

# Provider Bulletin

Molina Healthcare of California

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

February 1, 2024

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

## 2024 Provider Manual Updates

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

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

As a result of the January 2024 Assembly Bills (AB) and Senate Bills (SB), there have been revisions to the Provider Manuals. Please refer to the information listed below regarding the modifications implemented.

### **Marketplace Revisions:**

- Chapter 7: Benefit and Covered Services
  - Section Title: Emergency Transportation
- Chapter 7: Benefit and Covered Services
  - Section Title: Telehealth and Telemedicine Services
- Chapter 8: Health Care Services (HCS)
  - Section Title: Utilization Management
    - Subsection Title: Peer-to-Peer Review
- Chapter 8: Health Care Services (HCS)
  - Section Title: Care Management (CM)
    - Subsection Title: Referral to Care Management

### **Medi-Cal Revisions:**

- Chapter 3: Benefit and Covered Services
  - Section Title: Obtaining Access to Certain Covered Services
    - Subsection Title: Telehealth and Telemedicine Services
- Chapter 10: Healthcare Services: Utilization Management
  - Section Title: Utilization Management (UM)
    - Subsection Title: Peer-to-Peer Review
- Chapter 20: Behavioral Health
  - Section Title: Care Coordination and Continuity of Care
    - Subsection Title: Behavioral Health Treatment

### **Medicare Revisions:**

- Chapter 7: Benefit Overview
  - Section Title: Obtaining Access to Certain Covered Services
    - Subsection Title: Telehealth and Telemedicine Services

## **Provider Action**

Please see the links below to access the 2024 Provider Manuals.

**Marketplace** is available at:

<https://www.molinamarketplace.com/marketplace/ca/en-us/Providers/~media/Molina/PublicWebsite/PDF/Providers/ca/Marketplace/2024%20CA%20Marketplace%20Provider%20Manual>

**Medi-Cal** is available at:

<https://www.molinahealthcare.com/~media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/2024-CA-MEDI-CAL-PROVIDER-MANUAL.pdf>

**Medicare** is available at:

<https://www.molinahealthcare.com/~media/Molina/PublicWebsite/PDF/Providers/ca/Medicare/2024%20CA%20MEDICARE%20PROVIDER%20MANUAL.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>