

Provider Bulletin

Molina Healthcare of California

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June 11, 2025

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Enforcement Actions: Corrective Actions Plans, Administrative and Monetary Sanctions – APL 25-007

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

BACKGROUND

The Department of Health Care Services (DHCS) is responsible for ensuring that MHC complies with contractual obligations, including adherence to All Plan Letters (APLs), Policy Letters (PLs), and all applicable state and federal laws. DHCS has the authority to enforce compliance by issuing corrective action plans and imposing administrative or monetary sanctions.

POLICY

Sanction Authority Under Welfare and Institutions Code

If MHC fails to fulfill Contractual Obligations or violate applicable state and federal laws and regulations, DHCS has justifiable grounds to impose administrative and/or monetary sanctions. These reasons include, but are not limited to, the following:

1. Failure to meet Contractual Obligations.
2. Failure to meet quality metrics or benchmarks.
3. Failure to meet data quality and reporting requirements.
4. Failure to demonstrate an adequate Network to meet anticipated utilization in its Service Area.
5. Failure to comply with state and federal regulations and laws.
6. Failure to meet corrective action plans (CAP) requirements.
7. Failure to comply with the California Medicaid State Plan or approved federal waivers.
8. Failure to comply with Network adequacy standards, including, but not limited to, time or distance, timely access, and Provider-to-Member ratio requirements.
9. Failure to submit timely and accurate Network Provider data.
10. Failure to provide adequate delivery of health care services.
11. Failure to meet operational standards, including the timely payment of claims.
12. Failure to timely and accurately process Grievances or Appeals.

Provider Action

This notification is based on All-Plan Letter (APL) 25-007, which can be found in full on the Department of Health Care Services (DHCS) website at:

dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202025/APL25-007.pdf



POLICY CONT.

Policies to Enforce Compliance

DHCS may take any one or a combination of the following enforcement actions, including imposing sanctions on MHC, when MHC fails to comply with Contractual Obligations or applicable state and federal laws and regulations.

1. Corrective Action Plans
2. Monetary Sanctions
3. Non-Monetary or Administrative Sanctions
4. Contract Termination

Network Adequacy, Timely Access and Quality Enforcement Actions

MHC is subject to enforcement actions if Network Adequacy and Timely Access standards are not met or if performance on quality measures falls below the national benchmarks set by DHCS. These quality measures are reported annually through the Managed Care Accountability Set (MCAS).

Factors DHCS Will Consider When Taking Enforcement Action

DHCS reserves the right to enforce provisions and levy administrative or monetary sanctions and will consider whether contractual or legal violations warrant a CAP or other forms of enforcement action including non-monetary and monetary sanctions.

When determining the appropriate enforcement action, including the assessment of monetary sanctions, DHCS will consider the following non-exhaustive factors:

1. The nature, scope, and gravity of the violation, including potential harm or impact on Members.
2. The good or bad faith of MHC
3. MHC's history of violations.
4. The willfulness of the violation.
5. The nature and extent to which MHC cooperated with DHCS' investigation.
6. The nature and extent to which MHC aggravated or mitigated any injury or damage caused by the violation.
7. The nature and extent to which MHC has taken corrective action to ensure the violation will not recur.
8. The financial status of MHC, including whether the sanction will affect the ability of MHC to come into compliance.
9. The financial cost of the health care service that was denied, delayed, or modified.
10. Whether the violation is an isolated incident.
11. The amount of the penalty necessary to deter similar violations in the future.
12. Any other mitigating factors presented by MHC.

Notification and Appeal Rights

If DHCS imposes an administrative or monetary sanction on MHC, it will provide written notice outlining the effective date, duration, reason for the sanction, and any appeal rights. DHCS may also notify other relevant parties at its discretion.

1. Temporary Suspension Orders: For temporary suspension orders, DHCS will notify MHC of DHCS' intent to impose a temporary suspension order a minimum of 30 calendar days before the order goes into effect.
2. Temporary Management: For temporary management, DHCS will notify MHC of DHCS' intent to impose a temporary management a minimum of 30 calendar days before it goes into effect.

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

3. All Other Sanctions (including monetary sanctions): For monetary sanctions, DHCS will provide MHC with a minimum of 30 calendar days' notice. In the event that MHC requests a hearing in connection with a monetary sanction, the sanction will not go into effect until after DHCS issues a final decision.
4. Contract Termination: Before terminating MHC Contract, DHCS is required to provide MHC with a minimum of 60 calendar days' notice. Notice of Contract termination will also be provided to Members enrolled in MHC.
5. Conduct of Hearings: Except as otherwise provided in W&I section 14197.7, hearings to review the imposition of sanctions, including temporary suspension orders, follow the procedures set forth in the Health and Safety Code (H&S) section 100171 and in MHC's Contract with DHCS.

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 Daniel Amirian Elias Gomez	562-233-1753 747-331-0150 562-723-9760	Clemente.Arias@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Elias.Gomez@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
San Bernardino County	Luana McIver	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	Lincoln Watkins Tan Do	619-972-9860 858-287-4869	Lincoln.Watkins@molinahealthcare.com Tan.Do@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
Facilities Manager, Los Angeles	Laura Gonzalez	562-325-0368	Laura.Gonzalez3@molinahealthcare.com
San Diego, Sacramento & Imperial Facilities	Dolores Garcia	619-980-7984	Dolores.Garcia@molinahealthcare.com
Riverside & San Bernardino Facilities	MiMi Howard	562-455-3754	Smimi.Howard@molinahealthcare.com

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