

Provider Bulletin

Molina Healthcare of California

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May 11, 2026

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

Immediate Compliance Required: Artificial Intelligence (AI) Use Restrictions

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 reminds providers of **strict contractual and regulatory requirements** governing the use of **Artificial Intelligence (AI)**. These requirements are set forth in the **2026 Provider Manual**, which is part of your contract with Molina.

Artificial Intelligence (AI) means any machine-based system that, based on human-defined objectives or inputs, can generate predictions, recommendations, data sets, work product, or decisions that influence physical or virtual environments.

Prohibited Uses of AI

Providers **may not use AI** in any manner that results in a **denial, delay, reduction, or modification of covered services** to Molina members **without review by a qualified clinician**. This includes, but is not limited to:

- Utilization management
- Prior authorization
- Complaints, appeals, and grievances
- Quality of care services

Providers are **strictly prohibited** from using **AI-generated voice technology** to initiate or conduct **outbound communications to Molina**, including but not limited to:

- AI voice bots
- Voice cloning
- Synthetic or automated speech systems

This prohibition applies to **all telephonic communications**, including:

- Billing
- Claims payment status updates
- Eligibility verification
- Prior authorization
- Any other administrative or operational function

Use of AI-generated voice technology in communications to Molina is a **direct violation of the 2026 Provider Manual** and your contractual obligations.

Provider Action

Providers using AI generated voice systems, directly or through a third party, **must immediately:**

1. **Cease and desist** from all AI generated voice communications to Molina; and
2. **Implement controls** to prevent recurrence of this violation.

Failure to comply may result in contractual and regulatory consequences.

For additional information on AI, please refer to the Molina Healthcare Provider Manual.



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	Clemente Arias	562-233-1753	Clemente.Arias@molinahealthcare.com
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Imperial, Riverside, San Bernardino, Sacramento	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.