus depends on contract renewal. This plan is available to anyone who has both Medical Assistance from the State and Medicare. Product offered by Molina Healthcare of Utah, Inc., a wholly owned subsidiary of Molina Healthcare, Inc. This information is available in other formats, such as Braille, large print, and audio. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year. Premiums, co-pays, co-insurance, and deductibles may vary based on the level of Extra Help you receive. Please contact the plan for further details. Calling the agent/broker number will direct an individual to a licensed insurance agent/broker. This is an advertisement.

H5628_16_4000_1230_UTSaleFlyr Accepted 09/05/15 2992828MED0915



Questions???

Thank You!

“We will do what we do so well that people who see it will want to see it again and bring their friends.”

— Walt Disney (1901-1966)

Contacts

Phone numbers, e-mail addresses. . .

Claim Submission

Molina Healthcare – Medicaid

Rural: P.O. Box 22633

Urban: P.O. Box 22630

Molina Advantage – Medicare

P.O. Box 22658

Molina Healthcare – MarketPlace

P.O. Box 22630

**Molina Healthcare
P.O. Box
Long Beach, CA 90801**

Provider Relations Representatives

Mary Ann White

801-838-9774

MaryAnn.White@molinahealthcare.com

Alison Reynolds

801-542-7940

Alison.Reynolds@molinahealthcare.com

Betsy Telles

801-858-0471

Betsy.Telles@molinahealthcare.com

Kim Gleave

Provider Relations Manager

801-316-2772

Kim.Gleave@molinahealthcare.com

April Thomas

801-858-0470

April.Thomas@molinahealthcare.com

Mark Cheney

Provider Relations Director

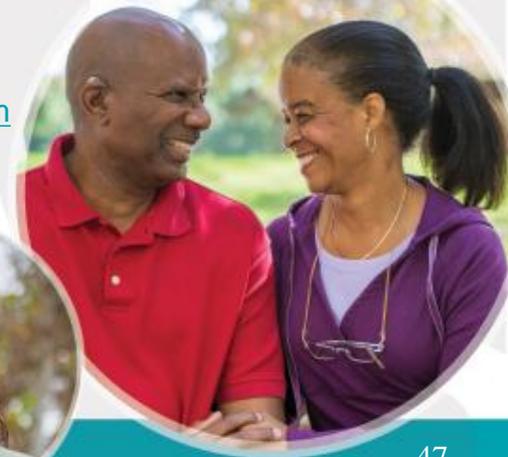
801-542-7907

Mark.Cheney@molinahealthcare.com

Danny Hansen

801-858-0400 x 170504

Danny.Hansen@molinahealthcare.com



Contacts

EFT

Alegeus ProviderNet

providernet.adminisource.com

Customer Service
1-877-389-1160

ProviderNet@Alegeus.com

EDI/ ERA's

Submitting Electronic: Claims, Referral
Certification and Authorization

1-866-409-2935

Email Directly:

EDI.Claims@MolinaHealthcare.com

Submitting Electronic: Encounters

1-866-409-2935

Email Directly:

EDI.Encounters@MolinaHealthcare.com

Receiving 835/ERAs

1-866-409-2935

Email Directly:

EDI.eraeft@MolinaHealthcare.com

Web Portal

Provider ID is
required for
registration for
both Medicaid and
Medicare

Contact your Provider
Representative

MolinaHealthcare.com



Corporate (MHI) Pharmacy Contacts

Medicare

Call Center
1-888-665-1328

Fax
1-866-290-1309

MolinaMedicare.com

Medicaid

Call Center
1-855-322-4081

Fax
1-866-497-7448

*"I want this to be
an exemplary
organization"*
Mary R. Molina
(1929-2012)
Founder

Medicare & Medicaid Pharmacy

Contacts for escalated issues

Medicare

Chaz Washington, PharmD
Manager, Medicare Pharmacy

1-888-562-5442

Chaz.Washington@Molinahealthcare.com

Ashley Henderson, CPhT
Supervisor of Medicare Pharmacy

1-888-562-5442

Ashley.Henderson@Molinahealthcare.com

Medicaid

John Vu
Director, Medicaid Pharmacy

1-855-322-4081 x172054

John.Vu@Molinahealthcare.com

Julie Armstrong
Lead Technician

1-855-322-4081 x817176

Julie.Armstrong@Molinahealthcare.com

Medical Prior Authorization

Phone Numbers:

- Molina Medicaid/CHIP/Medicare/Marketplace
- 1-888-483-0760, option 1, then option 4
- Healthy Advantage: 1-866-472-9479



Fax Numbers:

- Molina Medicaid/CHIP & MarketPlace: 1-866-472-0589
- Molina Medicare: 1-866-504-7262
- Healthy Advantage: 1-866-472-9481

Utilization Management

Prior Authorization

- ❖ Prior Authorization Guidelines
- ❖ Codification list – Medicare, Medicaid, CHIP & Market Place

The prior authorization guidelines and codification work hand-in-hand as a tool for our providers.

