

Have a Concern, Issue or Escalation?

Provider Service Team: *handles concerns, issues, updates, status (responds within 24-48 hours)*

Please send to MFLProviderServicesManagement@MolinaHealthcare.com with the following information:

- Contact name, email and phone number
- Summary of issue / concern / update
- Example of the issue / concern

Provider Contracts Team: *handles new requests, status (responds within 24-48 hours)*

Please send to MFLProviderNetworkManagement@MolinaHealthcare.com with the following information:

- Letter of Intent
- Completed W-9

Molina Healthcare of Florida Management Team:

- Carla Aguilera, *Mgr., Provider Engagement (providers)*
Carla.Aguilera@MolinaHealthcare.com
- Carol Andrews, *Mgr., Provider Engagement (hospitals, LTC, Dialysis, Hospice, SNFs)*
Carol.Andrews@MolinaHealthcare.com
- Michele Snow, *Mgr., Provider Contracts*
Michele.Snow@MolinaHealthcare.com
- Kathleen Moresco, *Mgr., Hospitals*
Kathleen.Moresco@MolinaHealthcare.com
- Evelyn Cole-Valentin, *Mgr., Provider VRP Programs*
Evelyn.Cole-Valentin@MolinaHealthcare.com



Molina Healthcare of Florida Senior Leadership:

- Betty Thomas, *VP, Provider Network and Ops.*
Betty.Thomas@MolinaHealthcare.com
- Joel Izurieta, *Dir., Provider Engagement Team*
Joel.Izurieta@MolinaHealthcare.com
- Ajinkya Karhu, *Dir., Provider Contracts*
Ajinkya.Karhu@MolinaHealthcare.com



**You Matter
to Molina**