



## Molina Healthcare Provider Services Quick Reference Guide

### General Phone Numbers

Department	Phone	Fax
Member Services	866-472-4585; TDD/TTY: 711	866-422-6445
Provider Services	855-322-4076	562-499-0719
Health Care Services (Utilization Management, Case Management)	855-322-4076	MMA/LTC: 866-440-9791 MCR: 844-251-1450 MP: 833-322-1061
Nurse Advice Line (24/7)	English: 888-275-8750 Spanish: 866-648-3537 TDD/TTY: 866-735-2929	
Pharmacy (CVS Caremark Prior Authorization)	855-322-4076	866-236-8531
Web Portal Help Desk	866-449-6848	

### Claims Submission

- Online: **Molina Portal** (for existing registered providers/users):  
<https://provider.molinahealthcare.com>.

*\*\* The Molina Legacy Provider Portal is no longer accepting new provider registrations. As of March 1, 2022, the Molina Legacy Provider Portal will no longer accept new user registrations. Providers should register on the **Availity Portal** at <https://availity.com/molinahealthcare> to avoid any disruption in accessibility and functionality.*

- Via a clearinghouse, **Payer ID #51062**
- On paper to:  
**Molina Healthcare – Medicaid, LTC & Marketplace**  
**PO Box 22812**  
**Long Beach, CA 90801**

**Molina Healthcare – Medicare**  
**PO Box 22811**  
**Long Beach, CA 90801**

#### Claim Recovery Unit

Phone: 866-642-8999

#### Electronic Funds (EFT)

Change Healthcare  
ProviderNet  
877-389-1160

<https://providernet.adminisource.com>



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### Vendors

Service	Vendor Name	Phone	Web
Behavioral Health (All lines of business)	Contact Molina Healthcare	855-322-4076	
Dental (Marketplace)	Dentaquest	877-468-5581	<a href="http://www.dentaquest.com">www.dentaquest.com</a>
Dental (Medicare)	Delta Dental	800-521-2651	<a href="http://www.deltadental.com">www.deltadental.com</a>
DME/Home Health/Home Infusion (MMA/MP/MCR)	Coastal Care Services	855-481-0505	<a href="http://www.ccsi.care">www.ccsi.care</a>
Hearing (Medicare)	HearUSA	800-333-3389	<a href="http://www.hearusa.com">www.hearusa.com</a>
Hearing (MMA)	Contact Molina Healthcare	855-322-4076	
Laboratory	Quest Diagnostics (Preferred Lab)	866-MYQUEST	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>
Over-The-Counter Benefits	OTC Solutions	888-628-2770	
Therapy – PT/OT/ST (MMA/MP/MCR)	Health Network One	888-550-8800	<a href="http://www.ataflorida.com">www.ataflorida.com</a>
Transportation	Access2Care	Medicaid: 888-298-4781 Medicare: 888-276-4781 TDD/TTY: 711	
Vision (MMA/LTC/MCR)	ICARE Solutions	855-373-7627	<a href="http://www.mycarehealth.com">www.mycarehealth.com</a>
Vision (Marketplace)	Vision Service Plan	800-615-1883	<a href="http://www.vsp.com">www.vsp.com</a>

### Other Resources

#### **Prior Authorization Guide**

<https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/fl/medicaid/MHI-Q1-2022-PA-Gude-FINAL-01312022.pdf>

#### **Hospital Discharge Planning Guide**

<https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/fl/medicaid/MOL--SMMC-Resource-Guide---Updated-112921.pdf>

For more information please contact Molina Healthcare at: 855-322-4076 or via email at:

[MFLProviderNetworkManagement@Molinahealthcare.com](mailto:MFLProviderNetworkManagement@Molinahealthcare.com)