

Provider Bulletin

Molina Healthcare of California

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June 27, 2025

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Closed-Loop Referrals for Enhanced Care Management & Community Supports

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:

Beginning July 1st, the Department of Health Care Services (DHCS) will require all Enhanced Care Management (ECM), and Community Supports (CS) referrals to follow the closed loop referral (CLR) guidelines.

CLR Requirements will result in changes to the files, data, and documentation that you are exchanging with Molina. Molina has begun training all ECM and CS providers on these new requirements. Additional trainings will be held on an as-needed basis and providers are encouraged to attend ECM and CS office hours.

Questions can be directed to MHC_ECM@molinahealthcare.com or MHC_CS@molinahealthcare.com.

When this is happening:

Effective July 1, 2025

Provider Action

Please review the DHCS guidance and attend upcoming trainings or office hours as needed to ensure your organization is aligned with the new CLR requirements.

CLR Implementation Guidance:

dhcs.ca.gov/CalAIM/Documents/CLR-Implementation-Guidance.pdf

CLR FAQs:

dhcs.ca.gov/CalAIM/Pages/Closed-Loop-Referral-FAQs.aspx



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 Anita White	562-233-1753 747-331-0150 562-723-9760 310-654-4832	Clemente.Arias@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Elias.Gomez@molinahealthcare.com 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
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

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.

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