

# Provider Bulletin

Molina Healthcare of California

[molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx](https://molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx)

May 7, 2024

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

## Reminder: Balance Billing is Not Allowed

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

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

MHC reminds providers that they are prohibited from balance billing members for covered services other than the member's applicable copayment, coinsurance, or deductible amounts. Covered services include health care services and supplies, including emergency services provided to members that are medically necessary and covered by MHC as a member benefit.

Also, the provider is responsible for verifying eligibility and obtaining approval for services that require Prior Authorization (PA). You can use the Availity Essentials portal to verify membership and coverage. Molina's website features several PA resources, including the quarterly PA Codification Lists and the PA LookUp Tool.

Providers agree that under no circumstance shall a Molina member be liable to the provider for any payment owed that is the legal obligation of MHC.

Note: Molina strongly recommends that providers ask patients if they have multiple forms of health insurance when verifying their coverage.

### **Examples of balance billing include:**

- Holding members who are dually eligible for Medicare and Medicaid liable for Medicare Part A and B cost-sharing
- Requiring Molina members to pay the difference between the discounted and negotiated fees and the provider's usual and customary fees
- Charging Molina members fees for covered services beyond copayments, deductibles or coinsurance
- Requiring members to pay for a covered service that was denied or rejected by the health plan for valid/appropriate reasons

## Provider Action

Providers are encouraged to review balance billing material in the Provider Manual and in their agreement with Molina.



## **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	279-895-9354 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	Salvador Perez Dolores Ramos Lincoln Watkins	562-549-3825 562-549-4900 858-300-7722	<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>

Please take a few moments to participate in our Communication Preference Survey. Your feedback will directly influence Molina's engagement with providers, creating a more seamless and efficient communication experience for our network.

Take the survey at [molinahealthcare.surveymonkey.com/r/VS5RGTG!](https://molinahealthcare.surveymonkey.com/r/VS5RGTG!)