



Enhanced Care Management

Provider Manual

Part 6

Molina Healthcare of California

(Molina Healthcare or Molina)

2025

Capitalized words or phrases used in this Provider Manual shall have the meaning set forth in your Agreement with Molina Healthcare. “Molina Healthcare” or “Molina” has the same meaning as “Health Plan” in your Agreement. The Provider Manual is customarily updated annually but may be updated more frequently as needed. Providers can access the most current Provider Manual at [MolinaHealthcare.com](https://www.molinahealthcare.com).

Last Updated: 06/2025



Enhanced Care Management Provider Manual

The Molina **Enhanced Care Management (ECM) Provider Manual** serves as the reference guide for ECM Providers and is considered an extension of the Provider contract. The manual details processes and requirements for the administration and delivery of Molina's Enhanced Care Management Program (ECM). ECM Providers are required to review this manual, participate in associated trainings, share materials with existing and new staff, and educate on program requirements. The information contained in the manual is current as of the date of its publication and is subject to change based on new DHCS requirements and/or when changes are made to Molina's ECM processes.

Please contact Molina's ECM Team at: MHC_ECM@MolinaHealthCare.com for questions about the manual or the ECM Program.

Thank you for your partnership and service to our members!

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Molina ECM Reports

To support ECM Providers with their oversight and monitoring activities, outreach efforts, and member care coordination, Molina’s ECM Team will share data such as member assignment files, preventative care measures, and hospital & SNF census data.

Below is a complete list of all the reports that Molina’s ECM Team provides to our ECM Providers. ECM Providers are expected to review these reports. If you encounter any discrepancies with any of these reports, please notify Molina’s ECM Team immediately:

MHC_ECM@MolinaHealthCare.com

Report	Description	Format	Method of Distribution	Frequency
MIF	List of all ECM eligible members assigned to each ECM Provider. Includes continued eligible, newly eligible, termed, and returned. For use in outreach and enrollment. Refer to the report for all fields.	Excel file	Manually via secure email	Monthly
Member Activity Report	List of all post opt-in ECM members. ECM Providers must review this report as part of their oversight and monitoring activities and reconcile against capitation reports. Refer to the report for all fields.	Excel file	sFTP	Daily
IP Census Report	ECM Eligible & Opt-in members who are currently inpatient (Hospital & SNF). Utilize this report for transition of care (ToC) activities (enrolled members) and outreach & engagement (members not enrolled). Refer to the report for all fields.	Excel file	sFTP	Daily
HEDIS/Gaps in Care Report	Preventative care measures. ECM LCM is to educate the member on the importance of preventative care, discuss details of missing HEDIS/ Gaps in Care measure, and assist member with care coordination to help remove potential barriers. Refer to the report for all fields.	Excel file	sFTP	1st of the Month

Capitation Details Report	The report includes post-enrollment payments, member details, and recoupments. Refer to the report for all fields. Refer to the steps below to download this report.	Excel	ECM Provider downloads report via FES portal	Monthly
Staffing & Capacity	ECM Providers are to report their staffing and capacity for their ECM Team. Reach out to Molina’s ECM Team for the latest reporting template.	Excel File	ECM Provider emails report to Molina’s ECM Team	Monthly

Note: Reports may have a lag time of one or two business days due to the overnight update process.

Downloading the Capitation Details Report

ECM Providers can download the Capitation Details Report by accessing the File Exchange Services (FES) Portal. This report is available within one day of the capitation payment being generated.

For FES access requests, ECM Providers need to email Molina's ECM Team:

- Email Subject: FES Access
- Provide the full name of the individual who needs access.
- Name of the organization.
- Individual's email address.

ECM Providers are encouraged to request access for at least two employees: a Finance/Accounting Department contact and an individual from the ECM Team.

- Upon being granted access, users will receive an email with the FES login and password.
- Access FES at the following link: fes.molinahealthcare.com/FES/login.
- For password resets or login information, email the Molina EDI Team at the following mailbox: edi.encounters@molinahealthcare.com.
- We recommend using the EDI email address to report issues rather than the phone number on the portal, as the email has a faster response time.
- Note that if you contract with Molina for multiple programs/lines of business other than ECM (e.g., Medi-Cal, Medicare, Marketplace), you will need two different logins: one for ECM and one for all other lines of business.

