



Provider Quick Reference Guide

Continuation of Care (COC) – Medicaid

Molina Healthcare will honor a 120-day continuity of care (COC) period during which all approved prior authorizations for services will be honored, and providers will be reimbursed for services provided on or after 2/1/2025. Non-participating providers will be reimbursed at the rate they received prior to the enrollee's transition for 90 days.

<u>Department</u>	<u>Phone</u>	<u>Fax</u>
Member Services	(866) 472-4585 TTY: (800) 955-8771 or 711 (English); (800) 955-8773 (Spanish)	(866) 422-6445
Utilization Management	(855) 322-4076	(MMA/LTC) (866) 440-9791 (MCR) (844) 251-1450 (MP) (833) 322-1061
MHFL Pharmacy Prior Authorizations	(855) 322-4076	866-236-8531
Nurse Advice Line (24 hours/7 days a week)	(English) (888) 275-8750 (Spanish) (866) 648-3537 TDD/TTY: (866) 735-2929 (English) (866) 833-4703 (Spanish)	
Provider Services	(855) 322-4076	(866) 948-3537
	Department Email: mflproviderservicesmanagement@molinahealthcare.com Territory Assignment: Provider Service Manager per FL Regions (molinahealthcare.com)	
<u>Department</u>	<u>Phone</u>	<u>Fax</u>
Claim Recovery Unit	•866-642-8999	
Behavioral Health	•(855) 322-4076	
Appeals & Grievances	•(866) 472- 4585	(877) 553-6504
	Mailbox: MFL_ProviderAppeals@MolinaHealthcare.com Online Resources: Provider Tip Sheet	

	(molinahealthcare.com)
Provider Contract	Department Mailbox: MFLProviderNetworkManagement@MolinaHealthCare.Com Territory Assignment: Provider Service Manager per FL Regions (molinahealthcare.com)

Billing & Reimbursement

Providers may submit claims to Molina Healthcare on paper or electronically, using a current version CMS-1500/UB-04 or the electronic equivalent.

Paper Claims can be submitted here:

Molina Healthcare Inc PO
BOX 22812
Long Beach, CA 90801

Electronic Claims Submission:

We encourage all Providers to submit their claims through our Availity portal Availity

Essentials Portal Link: [Availity Essentials Portal](#)

Submit Claims to Molina through your EDI clearinghouse using:

- Payer ID: 51062

Availity Essentials portal Claims submitting benefits include:

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| <ul style="list-style-type: none">• Verify member eligibility, covered services and HEDIS gaps• Submit Professional (CMS1500) and Institutional (UB04) Claims with attached files, correct/void claims, add attachments to previously submitted claims• View Electronic Remittance Advice (ERA) and Explanation of Payment (EOP) | <ul style="list-style-type: none">• Create and submit a Claim Appeal with attached files• Check claim status• Prior Authorizations/Service Requests: submit requests and check status• Download forms and documents• Send/receive secure messages to/from Molina |
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ERA/EFT

For ERA/EFT registration, please visit our Molina website: [Enrollment Information for ERA/EFT](#) Any questions during this process should be directed to ECHO Health

[\(888\) 834-3511](tel:8888343511) or edi@echohealthinc.com.

Vendor Quick Reference Guide

Vision	Market Place Vision Service Plan (VSP) (800) 615-1883 www.vsp.com	All Medicaid Products (MMA/Specialty/LTC) iCare Solutions (855) 373-7627
Laboratory Services	Quest Diagnostics 866-MYQUEST (866) 697-8378 www.questdiagnostics.com	LabCorp (800) 845-6167 www.labcorp.com
Pharmacy Benefits	CVS Caremark (800) 237-2767 www.caremark.com/wps/portal	
Physical, Speech, and Occupational Therapy	American Therapy Administrators/Heath Network One (MMA, Specialty, Comprehensive) (888) 550-8800 Note: PT/OT/ST services for LTC members are managed directly through Molina	
Non-Emergency Transportation Service	Access2Care (888) 298-4781	
Durable Medical Equipment, Home Health, and Home Infusion	Coastal Care Services MMA and Specialty Plan (855) 481-0505 Note: Durable Medical Equipment, Home Health, and Home Infusion services for LTC and Comprehensive members is managed directly through Molina	
NICU Services	PROGENY Utilization Management: Call 888-832-2006 and select option 3 Utilization Management Secure Fax Number: 866-879-0331. This dedicated fax number will be provided by Progeny Health	
Cardiology, Oncology, Radiology Oncology	EVOLENT Prior Authorization request directly to New Century Health via their provider portal at https://my.newcenturyhealth.com/ or you may call New Century Health at 1-888-999-7713.	
MCG Auto Auth	MCG (888) 464-4746 Cite AutoAuth can be accessed via the Availity Essentials portal and is available 24 hours per day/7 days per week.	



Important Links

Provider Manual and Orientation	Provider Manual and Orientation
Resources and Training	Resources & Training
Provider Online Directory (POD)	Online Directory
Who is my Rep?	Provider Service Manager per FL Regions (molinahealthcare.com)
How to Submit Appeals & Grievances	Provider Tip Sheets
Provider Quarterly Newsletter	Molina FL Provider Newsletters
Provider Responsibilities	Provider Responsibilities
Provider Credentialing Rights	Provider Credentialing Rights
Utilization Management	Utilization Management
Frequently Used Forms	Frequently Used Forms
Pregnancy Notification Form	Florida Medicaid Pregnancy Notification Form
Live Issue Resolution	Contact Molina Healthcare of Florida