

# Provider Bulletin

Molina Healthcare of California

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June 5, 2024

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

## Long-Term Care Coordination of Admissions and Discharges

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

### **What you need to know:**

MHC provides Transitional Care Services (TCS) to all high-risk members who are experiencing a care transition. Care transitions are defined as a member transferring from one setting or level of care to another, including discharges from hospitals, institutions, acute care facilities, and skilled nursing facilities (SNFs) to home or community-based settings, Community Support placements, post-acute care facilities, or long-term care (LTC) settings.

Any member residing in an Intermediate Care Facility for Developmentally Disabled (ICF/DD) is deemed high risk and will receive TCS as outlined in the Department of Health Care Services (DHCS) Population Health Management Guide. Once identified, a case manager will be assigned to coordinate care and ensure all required services are completed. This includes collaborating with the ICF/DD facility and ensuring timely notification of admission, discharge, and transfers.

MHC utilizes multiple modalities to identify when members are admitted or experiencing a transition, including the inpatient census and Admission, Discharge, and Transfer (ADT) alerts received directly from the facility. If a member is being admitted, please reach out to the MHC Long-Term Services and Supports (LTSS) Liaisons to ensure timely notification of TCS.

### **What if you need assistance?**

MHC has identified LTSS Liaisons who are available to help with care coordination and provider-related questions and needs. Please see the list of MHC's LTSS Liaisons below.

## Provider Action

For more information on TCS policies and procedures, please refer to the DHCS Population Health Management Guide at [dhcs.ca.gov/CalAIM/Documents/PHM-Policy-Guide.pdf](https://dhcs.ca.gov/CalAIM/Documents/PHM-Policy-Guide.pdf).

Please take a few moments to participate in our Communication Preference Survey. Your feedback will directly influence Molina's engagement with providers, creating a more seamless and efficient communication experience for our network.

Take the survey at [molinahealthcare.surveymonkey.com/r/V55RGTG](https://molinahealthcare.surveymonkey.com/r/V55RGTG)!



LTSS Resources	LTSS Liaisons	Contact Number	Email Address
Care Coordination	Blanca Martinez Trista Friemoth LTSS General Inbox	562-485-4966 414-293-0133	<a href="mailto:Blanca.Martinez@MolinaHealthcare.com">Blanca.Martinez@MolinaHealthcare.com</a> <a href="mailto:Trista.Friemoth@MolinaHealthcare.com">Trista.Friemoth@MolinaHealthcare.com</a> <a href="mailto:CALTSS@MolinaHealthCare.Com">CALTSS@MolinaHealthCare.Com</a>
Provider Services	Teresa Suarez Laura Gonzalez	562-549-3782 562-549-4887	<a href="mailto:Teresa.Suarez2@molinahealthcare.com">Teresa.Suarez2@molinahealthcare.com</a> <a href="mailto:Laura.Gonzalez3@molinahealthcare.com">Laura.Gonzalez3@molinahealthcare.com</a>

If you are not contracted with Molina and wish to opt out of the MHC Provider Bulletin, email [mhcproviderbulletin@molinahealthcare.com](mailto:mhcproviderbulletin@molinahealthcare.com). Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.