Downloading the Capitation Details Report Instructions

Step 1: Upload File

After logging into the FES portal, click on the Upload File header. The upload file page will be displayed.

Below fields should be displayed.

- File Format
- Trading Partner
- Exchange Name
- File to be uploaded.

Select the file format, Trading Partner and Exchange Name. Then select the file to be uploaded and click on upload.

Step 2: Download File

Below page will be displayed upon clicking on the Download File option.

Below fields should be displayed.

- Trading Partner
- File Category
- File Format
- From Date
- To Date

Enter all mandatory fields and click on search. Files related to search criteria should be displayed.

File Name	Format	Version	Sending Trading Partner ID	Receiving Trading Partner ID	Is Archived?	Sender ID	Submission Time	View Details
ANG_THRA_20180802.CSV	ClaimHistory	Proprietary	MHC330342719	ANG954535099	No	Autosysprovc	8/2/2018 11:05:58 AM	View Details
ANG_FCHA_20180802.CSV	ClaimHistory	Proprietary	MHC330342719	ANG954535099	No	Autosysprovc	8/2/2018 11:05:58 AM	View Details
ANG_FCHA_20180802.CSV	ClaimHistory	Proprietary	MHC330342719	ANG954535099	No	Autosysprovc	8/2/2018 11:05:58 AM	View Details
ANG_ICP_20180802.CSV	ClaimHistory	Proprietary	MHC330342719	ANG954535099	No	Autosysprovc	8/2/2018 11:05:58 AM	View Details
ANG_ICP_20180802.CSV	ClaimHistory	Proprietary	MHC330342719	ANG954535099	No	Autosysprovc	8/2/2018 11:05:58 AM	View Details
ANG_ICP_20180802.CSV	ClaimHistory	Proprietary	MHC330342719	ANG954535099	No	Autosysprovc	8/2/2018 11:05:58 AM	View Details
ANG_ICP_20180802.CSV	ClaimHistory	Proprietary	MHC330342719	ANG954535099	No	Autosysprovc	8/2/2018 11:05:58 AM	View Details
ANG_ICP_20180802.CSV	ClaimHistory	Proprietary	MHC330342719	ANG954535099	No	Autosysprovc	8/2/2018 11:05:58 AM	View Details
ANG_ICP_20180802.CSV	ClaimHistory	Proprietary	MHC330342719	ANG954535099	No	Autosysprovc	8/2/2018 11:05:58 AM	View Details
ANG_ICP_20180802.CSV	ClaimHistory	Proprietary	MHC330342719	ANG954535099	No	Autosysprovc	8/2/2018 11:05:58 AM	View Details
ANG_THRA_20180817.CSV	ClaimHistory	Proprietary	MHC330342719	ANG954535099	No	Autosysprovc	8/17/2018 11:25:37 AM	View Details

Click on the View Details icon in the last grid of each file to view file details.

Sending Trading Partner ID:	MHC330342719	Receiving Trading Partner ID:	ANG954535099	File Name:	ANG_THRA_20180802.CSV
File Size:	405 Bytes	File Format:	ClaimHistory	File Version:	Proprietary
Test/Production:	Production	File Submission Date:	8/2/2018 11:05:58 AM		

Click on the file name link to open or save the files.

Step 3: File Submission History

Below page will be displayed upon clicking on the File Submission History option.

Trading Partner: Select
File Category: All
File Format: All
From Date: 12/10/2018 (mm/dd/yyyy)
To Date: 01/10/2019 (mm/dd/yyyy)

Below fields should be displayed.

- Trading Partner
- File Category
- File Format
- From Date
- To Date

Enter all mandatory fields and click on search. Files related to search criteria should be displayed.

