

Provider Bulletin

Molina Healthcare of California

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November 10, 2025

- ☐ Imperial
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- ☒ San Bernardino
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We've Launched – Culturally and Linguistically Appropriate Services (CLAS) Training via LMS

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

Dear Provider,

The California Department of Health Care Services (DHCS) now requires all contracted network providers to complete Culturally and Linguistically Appropriate Services (CLAS) training.

This mandate is outlined in DHCS All Plan Letter (APL) 24-016 (dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202024/APL24-016.pdf) and related policy guidance. **The training must be completed by December 31, 2025**, and is a condition of participation in the Medi-Cal Managed Care program.

LMS Platform Requirement:

To ensure compliance and streamline access, Molina has partnered with More Inclusive Healthcare (MIH) to deliver this required training through our new Learning Management System (LMS). All future regulatory trainings will be hosted on this platform, and completion records will be maintained for DHCS audit and attestation purposes.

What You Need to Know:

- Completion of CLAS training is mandatory for all network providers.
- Training must be completed via the MIH LMS platform by 12/31/25.
- If you have completed CLAS training with another Medi-Cal Managed Care Plan (MCP) in your county, you are required to attest to completion in our LMS for regulatory reporting, per DHCS coordination requirements.
- Attendance and completion records will be maintained and may be shared with DHCS and other MCPs to avoid duplicative training.

When this is happening:

All providers must complete the CLAS training by December 31, 2025.

Provider Action

Link to register: mhreg.lizalearning.com/

- Enter email and NPI
- Check your inbox for registration email
- Create a password
- Start learning – Course 45 minutes OR
- Attest if you have completed the learning with another health plan – Approx 2 minutes

Reminder: To avoid issues with registration and verification emails, ensure these email addresses and URLs/Domains are whitelisted with your IT department.

Email Addresses:

- support@lizalearning.com
- info@lizalearning.com

URLs/Domains:

- molina.lizalearning.com
- Mh.lizalearning.com
- mhreg.lizalearning.com

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 Elias Gomez Velma Castillo Anita White Anisha Brar	562-233-1753 562-723-9760 626-721-3089 310-654-4832 N/A	Clemente.Arias@molinahealthcare.com Elias.Gomez@molinahealthcare.com Velma.Castillo@molinahealthcare.com Princess.White@molinahealthcare.com Anisha.Brar@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
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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

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