



Molina Healthcare of California

Utilization Management Department

Los Angeles County Resource Guide GENERAL ACUTE FACILITY RESOURCES

MAIN RESOURCES

CA UM Inpatient Call Center:	M-F 8:30 AM – 5:30 PM	(866)-814-2221
Emergency Department Support Unit (EDSU):	After Hours, Weekends and Holiday Calls	(844) 966-5462

FAX RESOURCE

Fax clinical documentation:	(866) 553-9263
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CARE REVIEW CLINICIAN (CRC) RN

Please call your assigned CRC for clinical collaboration and discussion

Brandon Him, CRC, Inpatient Review (RN) (562)-507-1923	CENTINELA HOSPITAL MEDICAL CENTER COMMUNITY HOSPITAL OF HUNTINGTON PARK SOUTHERN CA HOSP AT HOLLYWOOD- VAN NUYS- CULVER CITY – HOSP (SOUTHERN CALIFORNIA HOSPITAL AT CULVER CITY) SOUTHERN CA HOSP AT HOLLYWOOD- VAN NUYS- CULVER CITY - HOSP (SOUTHERN CALIFORNIA HOSPITAL AT HOLLYWOOD) TORRANCE MEMORIAL MEDICAL CENTER VALLEY PRESBYTERIAN HOSPITAL
Camisha Loughridge, CRC, Inpatient Review (RN) (562)-491-4700	AHMC ANAHEIM REGIONAL MEDICAL CENTER LP AHMC SAN GABRIEL VALLEY MEDICAL CTR ALHAMBRA HOSPITAL MEDICAL CENTER ANTELOPE VALLEY HOSPITAL MEDICAL CENTER CALIFORNIA HOSPITAL MEDICAL CENTER GARFIELD MEDICAL CENTER LP GLENDALE MEMORIAL HOSPITAL & HEALTH CENTER LA PALMA INTERCOMMUNITY HOSPITAL LOS ALAMITOS MEDICAL CENTER ST FRANCIS MEDICAL CENTER-LYNWOOD
Caroline Kua Balbuena CRC, Inpatient Review (RN) (562) 456-4715	CHAPMAN MEDICAL CENTER DHS-HARBOR-UCLA MEDICAL CENTER EAST VALLEY HOSPITAL (GLENORA HOSPITAL) EMANATE HEALTH INTERCOMMUNITY HOSPITAL EMANATE HEALTH QUEEN OF THE VALLEY HOSPITAL FOOTHILL PRESBYTERIAN HOSPITAL HOAG MEMORIAL HOSPITAL PRESBYTERIAN - NEWPORT BEACH HUNTINGTON BEACH HOSPITAL KECK HOSPITAL OF USC LONG BEACH MEMORIAL MEDICAL CENTER MILLER CHILDRENS HOSPITAL NORTHRIDGE HOSPITAL MEDICAL CENTER-ROSCOE CAMPUS OLYMPIA MEDICAL CENTER PRIME HEALTHCARE SERV DBA SAN DIMAS COMMUNITY HOSPITAL



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	<p>SIMI VALLEY HOSPITAL & HEALTHCARE SERVICES ST JUDE MEDICAL CENTER (FULLERTON) ST MARY MEDICAL CENTER (LONG BEACH) WESTERN MEDICAL CENTER - SANTA ANA (ORANGE COUNTY GLOBAL MEDICAL CENTER)</p>
<p>Hien Huynh CRC, Inpatient Review (RN) (562) 549-3780</p>	<p>ANTELOPE VALLEY HOSPITAL MEDICAL CENTER CEDARS SINAI MEDICAL CENTER CHILDRENS HOSPITAL OF LOS ANGELES CHILDRENS HOSPITAL OF ORANGE COUNTY COASTAL COMMUNITIES HOSPITAL INC (SOUTH COAST GLOBAL MEDICAL CENTER) COLLEGE HOSPITAL OF CERRITOS (BHS) COMMUNITY HOSPITAL OF LONG BEACH FOUNTAIN VALLEY REGIONAL HOSPITAL GREATER EL MONTE HOSPITAL HOLLYWOOD PRESBYTERIAN MEDICAL CENTER MARINA DEL REY HOSPITAL LA DOWNTOWN MEDICAL CENTER LLC MONTEREY PARK HOSPITAL PRESBYTERIAN INTERCOMMUNITY HOSPITAL, INC (WHITTIER) PROVIDENCE CEDARS-SINAI TARZANA MEDICAL CENTER SHERMAN OAKS HOSPITAL UCI MEDICAL CENTER (UC IRVINE MEDICAL CENTER) USC VERDUGO HILLS HOSPITAL LLC WEST ANAHEIM MEDICAL CENTER (ORANGE AVE) WESTERN MEDICAL CENTER - ANAHEIM (ANAHEIM GLOBAL MEDICAL CENTER) WHITTIER HOSPITAL MEDICAL CENTER</p>
<p>Holly Handorf, CRC, Inpatient Review (RN) (562)-517-0484</p>	<p>CITY OF HOPE NATIONAL MEDICAL CENTER HENRY MAYO NEWHALL HOSPITAL HOLLYWOOD PRESBYTERIAN MEDICAL CENTER HUNTINGTON MEMORIAL HOSPITAL KAISER FOUNDATION HOSPITAL BALDWIN PARK KAISER FOUNDATION HOSPITAL - DOWNEY KAISER FOUNDATION HOSPITAL - PANORAMA CITY KAISER FOUNDATION HOSPITAL HARBOR CITY/SOUTH BAY KAISER FOUNDATION HOSPITAL SUNSET KAISER FOUNDATION HOSPITAL WEST LOS ANGELES MARTIN LUTHER KING JR COMMUNITY HOSPITAL</p>
<p>MaryAnne Sarmiento CRC, Inpatient Review (RN) (562)-549-4134</p>	<p>ADVENTIST HEALTH GLENDALE BEVERLY HOSPITAL (ADVENTIST HEALTH WHITE MEMORIAL MONTEBELLO) DHS LAC USC MEDICAL CENTER PROVIDENCE MISSION HOSPITAL PROVIDENCE LITTLE COMPANY OF MARY - SAN PEDRO PROVIDENCE ST JOSEPH MEDICAL CENTER BURBANK PROVIDENCE SAINT JOHNS HEALTH CTR PROVIDENCE ST JOSEPH HOSPITAL ORANGE PROVIDENCE ST JOSEPH MEDICAL CENTER (<i>Burbank</i>) WHITE MEMORIAL MEDICAL CENTER- HUR</p>



