

# Medicaid Resource Guide

This reference guide provides a list of the departments at Molina Healthcare of Florida that may be helpful in assisting with coordination and authorization of services that a member may need. Molina Healthcare of Florida has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. Molina Healthcare of Florida provides services in Regions 8 and 11 and also provides services for Specialty Plan members in Regions 4, 5, and 7. For more information contact Molina Healthcare of Florida at 855-322-4076 or check their website at [www.molinahealthcare.com](http://www.molinahealthcare.com).

## Case Management

**Support provided:** Care Coordination assistance, complex care needs, post inpatient and emergency room discharge follow-up, linking members to community services, disease management.

**Phone number:** (855) 322-4076

- Press 0
- Select Line of Business (Medicaid,)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

**Hours of operation during non-holidays:** Monday to Friday from 8 AM to 7 PM

**Contact after hours or weekends:** Yenilen Fernandez, (954) 298-8956

**Special instructions for after hours or weekends:** In the event of unsuccessful attempts send an email to [MFLCaseManagement@MolinaHealthCare.Com](mailto:MFLCaseManagement@MolinaHealthCare.Com)

**Escalation contact:**

**MMA/MMP:**

Primary: Dolores Hernandez-Piloto (MMA/MMP), (305) 906-0074

Secondary: Elaine Garcia (786) 269-9501

**LTC:**

Yuneisy Cruz (786) 682-5852

## Case Management - Specialty Plan

**Support provided:** Care Coordination assistance, complex care needs, post inpatient and emergency room discharge follow-up, linking member to community services, disease management.

**Phone number:** (855) 322-4076

- Press 0
- Select Line of Business (Medicaid,)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

**OD/SUD Contact Person:** Mildre Ceballos, (689) 244-5895

**Escalation contact:**

Primary: Dolores Hernandez, (305) 906-0074

Secondary: Elaine Garcia(786) 269-9501

## Case Management (NICU) – ProgenyHealth

**Support provided:** Assistance with postnatal care for NICU patients.

**Phone number:** (855) 322-4076

- Press 0
- Select Line of Business (Medicaid)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

**OD/SUD Contact Person:** Mildre Ceballos, (689) 244-5895

**Escalation contact:**

Primary: Dolores Hernandez, (305) 906-0074

Secondary: Elaine Garcia (786) 269-9501

## Behavioral Health Provider Toolkit

[https://www.molinahealthcare.com/providers/fl/medicaid/resource/bh\\_toolkit.aspx](https://www.molinahealthcare.com/providers/fl/medicaid/resource/bh_toolkit.aspx)

## Housing Assistance

Florida's Health Outcomes through Meaningful Engagement (H.O.M.E) program assists members who are homeless or at-risk of becoming homeless. The program helps members take care of their health through housing supports, connects members with services in their community, including resources to help members obtain or keep housing. This program is available in the following six counties: Brevard, Orange, Osceola, Pasco, Pinellas, and Seminole. For more information, please call **Molina Case Management @ (855) 322-4076** or via email to **MCCFL- HOME@molinahealthcare.com**

## Maternal Health Support\*

**Support provided: Maternal Care Coordination and support during prenatal and postpartum period; High Risk OB care, infant health support, disease management and linkage to community resources.**

**Phone number:** (855) 322-4076

- Press 0
- Select Line of Business (Medicaid)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

**Hours of operation during non-holidays:** Monday to Friday from 8 AM to 5 PM

**Contact after hours or weekends:** Yenilen Fernandez, (786) 682-5852

**Escalation contact:**

Primary: Dolores Hernandez, (305)906-0074

Secondary: Elaine Garcia (786) 269-9501

## Pharmacy

**Support provided:** Authorizations related to retail drugs, specialty drugs, J-code drugs, buy, and bill medications administered in the providers office, information on what drugs require a PA,

**Phone number:** 855-322-4076

- Press 0
- Select Line of Business (Medicaid)
- Select Product (LTC, Specialty, other)
- Press 2 for Pharmacy

**Hours of operation during non-holidays:** Monday to Friday from 8AM-5PM

**Contact after hours or weekends:** CVS Caremark Help desk – 855-276-6580

**Escalation contacts for Call Center:**

Primary: Harrigan, Hugh [Hugh.Harrigan@molinahealthcare.com](mailto:Hugh.Harrigan@molinahealthcare.com); Davis, Lucretia [Lucretia.Davis@molinahealthcare.com](mailto:Lucretia.Davis@molinahealthcare.com)

