

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.

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: <u>MHC_ECM@MolinaHealthCare.com</u> 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: <u>MHC_ECM@MolinaHealthCare.com</u>

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: <u>fes.molinahealthcare.com/FES/login</u>.
- 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.



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Address Phone Noine Corporate Office, 1 Golden Shore, Long Beach, CA 90803 1-866-449-6848	Fax 562-901-2833
Send an Email to Holina *- Report Field	
Subject* (Croose M Message:*	
Send Hessage	
Change Password page will be displayed when the user clicks on the link.	
HALTHCARE HALTHCARE Inne Under file Deveload File File Submission History View Exchange View Partner Encounter Reports	File Exchange Services
Change Password	Change Password
User ID: Gresham5 Enter old passorel; 1 Enter new passorel; 1 Enter new passorel; 1 Enter new passorel; 1	* - Required Field
Confirm new password:* Submit Cancel 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	



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
Transportation Vendor:	1-855-944- 1370	Urgent same-day request: Molina_support@americanlogistics.com	Available Monday-Friday
American Logistics 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? 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	PCS Form	Please send an individual email with "Urgent – Same Day Request" in the subject line so that it can be processed immediately.	7:00 am - 7:00 pm Urgent Appointments only: Available 24 hours a day, 7 days a week. *A minimum of three (3) business day notice is required. Urgent/same-day requests are not guaranteed.
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	<u>molinahelpfinder.com/</u>	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)	<u>MolinaHealthcare.com</u>	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	1-800-322-	denti-cal.ca.gov/find-a-dentist/home	Available
(for dental services)	6384		Monday-Friday
			8:00 am-5:00 pm
Pharmacy	Outpatient Prescription	How to access the Rx Portal and obtain access:	Medi-Cal Rx Customer
As of January 1, 2022, Medi-Cal Rx will be responsible to review and	Medications have been carved out to the State and	medi-calrx.dhcs.ca.gov/home/education	1-800-977-2273
authorize Medications	are no longer	and training email:	24 hours a day



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



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	Screensh	ot
Step 1: Access the Molina Help Finder by clicking the link: <u>molinahelpfinder.com/</u>		Image: A to go to
Step 2:	Auf type in your 200 Code to find free roles cost resources. Holds Lagrage liderpreter Services Resources and the service of the service o	The second shared by the file second state based on the second seco
Enter the zip code under zip	Clothing, Job Training and MORE! Help is Here! Notice of Nondiscrimination Multi-language Interpreter Services ZIP 90815 cost of the Second Action Lifetime, char with 14 your or commonour you how the full to mark the Socied and Crisis Lifetime, char with 14/24 (multiple languages available); if this is an emergency, call 911. Interpreter with the Socied and Crisis Lifetime, char with 14/24 (multiple languages available); if this is an emergency, call 911. Interpreter with the Socied and Crisis Lifetime, char with 14/24 (multiple languages available); if this is an emergency, call 911.	A them online via their website, or teet HOME to
	ne verificate por aprile da Francis.	MOLINA







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: <u>molinahealthcare.com/members/ca/en-</u> <u>us/mem/medicaid/medical/memguide.aspx</u>
- 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: <u>molinahealthcare.com/providers/ca/medicaid/manual/medical.aspx</u>



Molina's ECM Team

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



