

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

x123071	x117079
x120104	x111660
x127657	

Riverside/San Bernardino Counties

x128010	x127709
x127684	

Sacramento County

x126232	x121360
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San Diego County

x120056	x121588
x120630	

Imperial County

x125682	x120153
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EMERGENCY DEPARTMENT SUPPORT UNIT (EDSU)

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

The Emergency Department Support Unit (EDSU) team is a provider support line that is available to support the Molina member's transition from the Emergency Department (ED) setting.

Providers can reach a Molina team member toll free, 24 hours a day, seven days a week by calling: (844) 9-MOLINA (844) 966-5462.

The goal of the Molina Emergency Department Support Unit (EDSU) is to ensure members receive the appropriate level of care as medically indicated. Once the EDSU staff receives notification of a member presenting in the ED, they will assist in guiding the member's care by:

- Determining appropriate level of placement using established clinical guidelines.
- Issuing authorizations necessary, for admission, transportation, or home health.
- Involving a Hospitalist or On-Call Medical Director for Peer to Peer review as needed.
- Working with pharmacy to coordinate medications or infusions as needed.
- Assisting in the collaboration of SNF placement if clinically indicated. Coordinating placement into case management with Molina when appropriate.
- Beginning the process of discharge planning and next day follow up with a primary care provider if indicated.

Please fax all submission of clinical records for authorization purposes to (877) MOLINA5 or (877) 665-4625.

Molina EDSU will collaborate with providers to attempt for the successful transfer of members who are deemed stable and transferable to facilities within the Molina provider network.

QUESTIONS

If you have any questions regarding the notification, please contact (844) 9-MOLINA (844) 966-5462 and ask for the covering supervisor.