

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:

COUNTIES:

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

PROVIDER TYPES:

- Medical Group/ IPA/MSO**

Primary Care

- IPA/MSO
- Directs

Specialists

- Directs
- IPA

- Hospitals**

Ancillary

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

FOR QUESTIONS CALL PROVIDER SERVICES:
(855) 322-4075, Extension:

Los Angeles/Orange Counties

X111113 X123017
X127657 X120104

Riverside/San Bernardino Counties

X127684 X128010
X120618

Sacramento County

X126232 X121360

San Diego County

X121805 X121401
X127709 X121413
X123006 X121599

Imperial County

X125682 X125666

New Inpatient Call Center Phone Number

This is an advisory notification to Molina Healthcare of California (MHC) network providers.

Effective February 4, 2019

Molina HealthCare of California now has new toll free numbers to assist providers with Inpatient needs and Outpatient Prior Authorizations.

CA UM Inpatient Call Center-

Toll Free Number: 866-814-2221

CA UM Prior Authorization Call Center

(Medi-cal and Marketplace Line of Business)

Toll Free Number: 844-557-8434

All Providers have a Care Review Clinician assigned to their facility for all lines of business. Providers will contact their assigned Care Review Clinician for clinical review purposes and contact the CA UM Inpatient Call Center phone number for all other requests. See Attached Hospital Resource guide or SNF Resource Guide for contact information and Molina Healthcare resources. All inpatient concurrent review clinical documentation will be faxed to fax number 866-553-9263.

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (855) 322-4075. Please refer to the extensions to the left.