Search File Submission History

Trading Partner: Angeles IPA
 File Category: HIPAA
 From Date: 09/01/2018
 To Date: 01/10/2019

File Format: All

Search Clear

File Name	Format	Version	Submission Time	Test/Production
MHCA_AIPA_MD_837I_180502161924_09072018114004185.txt	837IENC	005010X223A2	9/7/2018 11:40:03 AM	Production
MHCA_AIPA_MD_837P_180905090124_09072018114004685.txt	837PEN	005010X223A1	9/7/2018 11:40:04 AM	Production
MHCA_AIPA_MHP_837P_180905085225_09072018114005529.txt	837PEN	005010X223A1	9/7/2018 11:40:05 AM	Production
MHCA_AIPA_MP_837P_180905085418_09072018114006185.txt	837PEN	005010X223A1	9/7/2018 11:40:05 AM	Production
MHCA_AIPA_MD_837I_1809131251951_09142018144035923.txt	837IENC	005010X223A2	9/14/2018 2:40:35 PM	Production
MHCA_AIPA_MD_837P_180913125757_09142018144036424.txt	837PEN	005010X223A1	9/14/2018 2:40:36 PM	Production
MHCA_AIPA_MD_837P_180913125838_09142018144037111.txt	837PEN	005010X223A1	9/14/2018 2:40:36 PM	Production
MHCA_AIPA_MHP_837I_180913151714_09142018144037627.txt	837IENC	005010X223A2	9/14/2018 2:40:37 PM	Production
MHCA_AIPA_MHP_837P_180913122819_09142018144038095.txt	837PEN	005010X223A1	9/14/2018 2:40:37 PM	Production
MHCA_AIPA_MP_837P_180913123700_09142018144038611.txt	837PEN	005010X223A1	9/14/2018 2:40:38 PM	Production

Click on the file name link to file details.

File Details

Sending Trading Partner ID: AN0954535099
 Receiving Trading Partner ID: MHC330342719
 File Name: MHCA_AIPA_MD_837I_180502161924_09072018114004185.txt
 File Size: 82173 Bytes
 File Format: 837IENC
 File Version: 005010X223A2
 Test/Production: Production
 File Submission Date: 9/7/2018 11:40:03 AM

Back

Step 4: View Exchange

Below page will be displayed upon clicking on the View Exchange option.

Search Exchanges

Trading Partner: Select
 File Category: All
 File Format: All

Search Clear

Below fields should be displayed.

- Trading Partner
- File Category
- File Format

Select the required fields and click on search. Search results will be displayed for the search fields entered.

Search Exchanges

Trading Partner: Angeles IPA * - Required Field

File Category: All

File Format: All

Exchange Name	Sender Name	Sender ID	Receiver Name	Receiver ID	Format	Version	File Extension	Test / Production	Number Completed	Effective From	Effective To	Status
837PENC_ANG954535099_5010_Prod	Angeles IPA	ANG954535099	Molina Healthcare of California Angeles IPA	MHC330342719	837PENC	005010X222A1		Production	124	04/16/2012	12/31/2078	Active
999_ANG954535099_837PENC_5010_Prod	Molina Healthcare of California	MHC330342719	Angeles IPA	ANG954535099	999	005010X231A1		Production	524	04/16/2012	12/31/2078	InActive
837PENC_ANG954535099_T	Angeles IPA	ANG954535099	Molina Healthcare of California Angeles IPA	MHC330342719	837PENC	004010X098A1		Test	1	11/30/2006	12/31/2006	InActive
837PENC_ANG954535099_Angeles IPA_P	Angeles IPA	ANG954535099	Molina Healthcare of California Angeles IPA	MHC330342719	837PENC	004010X098A1		Production	0	12/04/2006	12/31/2078	InActive
997_ANG954535099_P	Molina Healthcare of California	MHC330342719	Angeles IPA	ANG954535099	997	004010X098A1		Production	118	12/04/2006	12/31/2078	Active
Prod_CAPDETAIL_ANG954535099	Molina Healthcare of California	MHC330342719	Angeles IPA	ANG954535099	CAPDETAIL	1		Production	98	03/25/2011	12/31/2078	Active
277CA_ANG954535099_5010_Prod	Molina Healthcare of California	MHC330342719	Angeles IPA	ANG954535099	277CA	005010X214		Production	648	05/08/2014	12/31/2078	Active

Step 5: View Partner

Below page will be displayed upon clicking on the View Partner option.

