

Provider Bulletin

Molina Healthcare of California

<https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx>

January 4, 2024

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

Important Information regarding Health Net Transitioning Members

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

We would like to highlight a crucial aspect of member care coordination related to the assignment of Primary Care Providers (PCP).

Providers are urged to check our Availity system for accurate PCP assignments rather than relying on the previous health plan's system.

When this is happening:

Effective January 1, 2024, some Medi-Cal members in Los Angeles County may have transitioned from Health Net to MHC, a subcontractor under Health Net.

If members or providers are stating the PCP information shows "No Primary MD – Delegated to Molina" when verifying eligibility, please inquire about the source of this information. If the information is from Health Net, please verify through the Molina Availity system for the most up-to-date assignments.

Thank you for your prompt attention to this matter. Your collaboration ensures seamless care coordination for our members.

Provider Action

Verification Process:

Providers are urged to check our Availity system for accurate PCP assignments rather than relying on Health Net's system.

Please see the link below to access Availity:
<https://provider.molinahealthcare.com/>

For more information on health plan changes, please review the Department of Health Care Services (DHCS) dedicated webpage for the 2024 transition at:
<https://www.dhcs.ca.gov/MCP-Transition/Pages/Home.aspx>

Please refer to MHC's website for more information on our Continuity of Care (CoC) processes at:
<https://www.molinahealthcare.com/providers/ca/medicaid/comm/coc.aspx>



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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