



Molina Healthcare of California
Employee Health Systems IPA
Contact list

General Instructions	For members transitioned and assigned to another Participating Provider Group (PPG) effective February 1, 2018, medical management, prior authorization requests, claims submissions, encounter submissions and care coordination should be arranged through the new PPGs. Please verify eligibility to confirm.
Eligibility Verification	Contact MHC Member and Provider Contact Center: <ul style="list-style-type: none"> • Medi-Cal: (888) 665-4621 • Marketplace: (888) 858-2150 • Medicare: (800) 665-0898 • Duals: (855) 665-4627 Providers may also review eligibility using our Provider Portal .
Provider and Member Services Dedicated Line	Contact MHC Member and Provider Contact Center: <ul style="list-style-type: none"> • Medi-Cal: (888) 665-4621 • Marketplace: (888) 858-2150 • Medicare: (800) 665-0898 • Duals: (855) 665-4627
Continuity of Care	Contact MHC Member and Provider Contact Center: <ul style="list-style-type: none"> • Medi-Cal: (888) 665-4621 • Marketplace: (888) 858-2150 • Medicare: (800) 665-0898 • Duals: (855) 665-4627
Inpatient Concurrent Review and Discharge Planning	Contact the Molina EDSU team: (844) 9-Molina / (844) 966-5462
Hospital Notification Unit	Contact the Molina EDSU team: (844) 9-Molina / (844) 966-5462
Referrals and Authorizations	Contact MHC Member and Provider Contact Center: Medi-Cal: (888) 665-4621 • Marketplace: (888) 858-2150 • Medicare: (800) 665-0898 • Duals: (855) 665-4627 Providers may also review referrals and authorizations using our Provider Portal .
Claims	Providers contracted with an IPA will submit electronic claims to their contracted IPA. Claims submitted directly to Molina should be sent electronically to the EDI Claims Payer ID 38333 using our Provider Portal . For Provider Portal technical assistance contact: (866) 449-6848 <u>For EDI electronic claims customer service contact:</u> (866) 409-2935 or email EDI.Claims@MolinaHealthCare.Com For assistance with any claims related processes or individual claims issues contact Molina Claims Customer Service at: (877) 665-4626
Contracting	Contact Molina Provider Services at: (855) 322-4075 <u>Extensions by county:</u> <i>Los Angeles County:</i> 122233, 117079, 120104, 127657 <i>Riverside/San Bernardino County:</i> 128010, 127709, 127684 <i>Sacramento County:</i> 126232, 121360, 121031 <i>San Diego County:</i> 120056, 121588, 120630 <i>Imperial County:</i> 125682, 120153