

Resource	Link
Medi-Cal Provider Website	MolinaHealthcare.com/providers/ca/medicaid/home
Marketplace Provider Website	MolinaMarketplace.com/marketplace/ca/en-us
Medicare Provider Website	MolinaHealthcare.com/providers/common/medicare/medicare
2025 Medi-Cal Provider Manual	MolinaHealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/2025-CA-MEDI-CAL-PROVIDER-MANUAL.ashx
2025 Marketplace Provider Manual	MolinaMarketplace.com/marketplace/ca/en-us/Providers/~/-/media/Molina/PublicWebsite/PDF/Providers/ca/Marketplace/2025%20CA%20Marketplace%20Provider%20Manual
2025 Medicare Provider Manual	MolinaHealthcare.com/~/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicare/2025%20CA%20MEDICARE%20PROVIDER%20MANUAL
Provider Relations Contact List	MolinaHealthcare.com/-/media/E5295860C0774A44AF9CA501EEDE4DC1
Provider Training	MolinaHealthcare.com/providers/ca/medicaid/comm/training.aspx
Provider Relations	Contact Information
Provider Contact Center	P: (855) 322-4075
Direct Provider Updates	Online: Proview.caqh.org/Login
Online Provider Portal	Contact Information
Availity Essentials	Online: Provider.MolinaHealthcare.com/ P: (800) 282-4548
Claim Guidelines	
Molina strongly encourages Providers to submit Claims electronically via Availity whenever possible.	
<ul style="list-style-type: none"> • Submit online: Provider.MolinaHealthcare.com/ • Submit by mail: Molina Healthcare of California PO Box 22702 Long Beach, CA 90801 	
EDI	ERA/EFT
Clearinghouse: The SSI Group P: (844) 750-4274 Payer ID: 38333	To register for EFT/ERA's and 835 processing via ECHO: Enrollments.echohealthinc.com/afteradirect/MolinaHealthcare P: (888) 834-3511 Email: edi@echohealthinc.com
EDI Claims Submission	P: (866) 409-2935 Email: EDI.Claims@MolinaHealthCare.com
Encounter Data Submission	P: (866) 409-2935 Email: EDI.Encounters@MolinaHealthcare.com
Claims Customer Service	P: (855) 322-4075
Non-Contracted Provider Appeals	Mail: Molina Healthcare PO Box 22816 Long Beach, CA 90801
Utilization Management	
Prior Authorization Look-up Tool	Online: MolinaHealthcare.com/providers/ca/medicaid/palookup

Department	Medi-Cal	Marketplace	Medicare
Behavioral Health Services (Medi-Cal Only)	MolinaHealthcare.com/providers/common/medicaid/bh_toolkit/bh_toolkit.aspx		
Medi-Cal for Kids & Teens/ Early & Periodic Screening Diagnostic & Treatment (EPSDT)	P: (800) 526-8196 F: (562) 499-6117 Online: dhcs.ca.gov/kidsandteens		
Community Engagement	P: (855) 665-4621	P: (800) 898-9892	P: (855) 665-4621
Compliance/Anti-Fraud Alertline	P: (866) 606-3889 (TTY 711) Online: MolinaHealthcare.AlertLine.com		
Contracting	MolinaHealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/Contracting-Contact-List.ashx		
Cultural & Linguistic Services	P: (855) 322-4075 After Hours and Weekends P: (888) 275-8750		
Dental Services	Medi-Cal Dental Program P: (800) 322-6384 dental.dhcs.ca.gov/Member/s/Medi_Cal_Dental/Find_A_Dentist/DentalProviderDirectorySearch	DentaQuest P: (855) 230-5530 caldental.net/FacilitySearch2/molina/ca/PEHB1	Delta Dental P: (888) 818-7932 www1.deltadentalins.com/medicare/molinahealthcare.html
Enrollment Line	P: (800) 898-9892		P: (866) 408-9501
Health Education	P: (866) 891-2320 F: (800) 642-3691 Email: HealthEducation.MHC@MolinaHealthcare.com MolinaHealthcare.com/providers/ca/medicaid/resource/Health-Education-Materials.aspx		
Hearing Services	N/A		P: (800) 327-4462 Molina.NationsBenefits.com
Member Services Contact Center and Eligibility	P: (888) 665-4621	P: (888) 858-2150	P: (800) 665-0898
Pharmacy	Medi-Cal Rx P: (855) 322-4075 medi-calrx.dhcs.ca.gov	Caremark CVS P: (855) 322-4075 caremark.com/memberportal/pharmacy-locator?fastStyle=OE	Caremark CVS P: (800) 665-3086 medicareplanrx.com/PharmacyLocator/?contractId=MolinaMedD&lang=en&year=2025
Provider Disputes	1. Submit via Availity 2. Mail: Attn Provider Dispute Resolution Unit PO Box 22722 Long Beach, CA 90801		1. Submit via Availity 2. Mail: Attn Contracted Provider Dispute & Appeals Dept PO Box 182280 Chattanooga, TN 37422
Quality Improvement	P: (888) 665-4623 F: (562) 499-6185		
Transportation Services	American Logistics P: (844) 292-2688 Molina.AmericanLogistics.com	Call Customer Care: (855) 322-4075	
Utilization Management 24/7	P: (844) 557-8434	P: (800) 526-8196	P: (855) 322-4075
Vision Services	Vision Service Plan/VSP P: (844) 859-5870 vsp.com/medicaid	Vision Service Plan/VSP P: (855) 868-4561 vsp.com/advantage	Vision Service Plan/VSP P: (855) 868-4561 vsp.com/advantageonly
Web Portal Help Desk	P: (866) 449-6848		
24-hour Nurse Advice Line	P: (888) 275-8750 (TTY/TDD) 711		