Search Partner

Trading Partner: Select * - Required Field

Select Trading Partner from the list and click on search. Search results will be displayed for the search fields entered.

Search Partner

Trading Partner: Angeles IPA * - Required Field

Name	Address1	Address2	City	State	Zip Code
Molina Healthcare of California	One Golden Shore Dr.		Long Beach	California	90802

undefined 1-1 of 1 per page Page 1 of 1

Step 6: Encounter Report

Below page will be displayed upon clicking on the Encounter Report option.

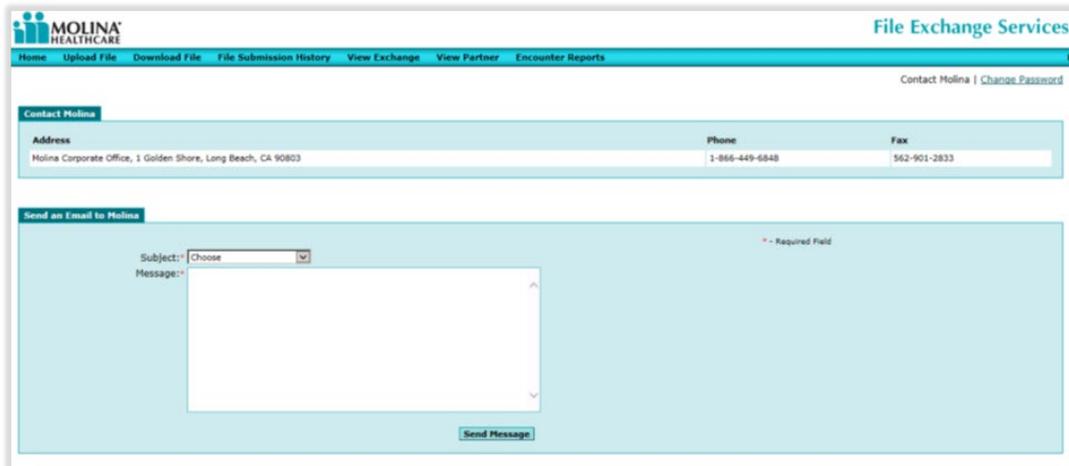


The screenshot shows the 'Encounter Report' page. At the top left is the 'MOLINA HEALTHCARE' logo. The top right corner says 'File Exchange Services'. A navigation bar contains links: Home, Upload File, Download File, File Submission History, View Exchange, View Partner, and Encounter Reports. Below the navigation bar are links for 'Contact Molina' and 'Change Password'. The main content area has a tab labeled 'Encounter Report' and a dropdown menu with 'Select' as the current option.

Select an option from the list. Reports will be displayed for the selection.

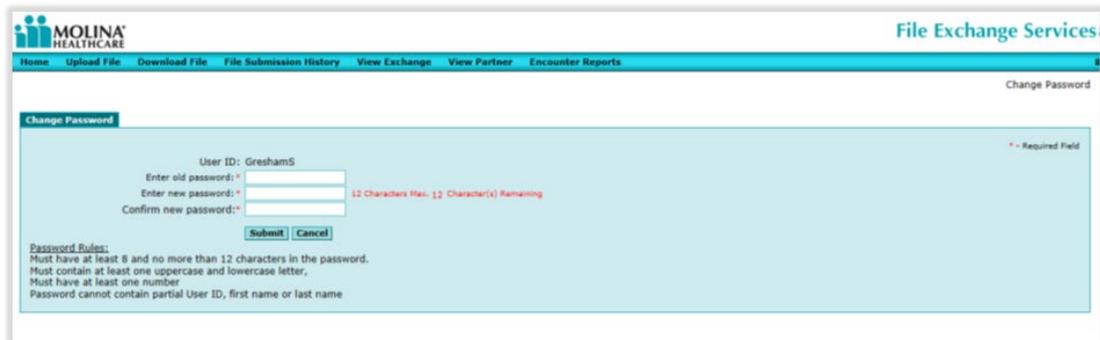
Step 7: Contact Molina and Change the Password

Contact Molina page will be displayed when the user clicks on the link.



