

**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 X123071  
X127657

**Riverside/San Bernardino Counties**

X127684 X128010  
X120618

**Sacramento County**

X121360 X126232

**San Diego County**

X121805 X121401  
X127709 X121413  
X123006 X121599

**Imperial County**

X125682 X125666

## Evidence of Coverage/Member Handbook

This is a notification to Molina Healthcare of California (MHC) network providers as a reminder when determining benefit coverage, including processing claims, to review the Member Evidence of Coverage (EOC) or Member Handbook in addition to clinical guidelines and All Plan Letters, when applicable.

### Provider Responsibilities:

Providers are required to comply with the provision of the covered services in accordance with the member EOC, the Summary of Benefits for MHC Members as outlined in the Member EOC, and Member Handbook on the MHC Member Website. The Summary of Benefits specifies the Marketplace Members' cost-sharing for each benefit plan.

### Benefits and Covered Services:

MHC covers the services listed in the Summary of Benefits and/or EOC documentation for each MHC plan type. If there are questions as to whether a service is covered or requires prior authorization, please contact your Provider Services Representative at (855) 322-4075.

### EOC's are available on the Provider Portal:

<https://provider.molinahealthcare.com/Provider/Login>

### EOC's are also available on the MHC Member Websites:

Medi-Cal:

<https://www.molinahealthcare.com/members/ca/en-US/mem/medicaid/medical/Pages/memguide.aspx>

Medicare:

<https://www.molinahealthcare.com/members/ca/en-US/mem/medicare/drug/Pages/plan-materials.aspx>

Dual Options:

<https://www.molinahealthcare.com/members/ca/en-US/mem/duals/resources/info/Pages/eoc.aspx>

Marketplace:

<https://www.molinahealthcare.com/members/ca/en-US/mem/marketplace/coverd/Pages/allplans.aspx>

Please select "Learn More" on the metal level then select "Agreement, Policy or Certificate of Coverage" to access the EOC.

## **Member Rights & Responsibilities:**

State and Federal Law requires that health care providers and health care facilities recognize member rights while the members are receiving medical care. For additional information regarding these expectations, please contact Member Services.

### Medi-Cal Member Rights & Responsibilities:

<https://www.molinahealthcare.com/members/ca/en-US/mem/medicaid/medical/quality/Pages/rights.aspx>

### Medicare Member Rights & Responsibilities:

<https://www.molinahealthcare.com/members/ca/en-US/mem/medicare/plans/optp/Pages/coverage.aspx>

### Cal MediConnect Member Rights & Responsibilities:

<https://www.molinahealthcare.com/members/ca/en-US/mem/duals/resources/info/pages/benefits.aspx>

### Marketplace Member Rights & Responsibilities:

<https://www.molinahealthcare.com/members/ca/en-US/mem/marketplace/quality/Pages/rights.aspx>

### Medi-Cal Member Services (Riverside, San Bernardino, Sacramento & San Diego)

- Toll Free: (888) 665-4621 TTY/TDD: 711
- 7:00 a.m. - 7:00 p.m. Monday to Friday
- Health Net Member Services (Los Angeles members): (800) 675-6110 TTY/TDD: 711

### Medicare Member Services

- Toll Free: (800) 665-0898 TTY/TDD: 711
- 8:00 a.m. - 8:00 p.m. daily local time

### Cal MediConnect Member Services

- Toll Free: (855) 665-4627 TTY/TDD: 711
- 8:00 a.m. - 8:00 p.m. Monday to Friday

### Marketplace Member Services

- Toll Free: (888) 858-2150 TTY/TDD: 711
- 8:00 a.m. - 6:00 p.m. Monday to Friday

## **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 on page one.