Provider Bulletin

Molina Healthcare of California

molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

February 20, 2025

☐ Imperial
☒ Riverside
☒ San Bernardino
☒ Los Angeles
☐ Orange
☒ Sacramento
☒ San Diego

Skilled Nursing Facilities, Intermediate Care Facilities for Individuals with Developmental Disabilities and Subacute Care Facilities Billing Reminder

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

Dear Valued Provider,

Molina Healthcare is committed to ensuring smooth claims processing and minimizing claim denials. Below are common denial reasons and recommendations to help reduce the number of denied claims:

1. **Service Paid on Another Claim**
   - **Description:** These claims are denied when the same services have already been billed and paid under a different claim number.
   - **Recommendation:** Before submitting a duplicate claim, check the status of the original claim by submitting an inquiry. Based on the inquiry results, Molina may adjust the original claim if needed.

2. **Missing Authorization**
   - **Description:** These claims are billed without the required authorization.
   - **Recommendation:** Verify authorization requirements and obtain authorization before submitting claims. Ensure that the authorization number is included on the claim to prevent unnecessary denials.

3. **Enrollment Discrepancy**
   - **Description:** Claims are denied when the member does not have active enrollment during the date of service.
   - **Recommendation:** Verify the member's eligibility before rendering services and before claim submission. Checking eligibility in advance can help prevent denials related to enrollment status.

By following these best practices, providers can reduce the number of denied claims and improve overall claim processing efficiency. If you have any questions or need further assistance, please contact your Provider Relations Representative.

Thank you for your continued partnership.

Provider Action

To submit claims, check authorization status and member eligibility, log onto Molina's provider portal at availity.com/molinahealthcare/.

For additional resources, please reference the Intermediate Care Facilities for Individuals with Developmental Disabilities (ICF/DD) Provider Toolkit: molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/Health-Resources/Toolkits/ICF-DD-and-Subacute-Provider-Toolkit.pdf

MOLINA HEALTHCARE

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
Los Angeles County	Clemente Arias	562-517-1014	Clemente.Arias@molinahealthcare.com
	Daniel Amirian	562-549-4809	Daniel.Amirian@molinahealthcare.com
	Anita White	562-980-3947	Princess.White@molinahealthcare.com
	Elias Gomez	562-517-0445	Elias.Gomez@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	279-895-9354	Johonna.Eshalomi@molinahealthcare.com
	Marina Higby	916-561-8550	Marina.Higby@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	562-549-3957	Patricia.Melendez@molinahealthcare.com
San Diego/Imperial County	Salvador Perez	562-549-3825	Salvador.Perez@molinahealthcare.com
	Lincoln Watkins	858-974-1758	Lincoln.Watkins@molinahealthcare.com
	Tan Do	858-287-4869	Tan.Do@molinahealthcare.com
	Toree Johnson	858-974-1726	Toree.Johnson@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
San Diego & Sacramento, California Facilities	Dolores Ramos	562-549-4900	Dolores.Ramos@molinahealthcare.com
Los Angeles, California Facilities	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino, California Facilities	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com

If you are not contracted with Molina and your fax number is not shared with a contracted provider, and you wish to opt out of receiving the MHC Provider Bulletin, please email mhcproviderbulletin@molinahealthcare.com.

Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

Molina Healthcare of California: 200 Oceangate, Suite 100, Long Beach, CA 90802