

Provider Bulletin

Molina Healthcare of California

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

October 29, 2024

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

American Logistics Transportation

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:

American Logistics is the transportation manager for all of Molina California, Medi-Cal Members. They are committed to providing members with reliable transportation through a simple trip booking process. If members do not have access to transportation for any Medi-Cal covered appointments, American Logistics can help. Members need to schedule transportation at least 48 hours in advance.

Molina Members can schedule transportation:

- By Phone: Molina Medi-Cal Call Line (844) 292-2688 – American Logistics Call Center
- By Web: molina.americanlogistics.com

Doctor and Medical Provider **MUST** complete a PCS Form (a prescription for transportation) if members are requesting transportation for the following modes:

- Car/Van with Door-to-Door/Driver Assistance Service
- Wheelchair Accessible Van (Ramp or Lift)
- Stretcher/Gurney/Litter Van
- Non-Emergency Ambulance Services

For more information, contact:

Molina Healthcare: (888) 665-4621

Medical Providers only:

- Molina Dedicated Medical Provider Line: (888) 808-2206
- Molina Hospital Discharge Staff Direct Line: (844) 420-0257
- Medical providers email support:
molina_support@americanlogistics.com

Provider Action

Members will need Medical Providers to fill out a PCS Form at:

molina.americanlogistics.com/pcs or via Molina Fax Number/Email for PCS forms and Mileage Reimbursement forms:

- Fax Number: (877) 282-8441
- Email:
molinafax@americanlogistics.com

You can use the form in the link above or print the PDF and send to us. Paper PCS forms will need to be mailed to Molina Case Managers or to an American Logistics Trip Services agent for processing.



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
	Christian Diaz	562-549-3550	Christian.Diaz@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	858-300-7722	Lincoln.Watkins@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.