The screenshot shows the 'Contact Molina' page. It features the 'MOLINA HEALTHCARE' logo and 'File Exchange Services' header. The navigation bar is the same as in the previous screenshot. Below the navigation bar are links for 'Contact Molina' and 'Change Password'. The main content area has a tab labeled 'Contact Molina'. It displays contact information: Address (Molina Corporate Office, 1 Golden Shore, Long Beach, CA 90803), Phone (1-866-449-6648), and Fax (562-901-2833). Below this is a section titled 'Send an Email to Molina' with a 'Subject' dropdown menu (set to 'Choose'), a 'Message' text area, and a 'Send Message' button. A red asterisk indicates a required field.

Change Password page will be displayed when the user clicks on the link.



The screenshot shows the 'Change Password' page. It features the 'MOLINA HEALTHCARE' logo and 'File Exchange Services' header. The navigation bar is the same as in the previous screenshots. Below the navigation bar is a link for 'Change Password'. The main content area has a tab labeled 'Change Password'. It displays the 'User ID' as 'GreshamS'. There are three input fields: 'Enter old password:', 'Enter new password:', and 'Confirm new password:'. The 'Enter new password:' field has a red message: '12 Characters Max, 12 Character(s) Remaining'. Below the input fields are 'Submit' and 'Cancel' buttons. At the bottom, there are 'Password Rules': Must have at least 8 and no more than 12 characters in the password; Must contain at least one uppercase and lowercase letter; Must have at least one number; Password cannot contain partial User ID, first name or last name. A red asterisk indicates a required field.

ECM Provider Resource Guide

To support ECM Providers with assisting members with care coordination needs, Molina’s ECM Team has put together the following resource guide. This resource guide applies to members in every region:

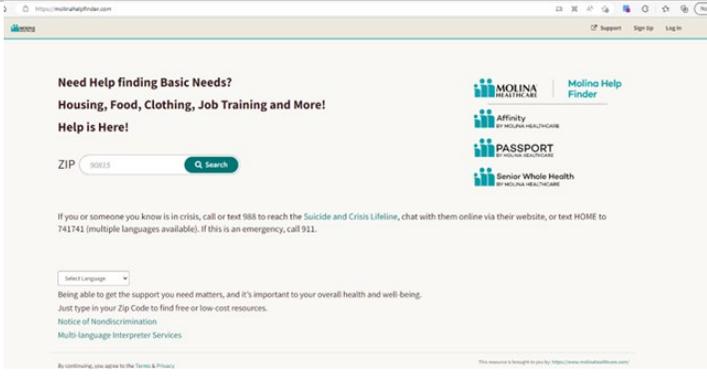
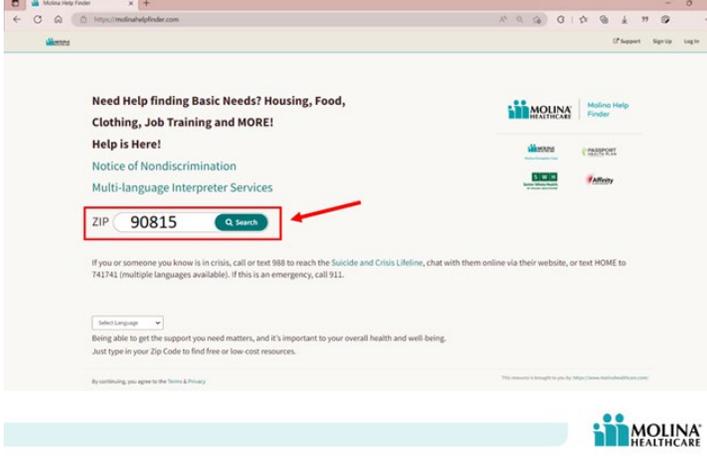
Department	Telephone Number	Email/Web Link	Hours of Operation
Member Services	1-888-665-4621 (TTY 711)	N/A	Available Monday-Friday 7:00 am - 7:00 pm
<p>Transportation</p> <p>Vendor:</p> <p>American Logistics</p> <p>Q: What if a member is unable to be transported to a medical appointment by ordinary means of public or private conveyance (such as but not limited to taxi or car) due to their medical/physical condition?</p> <p>A: Call American Logistics to arrange transportation and, if needed, provide the MD with the Physician Certification Statement Form (PSF) to complete and submit. The form is not a Prior Auth request form and is not needed to arrange transportation</p>	<p>1-855-944-1370</p> <p>PCS Form</p>	<p>Urgent same-day request:</p> <p>Molina_support@americanlogistics.com</p> <p>Please send an individual email with “Urgent – Same Day Request” in the subject line so that it can be processed immediately.</p>	<p>Available</p> <p>Monday-Friday</p> <p>7:00 am - 7:00 pm</p> <p>Urgent Appointments only: Available 24 hours a day, 7 days a week.</p> <p>*A minimum of three (3) business day notice is required. Urgent/same-day requests are not guaranteed.</p>
Interpreter Services (Processed through Member Services)	1-888-665-4621 (TTY 711)	N/A	Available Monday-Friday 7:00 am - 7:00 pm

