

Provider Bulletin

Molina Healthcare of California

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August 23, 2024

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

2024 Year-Round Medical Record Review Program

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

What you need to know:

Dear Practitioners & Office Managers:

During the past several months in response to our requests, you and your colleagues provided medical records to assist MHC in collecting and compiling data for the Healthcare Effectiveness Data and Information Set (HEDIS®) efforts. Thank you very much for assisting us with these important projects.

MHC, will facilitate a Year-Round Medical Record Review Program, resulting in a medical record collection process that is more efficient and manageable. Instead of focusing exclusively on the traditional HEDIS® timeframes, record requests will now occur throughout the calendar year.

When this is happening:

We apologize for the delay in sending out the latest provider bulletin notification. We understand the importance of timely communication and regret any inconvenience this may have caused.

Molina Healthcare staff started contacting you as of **June 03, 2024**, to arrange a convenient collection method of required medical record information.

Provider Action

To ensure adequate time to prepare the requested information, we provided and communicated a member list with the required medical record information. We encourage you to send records quickly and securely using our Secure Email: MHCHEDISDepartment@MolinaHealthcare.Com.

MHC also coordinates site visits to access medical records, please contact us at **1-562-517-1689**.

As a reminder, providers must follow all HIPAA, State, and Plan contractual requirements when submitting member records that contain PHI electronically via email.

We appreciate your cooperation and professional courtesy as Molina Healthcare Quality Improvement staff work through this year's medical record review process.

Thank you for your assistance in this effort and for your continued work to improve the health of our members and communities.

Sincerely,

Molina Healthcare of California
Quality Improvement Department



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/VS5RGTG!

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
Los Angeles County	Clemente Arias Christian Diaz Daniel Amirian Anita White	562-517-1014 562-549-3550 562-549-4809 562-980-3947	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@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	Patricia Melendez	562-549-3957	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Salvador Perez Dolores Ramos Lincoln Watkins	562-549-3825 562-549-4900 858-300-7722	Salvador.Perez@molinahealthcare.com Dolores.Ramos@molinahealthcare.com Lincoln.Watkins@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
Imperial, San Diego & Sacramento	Teresa Suarez	562-549-3782	Teresa.Suarez2@molinahealthcare.com
Los Angeles & Orange	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com

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