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<p>Merceditis Delmonte, CRC, Inpatient Review (RN) (562) 456-4634</p>	<p>ALTA LOS ANGELES HOSPITALS INC (LOS ANGELES COMMUNITY HOSPITAL) ALTA LOS ANGELES HOSPITALS INC (NORWALK COMMUNITY HOSPITAL) COLLEGE HOSPITAL OF COSTA MESA (BHS) DOCTORS HOSPITAL OF WEST COVINA EAST LOS ANGELES DOCTORS HOSPITAL ENCINO HOSPITAL MEDICAL CENTER GARDEN GROVE HOSPITAL AND MEDICAL CENTER LAKEWOOD REGIONAL MEDICAL CENTER LOS ANGELES COMMUNITY HOSPITAL MEMORIAL HOSPITAL OF GARDENA (GARDENA HOSPITAL) PACIFICA HOSPITAL OF THE VALLEY CORPORATION PALMDALE REGIONAL MEDICAL CENTER PROVIDENCE LITTLE COMPANY OF MARY MEDICAL CENTER TORRANCE RONALD REAGAN UCLA MEDICAL CENTER SANTA MONICA UCLA MEDICAL CENTER WEST HILLS HOSPITAL AND MEDICAL CENTER (MEDICAL CENTER DR) WHITTIER HOSPITAL MEDICAL CENTER</p>
<p>Traci Nichols CRC, Inpatient Review (RN) 562-549-3743</p>	<p>CHILDRENS HOSPITAL AT MISSION (MISSION VIEJO) COAST PLAZA HOSPITAL COLLEGE MEDICAL CENTER LONG BEACH DHS-RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER GOOD SAMARITAN HOSPITAL - LOS ANGELES LOS ANGELES COUNTY OLIVE VIEW UCLA MEDICAL CENTER METHODIST HOSPITAL OF SOUTHERN CALIFORNIA (USC ARCADIA HOSPITAL) MISSION COMMUNITY HOSPITAL (PANORAMA CITY) PIH HEALTH HOSPITAL – DOWNEY POMONA VALLEY HOSPITAL MEDICAL CENTER PRESBYTERIAN INTERCOMMUNITY HOSPITAL, INC (WHITTIER)</p>
<p>Michele Ruffalo, Healthcare Services Manager (RN) – (562) 542-1625 Jessica Advocate, UM Supervisor (RN) – (562) 456-4015</p>	

<p>MEDICARE DISCHARGE PLANNING AUTHORIZATIONS</p>	
<p>To request authorizations needed for a discharge, please fax the Central Inpatient Unit (CIU):</p>	<p>(844) 834-2152</p>
<p><i>(Skilled Nursing Facility, Long Term Acute Care, Acute Inpatient Rehab, or Higher Level of Care please contact your assigned CRC)</i></p>	
<p>For follow-up, please call the CIU:</p>	<p>(855) 322-4075 Option 4, Option 4, Option 2, Option 2, Option 2.</p>

<p>DISCHARGE PLANNING</p>
<p>The Molina CRC is available to assist with <u>Complex</u> Discharge Planning. Hospital to provide the following:</p> <ul style="list-style-type: none"> • Prior level of function • Required Level of Care • Skilled need

- Follow-up Care/Services required
- Per CMS managed care requirement, please submit the Discharge Summary and/or patient discharge instruction sheet to Molina via fax.
- Notify and communicate with primary care and coordinate continuity of care with prior PCP and ECM providers, including sharing of discharge summaries, care plans, and medication lists.

