

Provider Bulletin

Molina Healthcare of California

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April 16, 2026

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

Interpretation Services for Molina Providers

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

What you need to know:

Molina Healthcare of California is committed to ensuring meaningful access to care for all members. Language services are available at no cost to Molina members through Hanna Interpreting Services to support effective communication between providers and patients, and to ensure compliance with applicable state and federal language access requirements.

Interpretation services are available to Molina members at no cost. Providers are expected to offer language assistance whenever it is needed to ensure effective communication and compliance.

Available Interpretation Services

Molina offers the following interpretation services through Hanna Interpreting Services:

1. Telephonic Interpretation
2. Video Remote Interpretation (VRI)
3. In-Peron (Onsite) Interpretation

How to Access Services

Telephonic Interpretation

To request telephonic interpretation services:

- Call Hanna Interpreting Services at **(833) 739-6055**.

Video Remote & In-Person Interpretation

To schedule video remote or onsite interpretation services:

- Access the Hanna Hub at: molina.hannahub.ai/
- First-time users must complete a one-time registration.

Provider Action

- Providers must notify the Molina Contact Center when canceling or rescheduling a member in-person interpretation appointment.
- Timely notification helps reduce avoidable costs associated with no show rates for interpretation appointments.
- Providers are encouraged to schedule interpretation service as early as possible when language assistance is identified.

For more information on interpreter services, please see the links below:

Cultural and Linguistic Services – Provider

Resource: molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/MediCal/Cultural-and-Linguistic-Services

Interpretation Services Quick Reference

Guide (QRG): molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/Interpretation-Services-QRG.ashx



What if you need assistance?

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

Service County Area	Provider Relations Representative	Contact Number	Email Address
Los Angeles County	Clemente Arias	562-233-1753	Clemente.Arias@molinahealthcare.com
	Elias Gomez	562-723-9760	Elias.Gomez@molinahealthcare.com
	Velma Castillo	626-721-3089	Velma.Castillo@molinahealthcare.com
	Anisha Brar	562-756-1347	Anisha.Brar@molinahealthcare.com
	Anita White	310-654-4832	Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-783-0005	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	916-268-1418	Johonna.Eshalomi@molinahealthcare.com
	Zuleyma Neal	510-421-8057	Zuleyma.Neal@molinahealthcare.com
San Bernardino County	Luana Mclver	909-454-4247	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-419-3026	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	951-447-7585	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Brigitte Maldonado	760-421-1466	Brigitte.Maldonado@molinahealthcare.com
	Christian Hernandez	619-669-3307	Christian.Hernandez@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
Los Angeles County	Melessa Belcher	714-813-8522	Melessa.Belcher@molinahealthcare.com
Imperial, San Diego & Sacramento	Brittney Aguilar	916-216-9882	Brittney.Aguilar@molinahealthcare.com
Riverside & San Bernardino	MiMi Howard	562-455-3754	Smimi.Howard@molinahealthcare.com

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.

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