

Reporting LTC Service Gaps and Issues Affecting Members

Dear Provider,

This is a reminder that **any issues affecting member care, service delivery, or provider operations must be reported to Molina Healthcare of Florida immediately within 3 hrs.** Prompt notification helps us:

- Ensure timely resolution and coordination of care
- Prevent service disruptions for members
- Maintain compliance with regulatory standards

Examples of Issues to Report Immediately:

- Gaps or delays in care
- Delays in services initiation – after 2 days
- Staffing shortages affecting member care
- Safety concerns or critical incidents
- Provider capacity or admission limitations
- Service denials or inability to provide authorized services
- Any other events that may impact member health or access to services

If you have any questions, please contact the Molina Healthcare assigned Case Manager. Molina Case Management business hours are Monday – Friday 8-5 pm.

You can contact Case Management directly by email at MFL_LTC_CM@MolinaHealthCare.Com or call Member Services at (866) 472-4585.