

# 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)

November 15, 2024

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

## Availity Eligibility Issue

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

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

Dear Providers,

We want to inform you of an issue currently affecting the verification of member benefits and eligibility for the Medicare line of business on the Availity platform. Molina's IT team is actively working with Availity to identify and resolve the root cause with a projected fix set for next week.

In the meantime, please call our provider contact center at 800-665-0898 and use Wipro [app.medadvantage360.com/](https://app.medadvantage360.com/) or the CMS provider portal [portal.cms.gov/portal/?resourceuri=%2Foauth2%2Fv1%2Fauthorize%2Fredirect%3Fokta\\_key%3DO56f-86Ht49EItWRv24akDX5k2uPRXDwYgROaORl3mc](https://portal.cms.gov/portal/?resourceuri=%2Foauth2%2Fv1%2Fauthorize%2Fredirect%3Fokta_key%3DO56f-86Ht49EItWRv24akDX5k2uPRXDwYgROaORl3mc). If checking eligibility for a Medicare/Medi-Cal members, please also utilize the AEVS portal [provider-portal.apps.prd.cammis.medi-cal.ca.gov/email](https://provider-portal.apps.prd.cammis.medi-cal.ca.gov/email).

Thank you for your understanding and patience as we work to resolve this issue.

## Provider Action

Access Wipro here:

[app.medadvantage360.com/](https://app.medadvantage360.com/)

Access CMS Enterprise Portal here:

[portal.cms.gov/portal/?resourceuri=%2Foauth2%2Fv1%2Fauthorize%2Fredirect%3Fokta\\_key%3DO56f-86Ht49EItWRv24akDX5k2uPRXDwYgROaORl3mc](https://portal.cms.gov/portal/?resourceuri=%2Foauth2%2Fv1%2Fauthorize%2Fredirect%3Fokta_key%3DO56f-86Ht49EItWRv24akDX5k2uPRXDwYgROaORl3mc)

Access AEVS Provider Portal here:

[provider-portal.apps.prd.cammis.medi-cal.ca.gov/email](https://provider-portal.apps.prd.cammis.medi-cal.ca.gov/email)



## What if you need assistance?

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

Service County Area	Provider Relations Representative	Contact Number	Email Address
Los Angeles County	Clemente Arias	562-517-1014	<a href="mailto:Clemente.Arias@molinahealthcare.com">Clemente.Arias@molinahealthcare.com</a>
	Christian Diaz	562-549-3550	<a href="mailto:Christian.Diaz@molinahealthcare.com">Christian.Diaz@molinahealthcare.com</a>
	Daniel Amirian	562-549-4809	<a href="mailto:Daniel.Amirian@molinahealthcare.com">Daniel.Amirian@molinahealthcare.com</a>
	Anita White	562-980-3947	<a href="mailto:Princess.White@molinahealthcare.com">Princess.White@molinahealthcare.com</a>
	Elias Gomez	562-517-0445	<a href="mailto:Elias.Gomez@molinahealthcare.com">Elias.Gomez@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	279-895-9354	<a href="mailto:Johonna.Eshalomi@molinahealthcare.com">Johonna.Eshalomi@molinahealthcare.com</a>
	Marina Higby	916-561-8550	<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	Patricia Melendez	562-549-3957	<a href="mailto:Patricia.Melendez@molinahealthcare.com">Patricia.Melendez@molinahealthcare.com</a>
San Diego / Imperial County	Salvador Perez	562-549-3825	<a href="mailto:Salvador.Perez@molinahealthcare.com">Salvador.Perez@molinahealthcare.com</a>
	Lincoln Watkins	858-300-7722	<a href="mailto:Lincoln.Watkins@molinahealthcare.com">Lincoln.Watkins@molinahealthcare.com</a>
	Toree Johnson	858-974-1726	<a href="mailto:Toree.Johnson@molinahealthcare.com">Toree.Johnson@molinahealthcare.com</a>

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
San Diego & Sacramento, California Facilities	Dolores Ramos	562-549-4900	<a href="mailto:Dolores.Ramos@molinahealthcare.com">Dolores.Ramos@molinahealthcare.com</a>
Los Angeles, California Facilities	Laura Gonzalez	562-549-4887	<a href="mailto:Laura.Gonzalez3@molinahealthcare.com">Laura.Gonzalez3@molinahealthcare.com</a>
Riverside & San Bernardino, California Facilities	Mimi Howard	562-549-3532	<a href="mailto:Smimi.Howard@molinahealthcare.com">Smimi.Howard@molinahealthcare.com</a>

If you are not contracted with Molina and your fax number is not shared with a contracted provider, and you wish to opt out of receiving the MHC Provider Bulletin, please email [mhcproviderbulletin@molinahealthcare.com](mailto:mhcproviderbulletin@molinahealthcare.com).

Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

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