

Dear Provider:

This letter is to advise you that effective **March 1, 2023**, Molina Healthcare of Florida (Molina) will **NOT** be participating with Preferred Health Management (PHM) to manage and pay claims for Assisted Living Facilities services for our Long-Term Care and Comprehensive (MMA & LTC) products.

Our “You Matter to Molina” Provider Engagement Team is here to assist with next steps for a successful transition by providing additional support to help you navigate through this process. **Your provider engagement representative will be reaching out to you in the next week.**

Should you have any questions you can contact us by:

- Calling our Provider Services department at (855) 322-4076 to be connected to the appropriate provider representative which is committed to partner with you and work together to solve your problems quickly and efficiently.
- Sending an email with your questions or concerns to our designated provider mailbox at MFLprovidernetworkmanagement@molinahealthcare.com. We will respond to your request within 3 business days.
- Contacting us through the “You Matter to Molina” program where we have taken the initiative to specifically design new solutions to simplify ways for providers to engage with the health plan. If you have a couple of minutes, please click on the link listed below and get started. It’s that easy!

How to navigate to this page: [You Matter to Molina \(molinahealthcare.com\)](https://www.molinahealthcare.com). We want this page to serve as a resource and place to share feedback.

What this change means to you?

1. This agreement does not affect your current contract with Molina Healthcare. For services effective March 1, 2023, claims should be sent directly to Molina Healthcare of Florida. You may mail the claims to: **Molina Healthcare of Florida, PO BOX 22812, Long Beach, CA 90801** or you can register to the provider portal for electronic claim submissions. You can register in the Availity Portal at. <http://www.availity.com/molinahealthcare>

For the Assisted Living Training and Billing guidelines, please visit our provider resource and training section at [Resources & Training \(molinahealthcare.com\)](https://www.molinahealthcare.com/resources-and-training)

2. Contact your Provider Engagement Team for all questions or concerns. Please visit the Provider Network and Servicing link in our provider website with the appropriate representative for your region and product. You may click the following link: [PSM---Map-Team-Regional-Assignment-083122.pdf \(molinahealthcare.com\)](https://www.molinahealthcare.com/PSM---Map-Team-Regional-Assignment-083122.pdf)



**You Matter
to Molina**

3. As usual all services requested adhere to Molina's Prior Authorization guidelines. For a copy of Molina Healthcare's Prior Authorization Guidelines and Service Request Form, please visit: www.MolinaHealthcare.com.

Molina Healthcare thanks you for being part of our network and looking forward to this implementation and partnership.

Thank you for your continued care to our members!

Molina Healthcare of Florida