

Provider Bulletin

Molina Healthcare of California

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

February 24, 2025

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

Safeguarding Members' Protected Health Information

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

What you need to know:

Dear Providers,

Molina Healthcare of California (MHC) wishes to emphasize the critical importance of safeguarding our members' Protected Health Information (PHI) in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and applicable state laws. In general HIPAA prohibits a provider from using or disclosing protected health information unless authorized by patients, except where this prohibition would result in unnecessary interference with access to quality health care.

Providers may use and disclose PHI for their members treatment, payment, and healthcare operations (TPO) without the patient's consent or authorization. However, all other uses and disclosures require valid written authorization from the patient including government agencies unless presented with a warrant or subpoena, in compliance with HIPAA and California law.

Additionally, Providers/Practitioners must:

- Implement and maintain appropriate administrative, physical, and technical safeguards to protect PHI.
- Ensure all case discussions, consultations, examinations, and treatments are conducted with discretion.

Follow state privacy laws where they provide greater protection than HIPAA, including:

- Confidentiality of Medical Information Act (CMIA)
- Patient Access to Health Records Act (PAHRA)

As outlined in MHC's Medi-Cal Member Rights, members are entitled to confidential treatment of their medical information and full consideration of their privacy. We appreciate your commitment to upholding these rights and ensuring compliance with all applicable laws.

Thank you for your continued dedication to protecting our members' privacy.

Provider Action

For additional information please refer to Molina's Medi-Cal Provider Manual at molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/2025-CA-MEDI-CAL-PROVIDER-MANUAL.ashx.



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
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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
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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.