

Provider Bulletin

Molina Healthcare of California

<https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx>

March 4, 2024

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

Prior Authorization (PA) Process

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

What you need to know:

In order to streamline our prior authorization (PA) process and enhance efficiency, we kindly request that providers submit PA requests only once (to avoid duplicate submissions) and utilize Availity for all PA submissions.

Availity offers a user-friendly platform designed to simplify the prior authorization process, providing a centralized hub for submitting and tracking requests. By consolidating PA submissions through Availity, we aim to minimize redundancies and expedite the approval process for the benefit of both providers and patients.

Provider Action

To ensure prompt processing, please adhere to the following guidelines:

1. Submit PA requests exclusively through the Availity provider portal: <https://www.availity.com/molinahealthcare>
2. Avoid duplicate submissions for the same patient and service
3. Provide complete and accurate information to expedite processing.
4. Utilize Availity's tracking features to monitor the status of your requests.

We appreciate your cooperation in implementing these changes. Should you require any assistance or have inquiries regarding Availity or the PA process, please do not hesitate to reach out to our dedicated support team.

Thank you for your commitment to improving efficiency and quality of care.



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
California Hospital Systems (SNFs, LTSS, ICF/DD)	Teresa Suarez Laura Gonzalez	562-549-3782 562-549-4887	Teresa.Suarez2@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com
Los Angeles County	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts Anita White	562-517-1014 562-549-3550 562-549-4809 562-549-4069 562-980-3947	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Latoya.Watts@molinahealthcare.com Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi Marina Higby	279-895-9354 916-561-8550	Johonna.Eshalomi@molinahealthcare.com Marina.Higby@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com
San Diego / Imperial County	Briana Givens Salvador Perez Dolores Ramos Lincoln Watkins	562-549-4403 562-549-3825 562-549-4900 858-300-7722	Briana.Givens@molinahealthcare.com Salvador.Perez@molinahealthcare.com Dolores.Ramos@molinahealthcare.com Lincoln.Watkins@molinahealthcare.com