Medicaid Resource Guide

This reference guide provides a list of the departments at Molina Healthcare of Florida that may be helpful in assisting with coordination and authorization of services that a member may need. Molina Healthcare of Florida has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. Molina Healthcare of Florida provides services in Region I (Miami-Dade and Monroe Counties). For more information contact Molina Healthcare of Florida at 855-322-4076 or check their website at www.molinahealthcare.com.

Case Management

Support provided: Care Coordination assistance, complex care needs, post inpatient and emergency room discharge follow-up, linking members to community services, disease management.

Phone number: (855) 322-4076

- Press 0
- Select Line of Business (Medicaid,)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

Hours of operation during non-holidays: Monday to Friday from 8 AM to 7 PM

Contact after hours or weekends: Yenilen Fernandez, (954) 298-8956

Special instructions for after hours or weekends: In the event of unsuccessful attempts send an email to MFLCaseManagement@MolinaHealthCare.Com

Escalation contact:
Medicaid:

Primary: Dolores Hernandez-Piloto (MMA/MMP), (305) 906-0074

LTC:
Yuneisy Cruz (305)-317-3079

Case Management - Specialty Plan

Support provided: Care Coordination assistance, complex care needs, post inpatient and emergency room discharge follow-up, linking members to community services, disease management.

Phone number: (855) 322-4076

- Press 0
- Select Line of Business (Medicaid,)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

OUD/SUD Contact Person: Mildre Ceballos, (689) 244-5895

Escalation contact:

Dolores Hernandez, (305) 906-0074

Case Management (NICU) – ProgenyHealth

Support provided: Assistance with postnatal care for NICU patients.

Phone number: (855) 322-4076

- Press 0
- Select Line of Business (Medicaid)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

Escalation contact:

Dolores Hernandez, (305) 906-0074

Behavioral Health Provider Toolkit

molinahealthcare.com/providers/common/medicaid/bh_toolkit/bh_toolkit.aspx

Housing Assistance

Please contact MFLCaseManagement@MolinaHealthcare.com for housing related inquiries and support.

Maternal and Infant Health Program

Support provided: Maternal Care Coordination and support during prenatal and postpartum period; High Risk OB care, infant health support, disease management and linkage to community resources.

Phone number: (855) 322-4076

- Press 0
- Select Line of Business (Medicaid)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

Hours of operation during non-holidays: Monday to Friday from 8 AM to 5 PM
Email: MFLMaternity@Molinahealthcare.com

Escalation contact:

Dolores Hernandez, (305)906-0074

Pharmacy

Support provided: Authorizations related to retail drugs, specialty drugs, J-code drugs, buy, and bill medications administered in the providers office, information on what drugs require a PA,

Phone number: 855-322-4076

- Select Line of Business by stating either Medicaid or Exchange (Marketplace) when asked
- State "pharmacy" when asked "How may I help you today"
- Select the most applicable option depending on your scenario

Hours of operation during non-holidays: Monday to Friday from 8AM-5PM

Contact after hours or weekends: CVS Caremark Help desk – 855-276-6580

Escalation contacts for Call Center:

Primary: Harrigan, Hugh Hugh.Harrigan@molinahealthcare.com; Davis, Lucretia Lucretia.Davis@molinahealthcare.com

Secondary: Negron, Christian Christian.Negron@molinahealthcare.com
Escalation contacts for UM: MHIPharmacy_UM_FL@MolinaHealthCare.com (goes to all UM staff)

Utilization Management

Support provided: Authorizations related to Medical and Behavioral inpatient and outpatient services, including home health, IV infusion, DME, and hospice

Phone number: (855) 322-4076

• Press 1 for authorization status

Hours of operation during non-holidays: Monday to Friday from 8 AM to 5 PM

Contact after hours or weekends: Katia Matos, (305) 317-3176

Special instructions for after hours or weekends: In the event of unsuccessful attempts send an email to:

Matos, Katia Katia.Matos@MolinaHealthCare.Com

Escalation contact:

Primary: Gil Blazquez, Maritza, Manager of HCS 305-317-3114

Secondary: Katia Matos, UM Director (305) 317-3176

Utilization Management - Specialty Plan

Support provided: Authorizations related to inpatient and outpatient services.

Phone number: (855) 322-4076

• Press 1 for authorization status

Hours of operation during non-holidays: Monday to Friday from 8 AM to 5 PM

Contact after hours or weekends: Katia Matos, 305-317-3176

Special instructions for after hours or weekends: In the event of unsuccessful attempts send an email to:

Matos, Katia Katia.Matos@MolinaHealthCare.Com

Escalation contact:

Primary: Gil Blazquez, Maritza, Manager of HCS 305-317-3114

Secondary: Katia Matos, UM Director (305) 317-3176

Transportation

Subcontractor: Access2Care (MTM)

Support provided: non-emergency transportation home upon discharge from the hospital as well as to and from doctor's appointments

Phone number: (877) 299-4811

Hours of operation during non-holidays: 24 hours a day/ 365 days a year

To make an appointment for a transportation service, contact A2C (MTM) Transportation's reservation line at:

MMA/Specialty/LTC: 1(888) 298-4781

Contact after hours or weekends: (877) 299-4811

Escalation contact:

Primary: Deb Logan (Regional Care Coordination Manager), 941-777-6015

Secondary: Stan Alford (Program Director), 769-348-8293

Utilization Management - Subcontracted Services

Subcontractor: Therapy Network of Florida/Health Network One (TNFLFL/HN1)

Support provided: Free standing facility therapies MMA and Specialty Plan (PT/OT/ST)

Phone number: 1-888-550-8800

• Option 1 – UM Authorizations

Hours of operation during non-holidays: Monday to Friday from 8:30am – 5pm

Contact after hours or weekends: 1-888-550-8800

Special instructions for after hours or weekends: Follow the HN1 message instructions to be connected to the on- call UM supervisor.

Escalation contact PT/ST/OT: Terri Epp, 954-478-6469; eppt@healthnetworkone.com

Utilization Management - Subcontracted Services

Subcontractor: ProgenyHealth

Support Provided: ProgenyHealth, LLC is a utilization review entity performing utilization review and case management services on behalf of MHFL which produces population health and cost containment outcomes.

Phone Number: 888-832-2006
For Molina Staff only (Not for facility use): molinaflum@progenyhealth.com

Hours of operation during non-holidays: Monday to Friday from 8:30 AM to 5:00 PM

Contact after hours or weekends: 1-888-832-2006

Special instructions for after hours or weekends: ProgenyHealth has an on-call case manager outside hours of operation. Please call main number and follow on-call prompts

Escalation contact: For UM escalation during hours of operation

Primary: Kim Mills, UM Supervisor, kmills@progenyhealth.com

Secondary: Maggie Knaresborough, Manager of Clinical Operations, mknaresborough@progenyhealth.com

Third Escalation Point: Kim Ward, UM Director kward@progenyhealth.com

Utilization Management - Subcontracted Services

Subcontractor: Coastal Care Services

Support provided: DME, Home Health and IV Infusion for MMA only members (If you are calling regarding a comprehensive member, please contact Molina Healthcare UM for assistance at (855) 322-4076.)

Phone number: 855-481-0505

Hours of operation during non-holidays: Monday to Friday from 8:30 AM to 5:30 PM

Contact after hours or weekends: (855) 481-0505

Special instructions for after hours or weekends: Any issues reaching someone through the direct number. Direct on call is (786) 232-4745.

Escalation contact:

Primary: Evelina Tutino, (786) 879-8914

Secondary: Ysel Garcia, (305)970-2048

Utilization Management - Subcontracted Services

Subcontractor: iCare Solutions Health Solutions, LLC.

Support provided: Molina is contracted with iCare Health Solutions to provide routine optometry and medical ophthalmology services for our members. Eligible members may directly access an iCare Health Solutions vision care network provider.

Phone number: (855) 373-7627

Hours of operation during non-holidays: Monday – Friday, 8:00 am - 7:00 pm EST

Contact after hours or weekends: UM@myicarehealth.com

Special instructions for after-hours or weekends: Send an email to the escalation contact

UM Escalation contact: sbates@myicarehealth.com; Grievances: grievances@myicarehealth.com

Utilization Management - Subcontracted Services

Subcontractor: Evolent Specialty Services, Inc.

Support Provided: Prior Authorization (Cardiology, Medical and Radiation Oncology)

Phone Number: 888.999.7713

Hours of Operation during non-Holidays: 8am to 8pm EST

Contact after hours or weekends: Saturday, 8:00 AM – 8:00 PM EST (Limited Staff) and Sunday, 8:00 AM – 5:00 PM PST (Limited Staff) *

After hours call coverage available from Monday – Saturday 8PM – 8AM PST and Sunday 5PM-8AM PST

Special instructions for after hours or weekends: See above

Primary Name/Number: Charlie Elliott Celliott@evolent.com / 713-538-0476

Secondary Name/Number: Sarah Alexander salexander@evolent.com / 917-428-0710

Community Resources:

- **Healthy Start** (Healthy Start is a free home visiting program that provides education and care coordination to pregnant women and families of children under the age of three. The goal of the program is to lower risk factors associated with preterm birth, low birth weight, infant mortality and poor developmental outcomes.) www.floridahealth.gove/programs-and-services/childrens-health/healthy-start/index.html
- **Text4Baby** (Text4Baby is a free mobile health service designed to promote maternal and child health through text messaging) https://www.text4baby.org
- My **Molina App** (Members can sign into the application to access features; including Member ID, find a doctor or facility near member with Doctor Finder, use the Nurse Advice Line to the care member needs and morehttps://www.molinahealthcare.com/members/fl/enus/mem/medicaid/overvw/resources/mymolina.aspx
- **WIC** (The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides federal grants to states for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.) www.floridahealth.gov/programs-and-services/wic
  - Molina Help Finder is available to access additional resources in the community – Molina Help Finder

To access the provider online directory please select the link below:

Molina Online Provider Directory