

# Molina Programs and Services Overview

Program	Description	For More Information
<b>Medical Respite Services</b>	Molina has partnered with Neighborhood Services Organization (NSO) and the Salvation Army to provide a medical respite program for members who have recently been hospitalized and are experiencing homelessness in Detroit. Both organizations provide dedicated spaces for members to recover from their acute illnesses. Additionally, the NSO helps members locate stable housing	See Referral forms (attached) for eligibility criteria. <ul style="list-style-type: none"> <li>• Hospital to fax NSO Medical Respite Referral Form: 313-883-6334</li> <li>• Salvation Army admission forms are located on <a href="http://DetroitMedicalRespite.org">DetroitMedicalRespite.org</a></li> <li>• Salvation Army 24/7 Prompt Responses: Call 313-556-5555</li> </ul>
<b>Mobile Healthcare Units</b>	Molina has partnered with several mobile care unit to travel to areas around Southeast Michigan to reach Medicaid members in need of high-quality healthcare provide chronic condition screenings, maternal health services, deliver primary care, provide SUD support and address SDOH needs	Molina has mobile care partnerships with Wayne Health, ACCESS, Team Health and Recovery Mobile Units. We notify members when units will be serving their neighborhoods.
<b>LGBTQ+ Cultural Competency Training for Providers</b>	Molina has partnered with Corktown Health to provide free training to support the provision of culturally competent care for members of the LGBTQIA+ Community. Providers can receive CME and are eligible for the "LGBTQ+ Affirming Care" flag in Molina's provider directory	<ul style="list-style-type: none"> <li>• Visit <a href="https://corktownhealth.myabsorb.com/">https://corktownhealth.myabsorb.com/</a> to begin the modules</li> <li>• Use the Molina access key for free availability of the modules: "Molina2024"</li> </ul>
<b>Dental Care through DentaQuest</b>	Molina has partnered with DentaQuest to provide comprehensive dental benefits for adult plan members. Services include routine dental exams and cleanings, treatment for gum disease and cavities, early detection of oral cancer, and proper oral hygiene education	<ul style="list-style-type: none"> <li>• <b>Find a Dentist:</b> Visit <a href="http://DentaQuest.com">DentaQuest.com</a></li> <li>• <b>Dental Member Services:</b> Call 844-583-6157 Mon-Friday, 8am-9pm PST</li> <li>• As a reminder, kids receive dental services through the Healthy Kids Dental program <a href="#">Healthy Kids Dental Program</a></li> </ul>
<b>Non-Emergency Medical Transportation</b>	Non-Emergency Medical Transportation (NEMT) is a benefit for people who need assistance getting to and from medical appointments. There are special reimbursement cases where bus tokens may be provided, or if members have a vehicle that someone else can drive members may be eligible for mileage reimbursement	<ul style="list-style-type: none"> <li>• Click <a href="#">here</a> for more information</li> <li>• Members can call Member Services at (888) 898-7969, Monday - Friday, 8 a.m. to 5 p.m. (TTY: 711) 3 business days in advance of their appointment to schedule transportation</li> </ul>
<b>Referring members to Case Management</b>	Care managers provide personalized support and care coordination for high-risk populations including members with high-risk pregnancies, children with elevated blood levels, Behavioral Health and SUD needs, members in Foster Care, Children with Special Healthcare Needs, and transitions following an inpatient or ED stay	To refer a patient, please contact the Case Managers at <a href="mailto:CMescalationMI@MolinaHealthCare.com">CMescalationMI@MolinaHealthCare.com</a>
<b>Referring members to Community Connectors (CHWs)</b>	Community Connectors are CHWs who screen for health-related social needs and connect members to essential community resources and supports	To refer a patient, please contact the Community Connectors at <a href="mailto:MHMSupervisorsCommunityConnectors@MolinaHealthCare.Com">MHMSupervisorsCommunityConnectors@MolinaHealthCare.Com</a>
<b>Provider Care Coordination Portlet</b>	Care Coordination Portlet (CCP) in the Availity Essentials Provider Portal allows medical and non-medical provider to view patient information and collaborate with care teams to enhance care coordination	Providers must have access to the Availity Provider Portal. For Availity Access or account set up, please refer to <a href="https://www.availity.com/molinahealthcare/">https://www.availity.com/molinahealthcare/</a> . Then, their Availity Organization Admin must provision the appropriate Org Roles of "Clinician" & "Clinician Tools & Resources" to gain access to the CCP.