Secondary: Negron, Christian [Christian.Negron@molinahealthcare.com](mailto:Christian.Negron@molinahealthcare.com)

Escalation contacts for UM: [MHIPharmacy\\_UM\\_FL@MolinaHealthCare.com](mailto:MHIPharmacy_UM_FL@MolinaHealthCare.com) (goes to all UM staff)

## Utilization Management

**Support provided:** Authorizations related to Medical and Behavioral inpatient and outpatient services, including home health, IV infusion, DME, and hospice

**Phone number:** (855) 322-4076

- Press 1 for authorization status

**Hours of operation during non-holidays:** Monday to Friday from 8 AM to 5 PM

**Contact after hours or weekends:** Katia Matos , (305) 317-3176

**Special instructions for after hours or weekends:** In the event of unsuccessful attempts send an email to:

[Aleida.Esteves@molinahealthcare.com](mailto:Aleida.Esteves@molinahealthcare.com); [Navi.Kauffmann@molinahealthcare.com](mailto:Navi.Kauffmann@molinahealthcare.com) ;

**Escalation contact:**

Primary: Navi Kauffmann (IP), (689) 244-8002

Aleida Esteves (PA), (786) 539- 4044

Secondary: Katia Matos, UM Director (305) 317-3176

## Utilization Management - Specialty Plan

**Support provided:** Authorizations related to inpatient and outpatient services.

**Phone number:** (855) 322-4076

- Press 1 for authorization status

**Hours of operation during non-holidays:** Monday to Friday from 8 AM to 5 PM

**Contact after hours or weekends:** Katia Matos , 305-317-3176

**Special instructions for after hours or weekends:** In the event of unsuccessful attempts send an email to:

[Aleida.Esteves@molinahealthcare.com](mailto:Aleida.Esteves@molinahealthcare.com); [Navi.Kauffmann@molinahealthcare.com](mailto:Navi.Kauffmann@molinahealthcare.com) ;

**Escalation contact:**

Primary: Navi Kauffmann (IP), (689) 244-8002

Aleida Esteves (PA), (786) 539- 4044

Secondary: Katia Matos, UM Director (305) 317-3176

## Transportation

**Subcontractor:** Access2Care

**Support provided:** non-emergency transportation home upon discharge from the hospital as well as to and from doctor's appointments.

**Phone number:** (877) 299-4811

**Hours of operation during non-holidays: 24 hours a day/ 365 days a year**

To make an appointment for a transportation service, contact A2C Transportation's reservation line at: MMA/Specialty/LTC: 1(888) 298-4781

**Contact after hours or weekends:** (877) 299-4811

**Escalation contact:**

Primary: Robert Harridge, 727- 421-5386

Secondary: Diana C. Lepkowski, 727 519 5912

**Utilization Management - Subcontracted Services**

**Subcontractor:** Therapy Network of Florida/Health Network One (TNFLFL/HN1)

**Support provided:** Free standing facility therapies MMA and Specialty Plan (PT/OT/ST)

**Phone number: 1-888-550-8800**

- Option 1 – UM Authorizations

**Hours of operation during non-holidays:** Monday to Friday from 8:30am – 5pm

**Contact after hours or weekends:** 1-888-550-8800

**Special instructions for after hours or weekends:** Follow the HN1 message instructions to be connected to the on- call UM supervisor.

**Escalation contact PT/ST/OT:** Terri Epp, 954-478-6469; [Eppt@healthnetworkone.com](mailto:Eppt@healthnetworkone.com)

**Utilization Management - Subcontracted Services**

**Subcontractor:** Progeny

**Support Provided:** Progeny Health, LLC is a utilization review entity performing utilization review and case management services on behalf of MHFL which produce population health and cost containment outcomes.

**Phone Number:** 888-832-2006

**Hours of operation during non-holidays:** Monday to Friday from 8:30 AM to 5:00 PM

**Contact after hours or weekends:** 1-888-832-2006

**Special instructions for after hours or weekends:** ProgenyHealth has an on-call case manager outside hours of operation. Please call main number and follow on-call prompts.

