

# Provider Bulletin

Molina Healthcare of California

[molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx](https://molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx)

November 13, 2024

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

## Changes to Reconsideration Process on Availity Essentials

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

### **What you need to know:**

To help streamline our providers' workflow in Availity Essentials, we are making changes to the Reconsiderations functionality from the Message this Payer button on the Claim Status Inquiry (Secure Messaging).

### **When this is happening:**

Effective December 4, 2024

## Provider Action

Please refer to the attached flyer for additional details.



## **What if you need assistance?**

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

<b>Service County Area</b>	<b>Provider Relations Representative</b>	<b>Contact Number</b>	<b>Email Address</b>
Los Angeles County	Clemente Arias	562-517-1014	<a href="mailto:Clemente.Arias@molinahealthcare.com">Clemente.Arias@molinahealthcare.com</a>
	Christian Diaz	562-549-3550	<a href="mailto:Christian.Diaz@molinahealthcare.com">Christian.Diaz@molinahealthcare.com</a>
	Daniel Amirian	562-549-4809	<a href="mailto:Daniel.Amirian@molinahealthcare.com">Daniel.Amirian@molinahealthcare.com</a>
	Anita White	562-980-3947	<a href="mailto:Princess.White@molinahealthcare.com">Princess.White@molinahealthcare.com</a>
	Elias Gomez	562-517-0445	<a href="mailto:Elias.Gomez@molinahealthcare.com">Elias.Gomez@molinahealthcare.com</a>
Los Angeles / Orange County	Maria Guimoye	562-549-4390	<a href="mailto:Maria.Guimoye@molinahealthcare.com">Maria.Guimoye@molinahealthcare.com</a>
Sacramento County	Johonna Eshalomi	279-895-9354	<a href="mailto:Johonna.Eshalomi@molinahealthcare.com">Johonna.Eshalomi@molinahealthcare.com</a>
	Marina Higby	916-561-8550	<a href="mailto:Marina.Higby@molinahealthcare.com">Marina.Higby@molinahealthcare.com</a>
San Bernardino County	Luana McIver	909-501-3314	<a href="mailto:Luana.Mciver@molinahealthcare.com">Luana.Mciver@molinahealthcare.com</a>
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	<a href="mailto:Vanessa.Lomeli2@molinahealthcare.com">Vanessa.Lomeli2@molinahealthcare.com</a>
Riverside County	Patricia Melendez	562-549-3957	<a href="mailto:Patricia.Melendez@molinahealthcare.com">Patricia.Melendez@molinahealthcare.com</a>
San Diego / Imperial County	Salvador Perez	562-549-3825	<a href="mailto:Salvador.Perez@molinahealthcare.com">Salvador.Perez@molinahealthcare.com</a>
	Lincoln Watkins	858-300-7722	<a href="mailto:Lincoln.Watkins@molinahealthcare.com">Lincoln.Watkins@molinahealthcare.com</a>
	Toree Johnson	858-974-1726	<a href="mailto:Toree.Johnson@molinahealthcare.com">Toree.Johnson@molinahealthcare.com</a>

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

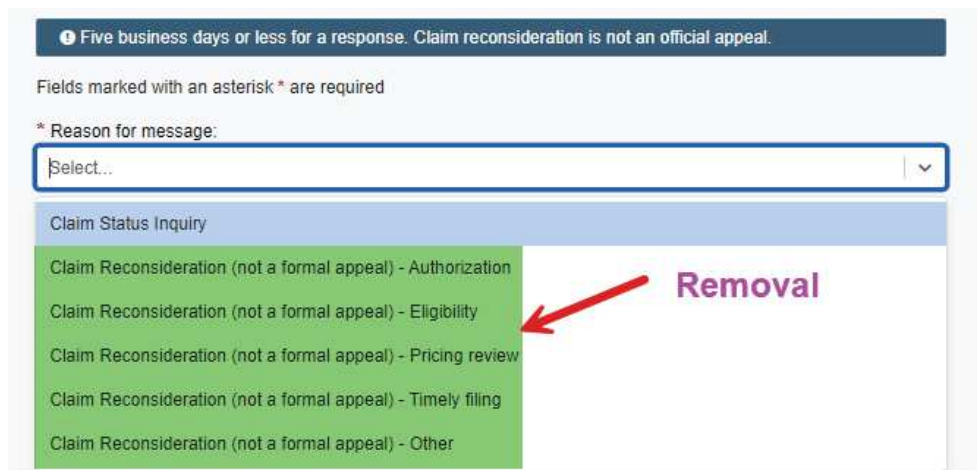
If you are not contracted with Molina and your fax number is not shared with a contracted provider, and you wish to opt out of receiving the MHC Provider Bulletin, please email [mhcproviderbulletin@molinahealthcare.com](mailto:mhcproviderbulletin@molinahealthcare.com).

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

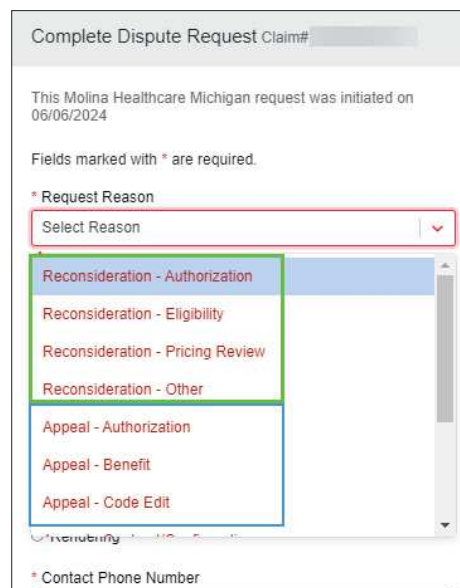
Molina Healthcare of California: 200 Oceangate, Suite 100, Long Beach, CA 90802

To help streamline our providers' workflow in Availity Essentials, we are making changes to the **Reconsiderations functionality from the Message this Payer button on the Claim Status Inquiry (Secure Messaging), effective December 4, 2024.** Molina Healthcare, Inc. and Availity have included additional dropdown options to the **"Request Reason"** dropdown under the **Dispute Claims** button on the Claim Status Inquiry functionality to simplify the Appeals and Reconsiderations submission process.

**Existing process (decommissioned)** - When the provider clicks the **Message this Payer** button on the Claims Status Inquiry, the following dropdown box will display with message options. The highlighted options below will be removed from the dropdown.



**New process** - When the provider clicks the **Dispute Claim** button on the Claim Status Inquiry, the following dropdown box will display with **Request Reason** options, including both Reconsideration and Appeal options:



All reconsideration options will be displayed along with existing appeal options as mentioned below:

- **Reconsideration - Authorization**
- **Reconsideration - Eligibility**
- **Reconsideration - Pricing Review**
- **Reconsideration - Other**
- **Appeal - Authorization**
- **Appeal - Benefit**
- **Appeal - Code Edit**
- **Appeal - Contract/Configuration**
- **Appeal - Enrollment/Eligibility/COB**
- **Appeal - Medical Necessity**
- **Appeal - Other - Non-Medical Necessity**
- **Appeal - Untimely Filing**



**Please note:**

- **Reconsideration: May take up to 15 days** to receive a response and possible adjustment and **does not require** supporting documentation
- **Appeal: May take up to 30-90 days** to complete and **does require** supporting documentation

If you have questions about the new functionality, please contact your Provider Relations representative.

**Thank you for being a valued partner and for the care you provide our members!**