

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

Informational Bulletin Regarding Emergency Declaration

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

On March 4th, 2020 Governor Newsom declared a statewide emergency to make additional resources available, formalize emergency actions already underway across multiple state agencies and departments, and help the state prepare for broader spread of COVID-19. The proclamation comes as the number of positive California cases rises and following one official COVID-19 death.

This notification is meant to give details on those declarations and information that Molina Healthcare is sharing with our internal and external partners for communication.

Molina's 1st priority is safety for our communities – our members, our providers and our employees.

Please remember that the best forms of prevention include washing your hands thoroughly and often, covering your cough/sneeze with a tissue, and not touching your eyes, nose, or mouth.

If you have symptoms of respiratory illness such as fever, cough, or shortness of breath, please call your healthcare provider.

Molina wants to ensure that members needing care or medication in impacted areas are able to get help.

In that regard, members should call the Nurse Advice line, which is available 24/7 to guide members to urgent care, emergency rooms, or pharmacies nearby: (888) 275-8750 English; (866) 648- 3537 Spanish; 711 Hearing Impaired.

Molina is closely monitoring information provided by the Centers for Disease Control (CDC) and the World Health Organization (WHO) and will provide further communication as needed.

As contracted providers and/or delegated entities, please ensure that Members continue to have appropriate access to medically necessary health care services and administrative processes are compliant to Senate Bill 2941, including but not limited to:

- Ensuring continued access to care;
- Relaxing time limits for prior authorizations, precertification, or referrals;
- Extending filing deadlines for claims;
- Authorizations are granted to replace equipment or supplies;
- Members have access to an appropriate out of network provider if an in-network provider is unavailable due to the state of emergency or if the member is out of the area due to displacement;
- Reporting disruptions to operations on any level to Molina Healthcare of California due to the spread of the virus

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.