**Escalation contact: For UM escalation during hours of operation**

Primary: Maggie Knaresborough, UM Supervisor, [mknaresborough@progenyhealth.com](mailto:mknaresborough@progenyhealth.com)

Secondary: Kim Ward, UM Director [kward@progenyhealth.com](mailto:kward@progenyhealth.com)

**Utilization Management - Subcontracted Services**

**Subcontractor:** Coastal Care Services



**Support provided:** DME, Home Health and IV Infusion for MMA only members (If you are calling regarding a comprehensive member, please contact Molina Healthcare UM for assistance at (855) 322-4076.)

**Phone number:** (786) 232-4460

**Hours of operation during non-holidays:** Monday to Friday from 8:30 AM to 5:30 PM

**Contact after hours or weekends:** (855) 481-0505

**Special instructions for after hours or weekends:** Any issues reaching someone through the direct number. Direct on call person is 786-232-4735

**Escalation contact:**

Primary: Evelina Tutino, (786) 879-8914

Secondary: Ysel Garcia, (786) 879-8914

## Utilization Management - Subcontracted Services

**Subcontractor:** iCare Health Solutions

**Support provided:** Molina is contracted with iCare Solutions to provide routine vision services for our Members. Members who are eligible may directly access a vision care network Provider.

**Phone number:** (855) 373-7627

**Hours of operation during non-holidays:** 7:00am-7:00pm

**Contact after hours or weekends:** [UM@myicarehealth.com](mailto:UM@myicarehealth.com)

**Special instructions for after hours or weekends:** Send an email to escalation contact

**Escalation contact :** - [sbates@myicarehealth.com](mailto:sbates@myicarehealth.com) or Grievances [grievances@myicarehealth.com](mailto:grievances@myicarehealth.com)

## Utilization Management - Subcontracted Services

**Subcontractor:** Evolent Specialty Services, Inc.

**Support Provided:** Prior Authorization (Cardiology, Medical and Radiation Oncology)

**Phone Number:** 888.999.7713

**Hours of Operation during non-Holidays:** 8am to 8pm EST

**Contact after hours or weekends:** Saturday, 8:00 AM – 8:00 PM EST (Limited Staff) and Sunday, 8:00 AM – 5:00 PM PST (Limited Staff)\*

**After hours call coverage available from Monday – Saturday 8PM – 8AM PST and Sunday 5PM-8AM PST**

**Special instructions for after hours or weekends:** See above

**Primary Name/Number:** Blake Lawson ([blawson@evolent.com](mailto:blawson@evolent.com)) / 864-426-5284

**Secondary Name/Number:** Sarah Alexander ([salexander@evolent.com](mailto:salexander@evolent.com)) / 917-428-0710

## Community Resources:

- **Healthy Start** (Healthy Start is a free home visiting program that provides education and care coordination to pregnant women and families of children under the age of three. The goal of the program is to lower risk factors associated with preterm birth, low birth weight, infant mortality and poor developmental outcomes.) [www.floridahealth.gov/programs-and-services/childrens-health/healthy-start/index.html](http://www.floridahealth.gov/programs-and-services/childrens-health/healthy-start/index.html)
- **Text4Baby** (Text4Baby is a free mobile health service designed to promote maternal and child health through text messaging) <https://www.text4baby.org>
- **My Molina App** (Members can sign into the application to access features; including Member ID, find a doctor or facility near member with Doctor Finder, use the Nurse Advice Line to the care member needs and more) <https://www.molinahealthcare.com/members/fl/enus/mem/medicaid/overvw/resources/mymolina.aspx>
- **WIC** (The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides federal grants to states for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.) [www.floridahealth.gov/programs-and-services/wic](http://www.floridahealth.gov/programs-and-services/wic)

## \*Additional Maternal Care Support Resources:

- **Case Management** - Case Managers provide case management and care coordination for members promoting the integration of services. Case Managers develop and implement a case management plan for member in collaboration with member, caregiver, physician/s, and/or other appropriate healthcare professional to address the member needs) – (855) 322-4076
  - Press 0
  - Select Line of Business (Medicaid)
  - Select Product (LTC, Specialty, other)
  - Press 5 for Case Management

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient's PCP please contact provider services at (855) 322-4076.

- Press 0
- Select Line of Business (Medicaid, Medicare, Exchange)
- Select Product (LTC, Specialty, other)
- Press 0 and request Provider Services Department

To access the provider online directory please select the link below:

[Molina Online Provider Directory](#)