

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

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

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

PROVIDER TYPES: **Medical Group/ IPA/MSO****Primary Care**

- IPA/MSO
- Directs

Specialists

- Directs
- IPA

 Hospitals**Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

FOR QUESTIONS CALL PROVIDER SERVICES:

(888) 562-5442, Extension:

Los Angeles/Orange Counties

X123017

Riverside/San Bernardino Counties

X120613

Sacramento County

X121599

San Diego County

X121735

Imperial County

X125682

Language Access Services for Telehealth Appointments

Due to the COVID-19 pandemic, DHCS has approved the use of telehealth for appointments, whenever possible, to limit potential exposure of all parties. If you will be holding patient appointments over the phone, Molina will provide language services for these appointments. It is important to ensure that all limited English proficient members continue to have access to language services. Please follow the instructions below to access interpreter services:

1. Call the Molina Member and Provider Contact Center at the numbers below based on the member's line of business:
 - For Medi-Cal members call (888) 665-4621 Mon-Fri, 7am-7pm
 - For Marketplace members call (888) 858-2150 Mon-Fri, 8am-6pm
 - For Medicare members call (800) 665-0898 Mon-Fri, 8am-8pm
 - For Cal MediConnect (Duals) members call (855) 665-4627 Mon-Fri, 8am-8pm
 - For after-hours, please call Molina's Nurse Advice Line at (888) 275-8750
2. Tell the Molina agent that you are calling for a telephonic interpreter to speak with a member and mention the member's preferred language.
3. The Molina agent will get the interpreter on the line and then call the member. Once you are connected to the interpreter and member, the agent will then drop off the line.
4. To speak to members who are deaf, hard of hearing, or have a speech difficulty, Providers may use the California Relay Service. Dial 711 and give the Relay Operator (RO) / Communication Assistant (CA) the member's area code and telephone number. The RO/CA will connect and communicate via the member's preferred type of communication (TTY, VCO, Internet, ASCII, etc.).

For critical in-person appointments needing onsite interpreters, please call the Contact Center at the numbers above at least 5 days before the scheduled appointment.

If you have a face-to-face interpreter currently scheduled for an appointment that is cancelled or converted to a telehealth appointment, please call Molina to cancel the onsite interpreter.

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (888) 562-5442. Please refer to the extensions to the left.