



## \*\*\*Reminder\*\*\*

# Important Information for Providers on Missed Services Notification

The purpose of this communication is to provide guidance for real time reporting if/when any barriers to necessary care occur for members who receive LTSS Services (Homecare Hours, Adult Daycare and Home Delivered Meals). Molina Healthcare of Florida has a Case Management Program specifically for members receiving LTSS Services. Case Managers are available to help members and providers to coordinate care when missed services occur.

### Missed Services Notification

Effective immediately upon receipt of this notice, when scheduled care is missed, providers must notify Molina Healthcare's Case Management Department upon discovery (*refer to assigned Case Manager found on service authorization*) for collaboration and missed service resolution. The Molina Case Manager will directly respond to your request within the below business hours.

***If you have any questions, please contact your Molina Healthcare assigned Case Manager at: 855-322-4076.***

***Molina Case Management Business Hours are Monday – Friday 8-5 pm EST.***

If you need further assistance, please contact Molina Healthcare at 855-322-4076.

Thank you for your continued care to our members!