

Provider Notice

Thank you for being a valued Molina Complete Care (MCC) network provider and helping us provide high quality health care services to our members. We know you're keeping the focus on delivering excellent patient care, and we understand it may be challenging to ensure your patients' needs are being met. One of the valuable resources we have available is our Nurse Advice Line. Registered nurses are available 24 hours a day, 7 days a week to assess symptoms and help members make good health care decisions. These registered nurses do not diagnose; they assess symptoms and guide the patient to the most appropriate level of care following specially designed algorithms unique to the Nurse Advice Line. Our Nurse Advice Line can assist in:

- Helping members navigate through the health care system
- Better coordination of member's care
- Reducing unnecessary emergency department utilization
- Encouraging the member to follow-up with their primary care provider (PCP) and make appointments
- Lowering members' stress levels when they know they can call for advice

MCC is committed to helping our members:

- Understand the importance of being connected to a PCP
- Know how to appropriately use the services of your office
- Understand how to handle routine health problems
- Avoid making non-emergent visits to the emergency department

Through effective collaboration, we know we can affect a positive change by supporting and getting our members the care that they need.

Please share the Nurse Advice Line numbers below with your MCC patients:

- CCC Plus: 1-800-424-4524 (TTY 711)
- Medallion 4.0: 1-800-424-4518 (TTY 711)

Please share the mental health crisis line numbers with your patients as well:

- CCC Plus: 1-800-424-4524 (TTY 711)
- Medallion 4.0: 1-800-424-4518 (TTY 711)

Please contact Customer Care if you have any questions or need any help regarding our members' needs:

- CCC Plus: 1-800-424-4524
- Medallion 4.0: 1-800-424-4518