Nurse Advise Line	1-888-275-8750 (English) 1-866-648-3537 (Spanish)	N/A	Registered nurses are available 24 hours a day, 7 days a week.
Molina Help Finder	N/A	molinahelpfinder.com/	Molina Help Finder is an online community resource directory for community-based organizations and government resources. Access, search, seek, assess, and refer to thousands of programs, community-based resources, and services in every zip code in the United States Available 24 hours a day, 7 days a week.
Molina Healthcare Provider Directory	1-888-665-4621 (TTY 711)	MolinaHealthcare.com	The Provider Directory has names, provider addresses, phone numbers, business hours, and languages spoken. It tells if the provider is taking new patients. It gives the level of physical accessibility for the building.
Denti-Cal (for dental services)	1-800-322-6384	denti-cal.ca.gov/find-a-dentist/home	Available Monday-Friday 8:00 am-5:00 pm
Pharmacy As of January 1, 2022, Medi-Cal Rx will be responsible to review and authorize Medications	Outpatient Prescription Medications have been carved out to the State and are no longer	How to access the Rx Portal and obtain access: medi-calrx.dhcs.ca.gov/home/education For Provider Portal registration assistance and training email:	Medi-Cal Rx Customer Service Center line 1-800-977-2273 24 hours a day

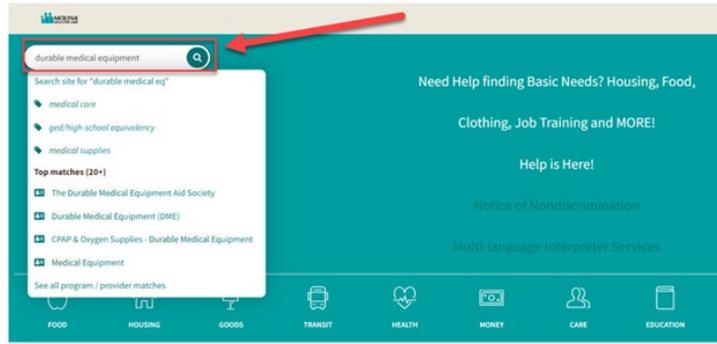
<p>Medi-Cal Rx Website:</p> <p>Medi-CalRx.dhcs.ca.gov</p> <p>MRx Pharmacy Locator:</p> <p>medi-calrx.dhcs.ca.gov/home/find-a-pharmacy</p> <p>Meds:</p> <p>medi-calrx.dhcs.ca.gov/home/cdl</p>	<p>managed by the Health Plans</p>	<p>MediCalRxEducationOutreach@magellanhealth.com</p>	<p>7 days a week</p> <p>711 for TTY</p> <p>Monday to Friday 8:00 am-5:00 pm</p>
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Molina Help Finder