FREQUENTLY ASKED QUESTIONS - FAQs

- Hospital must notify Molina within 24 hours of inpatient admission, including pre-authorized surgeries/procedures
- The Molina Concurrent Review Clinician RN will review the admission applying InterQual/MCG criteria for medical necessity. Ultimately, denial decisions are made by Molina Medical Director using sound clinical judgment.
 - **DRG facilities:** Admissions that meet criteria will be authorized per DRG. Molina will require clinical updates every seven (7) days identifying member condition change and discharge planning/needs. **Complete medical records are not required for this clinical update. *If you have received a denial and there is a change in condition or further information it is imperative that you send this to us right away while the member is still in house.***
 - **Per Diem facilities:** Admissions that meet criteria will be authorized for day of admission. Hospital must submit to Molina **minimal** supporting documentation substantiating medical necessity for continued stay daily. Molina CRC will perform daily medical necessity reviews through discharge. Ultimately, denial decisions are made by Molina Medical Director using sound clinical judgment.
 - **Molina will not accept InterQual, any other medical necessity criteria screenshot, or a case management summary, in lieu of clinical documentation**
- Molina is available to assist with complex discharge planning.

CLINICAL REVIEW CHECKLIST

- **INITIAL REVIEW:**
 - ER Report
 - History and Physical
 - Admitting orders
 - Specialty Consultations
 - Supporting clinical documentation

- **CONCURRENT REVIEW:**

- Physician orders
- Specialty Consultations
- Supporting clinical documentation

Upon receipt of notification of admission, a **reference number** will be assigned. Upon completion of Molina review and decision the reference number will become the **authorization number** or **denial number**.

LATE NOTIFICATION

- When the Hospital fails to notify Molina Healthcare of an admission within 24 hours, the authorization request may become subject to administrative denial. The Molina CRC will review the admission. If the admission meets criteria and is approved, the Molina CRC will review for continued stay. If the member was discharged prior to late notification of **less than 30 days**, Molina UM staff will notify the hospital. If EMR is unavailable, please submit via fax, *ER Report, H&P, Admitting orders, dictated specialty consultations, documentation supporting the inpatient admission and continued stay, D/C orders, and D/C Summary* for Retro Review to:

FAX (866) 553-9263

If the member was discharged prior to late notification of 30 days or more, please submit a claim to Molina via **SSI with payer ID 38333**. **You will be notified of the specific medical records required to support the request for inpatient stay by the Retro Review team.**

RE-EVALUATIONS UPON DENIAL

- **Medi-Cal and Marketplace Re-evaluation:** Upon denial, Molina allows the provider **5 calendar days** to submit **minimal** additional clinical information to support medical necessity or 5 calendar days from the Notice of Action letter to request and schedule peer-to-peer reviews for cases in which the member has not been discharged for more than 2 days. For cases in which the member has been discharged, the length of stay must be less than 2 days OR have been a weekend admit/discharge in order to be eligible for re-evaluation.
- For Re-evaluation, please submit specific documentation requested to support approval of the admission or continued stay to and fax to **(866) 553-9263**.
- To request a Peer-to-Peer review, please call toll-free **(866) 814-2221**.

MEDICARE DOES NOT ALLOW RE-EVALUATIONS AFTER THE MEMBER HAS BEEN DISCHARGED.

- If the Medicare member has *NOT* been discharged and additional supporting documentation is available, **please call and discuss the case with your assigned CRC listed on the first page and** please fax to **(866) 553-9263**. A Molina MD is also available to conduct a peer-to-peer on the case at **(866) 814-2221**.
- If the Medicare member has been discharged, the hospital must follow the Medical Claims Review process for Medicare, which is outlined in the Molina Provider Manual. Please submit minimal additional clinical information to support medical necessity with the claim via the Molina Provider Portal at provider.molinahealthcare.com/.

RETROSPECTIVE REVIEW

- When a notification of a **Medi-Cal** or **Marketplace** (Covered California) member admission is not submitted to Molina in a timely but in **less than 30 days**, the hospital should utilize the Retrospective Review Process. Please submit, via fax, a service request form to:

FAX: (866) 553-9263

- If EMR is unavailable, please submit via fax, ER Report, H&P, Admitting orders, dictated specialty consultations, documentation supporting the inpatient admission and continued stay, D/C orders, and D/C Summary for the duration of the hospital stay.
- There is no Retrospective Review process for Medicare and MMP, therefore, please submit a medical claim and **minimal** medical records supporting medical necessity of the admission and continued stay, ER Report, H&P, Admitting orders, dictated specialty consultations, documentation supporting the inpatient admission and continued stay, D/C orders, and DC Summary via the Molina Provider Portal at provider.molinahealthcare.com/.

PHARMACY

- For pharmacy questions related to discharge needs during business hours, please contact **Molina Pharmacy Dept. at (855) 322-4075—follow the prompts for line of business and pharmacy. After hours, please contact Caremark Nurse Advice Intake Line at (888) 543-5897.**



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CONTRACTED PROVIDERS

- Please see Molina Healthcare website for complete listing here:
molina.sapphirethreesixtyfive.com/?ci=ca-molina&network_id=13&geo_location=33.9571,-118.4041&locale=en