



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/SP: 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, SP & 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)

ECHO Health
800-946-7758

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

Other Resources

Prior Authorization Guide

www.MolinaHealthcare.com

Hospital Discharge Planning Guide

www.MolinaHealthcare.com

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

MFLProviderNetworkManagement@Molinahealthcare.com