The updates for 2016 can be found on www.MolinaHealthcare.com

- ❖ Advanced Imaging Centralized
Phone: 855-714-2415
Fax: 877-731-7218

Authorization requests can be submitted on both the Web Portal or by fax.

Care Managers

Tamara Snyder

ED Diversion & Restriction

801-316-2759

Amy Quesenberry

Behavioral Health

801-316-9530

Jamie Griggs

Complex Case Management

801-316-2763

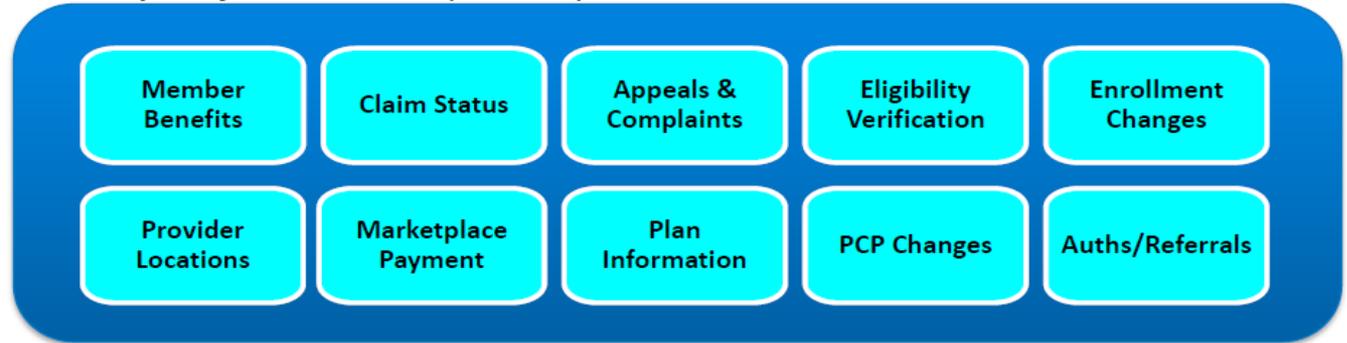
Renee Whitehead

Transition of Care

801-316-2765

The Member Services Contact Center (MSCC) is the voice of Molina supporting multiple Member and Provider touch points

Examples of Inbound Calls: (not a comprehensive list)



Medicaid/CHIP 888.483.0760

Marketplace 855.542.1972

Medicare UT 888.665.1328

UT Healthy Advantage 877.644.0344

Utah MSCC Leadership Team

Diane McWilliams, Director 801.858.0464

Mary Ann Hughes, Medicaid/Marketplace Supervisor 888.562.5442 ext. 172011

Gianna Brown, Medicaid /Marketplace Supervisor 888.562.5442 ext. 172070

Medicare manager, Geri Allsop, 888.562.5442 ext 172253

Daric Booth, Medicare Supervisor 888.562.5442 ext. 172465

Member Services

(Benefits & Eligibility)

| | |
|---|---|
| Molina Medicare Member: Member #: |  |
| PCP: PCP Phone: Medical Copays: Office Visits: Specialist Visits: Urgent Care: ER Visits: | RxBIN: RXPCN: RxGrp: RxID: |
| Issue ID: Issued Date: |  |

Molina Medicaid/CHIP

- Phone: 1-888- 483-0760

MarketPlace/Exchange

- Phone: 1-855-858-3973

Molina Medicare Options Plus

- Phone: 1-888-665-1328

Healthy Advantage

- Phone: 1-877-644-0344

Member Services: 1-800-665-3086 or TTY at 1-800-346-4128
Monday – Sunday, 8:00 AM to 8:00 PM local time.
24-Hour Nurse Advice Line: 1-888-275-8750
24-Hour Nurse Advice Line TTY: 1-866-735-2922
For Spanish Please Call: 866-648-3537.
Providers/Hospitals: For prior authorization, eligibility and general information, please call Member Services (see above).
Submit Claims To:
Medical/Hospital:
PO BOX 22811, Long Beach, CA 90801 please call Member Services (see above).
Pharmacy:
7050 Union Park Ave, Suite 200, Midvale, UT 84047 please call Member Services (see above).
www.molinamedicare.com

NCQA Accredited!

2007 – 2015
(2016 evaluation under way)