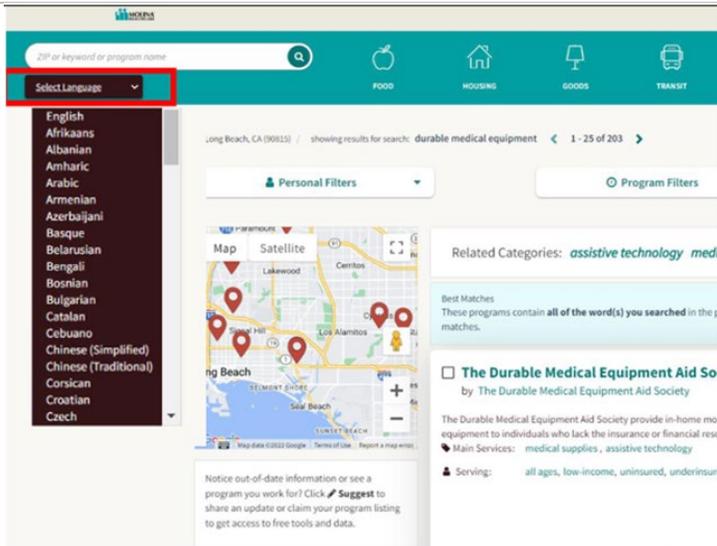
The Molina Help Finder is a one-stop social services platform, free (available 24/7), powered by Find Help (formerly Aunt Bertha) – that assists Molina members in finding the resources and services they need when they need them right in their communities. It’s an online community resource directory for community-based organizations and government resources available to all Molina Providers and Members. ECM Providers can search thousands of programs, community-based resources, and services in every zip code in the United States. The Molina Help Finder is a resource for all counties. The Molina Help Finder’s database spans all domains of need, including food pantries, childcare, education, housing, employment, financial assistance, legal representation, and more.

Instructions	Screenshot
<p>Step 1:</p> <p>Access the Molina Help Finder by clicking the link: molinahelpfinder.com/</p>	
<p>Step 2:</p> <p>Enter the zip code under ZIP</p>	

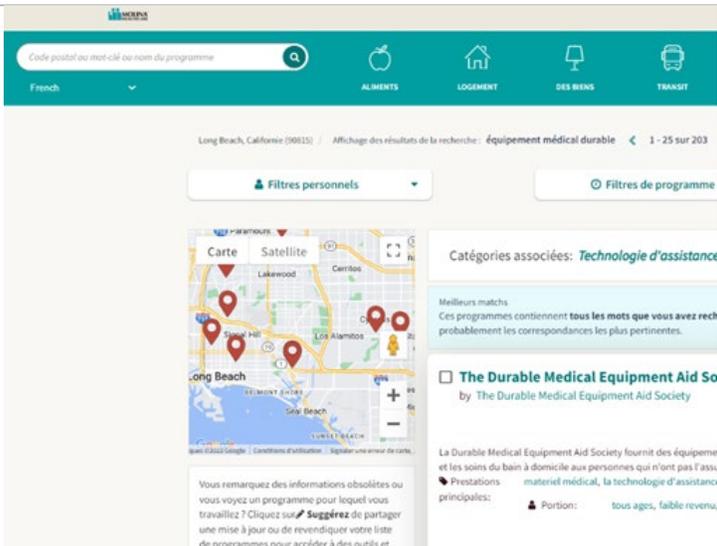
Step 3:
Conduct a Search



Step 4:
You can also select a different language



Step 5:
Content will change to the selected language



Molina's Medi-Cal Member Handbook

- The latest Member Handbook (also known as the Evidence of Coverage, EOC) is located on Molina's public website: molinahealthcare.com/members/ca/en-us/mem/medicaid/medical/memguide.aspx
- ECM Providers are required to review the latest Member Handbook for more information on member benefits and additional resources.

Molina's Medi-Cal Provider Manual

- Molina's Medi-Cal Provider Manual is an extension of our ECM Provider contract and this manual.
- The Medi-Cal Provider Manual contains policies, procedures, and regulatory/contractual requirements to support you in providing comprehensive care to our members and understanding our programs and processes.
- The latest Molina Medi-Cal Provider Manual is located on Molina's public website: molinahealthcare.com/providers/ca/medicaid/manual/medical.aspx

Molina's ECM Team

- For questions regarding Molina's ECM Program, please contact Molina's ECM Team Inbox: MHC_ECM@molinahealthcare.org
- If you don't receive a response within 24-48 hours, please escalate to Molina's ECM Team (listed below):

