

# Provider Bulletin

Molina Healthcare of California

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

January 31, 2024

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

## PO Box Closure

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

### **What you need to know:**

MHC will be closing a Medicare Provider Dispute/Appeal PO Box that is no longer in scope for dispute or appeal submissions.

### **When this is happening:**

The following PO Box will be closed on **March 1, 2024**, 30 days from the date of this communication:

Molina Healthcare of California  
PO Box 22817  
Long Beach, CA 90801

Providers submitting their dispute or appeal in writing or by mail should submit to the active PO Boxes below and refer to the appropriate Provider Manual as needed:

- **Medicaid and Marketplace Provider Disputes:**

Molina Healthcare of California  
Attn: Provider Dispute Resolution Unit  
PO Box 22722  
Long Beach, CA 90801

- **Medicare Provider Disputes:**

Molina Healthcare of California  
Attn: Provider Contracted Appeals/Disputes  
PO Box 22816  
Long Beach, CA 90801

## Provider Action

MHC offers additional dispute or appeal submission options, such as through the Availity Provider Portal or through fax. Please refer to the MHC Provider Manuals for more information:

- Medicaid:  
<https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/2024-CA-MEDI-CAL-PROVIDER-MANUAL.pdf>
- Marketplace:  
<https://www.molinamarketplace.com/marketplace/ca/en-us/Providers/~media/Molina/PublicWebsite/PDF/Providers/ca/Marketplace/2024%20CA%20Marketplace%20Provider%20Manual>
- Medicare:  
<https://www.molinahealthcare.com/~media/Molina/PublicWebsite/PDF/Providers/common/medicare/2024-CA-MEDICARE-PROVIDER-MANUAL.pdf>



## **What if you need assistance?**

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

<b>Service County Area</b>	<b>Provider Relations Representative</b>	<b>Contact Number</b>	<b>Email Address</b>
California Hospital Systems (SNFs, LTSS, ICF/DD)	Teresa Suarez Laura Gonzalez	562-549-3782 562-549-4887	<a href="mailto:Teresa.Suarez2@molinahealthcare.com">Teresa.Suarez2@molinahealthcare.com</a> <a href="mailto:Laura.Gonzalez3@molinahealthcare.com">Laura.Gonzalez3@molinahealthcare.com</a>
Los Angeles County	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts Anita White	562-517-1014 562-549-3550 562-549-4809 562-549-4069 562-980-3947	<a href="mailto:Clemente.Arias@molinahealthcare.com">Clemente.Arias@molinahealthcare.com</a> <a href="mailto:Christian.Diaz@molinahealthcare.com">Christian.Diaz@molinahealthcare.com</a> <a href="mailto:Daniel.Amirian@molinahealthcare.com">Daniel.Amirian@molinahealthcare.com</a> <a href="mailto:Latoya.Watts@molinahealthcare.com">Latoya.Watts@molinahealthcare.com</a> <a href="mailto:Princess.White@molinahealthcare.com">Princess.White@molinahealthcare.com</a>
Los Angeles / Orange County	Maria Guimoye	562-549-4390	<a href="mailto:Maria.Guimoye@molinahealthcare.com">Maria.Guimoye@molinahealthcare.com</a>
Sacramento County	Johonna Eshalomi Marina Higby	562-549-3708 916-561-8550	<a href="mailto:Johonna.Eshalomi@molinahealthcare.com">Johonna.Eshalomi@molinahealthcare.com</a> <a href="mailto:Marina.Higby@molinahealthcare.com">Marina.Higby@molinahealthcare.com</a>
San Bernardino County	Luana McIver	909-501-3314	<a href="mailto:Luana.Mciver@molinahealthcare.com">Luana.Mciver@molinahealthcare.com</a>
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	<a href="mailto:Vanessa.Lomeli2@molinahealthcare.com">Vanessa.Lomeli2@molinahealthcare.com</a>
Riverside County	Mimi Howard	562-549-3532	<a href="mailto:Smimi.Howard@molinahealthcare.com">Smimi.Howard@molinahealthcare.com</a>
San Diego / Imperial County	Briana Givens Salvador Perez Dolores Ramos Lincoln Watkins	562-549-4403 562-549-3825 562-549-4900 858-300-7722	<a href="mailto:Briana.Givens@molinahealthcare.com">Briana.Givens@molinahealthcare.com</a> <a href="mailto:Salvador.Perez@molinahealthcare.com">Salvador.Perez@molinahealthcare.com</a> <a href="mailto:Dolores.Ramos@molinahealthcare.com">Dolores.Ramos@molinahealthcare.com</a> <a href="mailto:Lincoln.Watkins@molinahealthcare.com">Lincoln.Watkins@molinahealthcare.com</a>