



IMPORTANT PROVIDER INFORMATION REGARDING TROPICAL DEPRESSION #10 (Anticipated to be named Tropical Storm/Hurricane Idalia)

As Florida prepares for Tropical Depression #10, and in light of the state of emergency declared by Governor DeSantis as of 08/26/2023, Molina Healthcare of Florida (Molina) would like to offer important information that providers may find useful during or after the storm.

Molina providers are reminded to continue providing critical Medicaid services that are life sustaining (examples include: durable medical equipment and supplies, home health services, hospital services, nursing facility services, chemotherapy, dialysis services, etc.) (herein referred to as critical Medicaid services) during the disaster period., including those that may need prior authorization, regardless of prior authorization status. Authorization requirements have been lifted for members in the impacted counties effective immediately to coincide with the Governor's State of Emergency notification and will remain in effect until the state of emergency has been lifted.

IF MOLINA HEALTHCARE OF FLORIDA providers need assistance:

Please call Molina's toll free number at (855) 322-4076 to reach a Customer Service representative, for any service related issues during the storm and/or in the event continued care is necessary while the member is displaced after the storm.

For Behavioral Health related issues, please contact Molina Healthcare at: (855) 322-4076.

For Outpatient Therapy related issues, (**MMA, MP, MCR, Comprehensive members <MMA & LTC>**) please contact American Therapy Administrators (ATA-HN1) at (888) 550-8800. For **Long-Term Care members** contact Molina Healthcare.

For Home Health, Home Infusion & DME related issues, (**MMA, MP, and MCR members**) please contact Coastal Care Services at (855) 481-0505. For **Long-Term Care and Comprehensive members** contact Molina Healthcare.

For non-emergency transportation related issues, please contact Access2Care Transportation at:

- MMA/LTC Members: (888) 298-4781
- Medicare Members: (888) 276-4781

IF MOLINA HEALTHCARE OF FLORIDA providers lose internet connectivity:

Please make a note of the information below, in the event your office experiences an extended loss of internet connectivity following the storm.



**You Matter
to Molina**

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Claims

Web Portal users submitting claims via Molina's Web Portal, and EDI clearinghouse users may submit paper claims to the address(es) below.

Medicaid and Marketplace Claims address:

Molina Healthcare of Florida
PO Box 22812
Long Beach, CA 90801

Medicare claims address:

Molina Healthcare of Florida
PO Box 22811
Long Beach, CA 90801

Eligibility

Web Portal users verifying eligibility via Molina's Web Portal may contact Customer Service at (855)322-4076 to utilize the self-service IVR phone system or speak to a representative for assistance.

For additional information regarding this communication, please contact Provider Services at (855) 322-4076.