

Provider Bulletin

Molina Healthcare of California

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November 21, 2025

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Update to Provider Directory Requirements – APL 25-014

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

In accordance with the Centers for Medicare and Medicaid Services (CMS), the Department of Health Care Services (DHCS) is implementing guidance on Provider Directory requirements for Medi-Cal Fee-for-Service (FFS) Providers and contracted MCPs pursuant to Division H, Title V, Section 5123 of the CAA, 2023, and SHO Letter 24-003, section Provider Directory Data Requirements.

The CAA, 2023 introduced new requirements for Provider Directories under section 5123, titled “REQUIRING ACCURATE, UPDATED, AND SEARCHABLE PROVIDER DIRECTORIES.” Effective July 1, 2025, these requirements, most of which are already regulatory requirements for MHC, build on existing policy by mandating that MHC Provider Directories be searchable in electronic form and include whether the Provider offers Covered Services via Telehealth. Existing Provider Directory requirements are found in the MHC Contract.

POLICY

MHC will continue to meet existing requirements specified in the MHC Contract and California Health and Safety Code section 1367.27. The Provider Directory will include the required information for each of the following Provider types covered under the MHC Contract:

- Physicians, including Specialists;
- Hospitals;
- Pharmacies; (FFS pharmacies are not required to be included)
- Mental health and Substance Use Disorder Providers; and
- Long Term Supports and Services Providers, as appropriate.

Provider Action

This notification is based on All-Plan Letter (APL) 25-014, which can be found in full on the Department of Health Care Services (DHCS) website at:

[dhcs.ca.gov/formsandpubs/Documents/MMCDA PLsandPolicyLetters/APL%202025/APL25-014.pdf](https://dhcs.ca.gov/formsandpubs/Documents/MMCDA_PLsandPolicyLetters/APL%202025/APL25-014.pdf)

Effective July 1, 2025, in addition to the existing Provider Directory requirements, MHC will comply with the following new Provider Directory requirements:

Each public, online searchable, and printed Provider Directory will include, at a minimum:

- Provider group affiliation;
- Whether the Provider is accepting new Children's Health Insurance Program (CHIP) patients;
- Which accommodations the Provider's office or facility has provided for individuals with physical disabilities, including offices, exam rooms, and equipment;
- Whether the Provider offers Covered Services via Telehealth; and
- Other relevant information, as required by the Secretary.

Provider Directory additions with the following effective dates:

- Doulas, effective January 1, 2023.
- Enhanced Care Management (ECM), effective October 1, 2024
- Community Supports, effective October 1, 2024
- Justice Involved (JI), effective October 1, 2024; and
- Gender Affirming Care, effective March 1, 2025.

The Provider Directory is MHC's public-facing material used to represent our Network of Providers available for Members.

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
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	Brigitte Maldonado	760-421-1466	Brigitte.Maldonado@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

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

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