MOLINA HEALTHCARE

CalMediConnect

CONTRACTED PROVIDER AUTHORIZATION/BILLING FAQS

DEPARTMENT	CONTACT INFORMATION	ONLINE MATERIALS *(links to plan-specific provider materials)*
Cal MediConnect Program Lead	**NAME**: Yunkyung Kim *Associate Vice President, Government Contracts* **PHONE**: 888-562-5442 x127004 **EMAIL**: Yunkyung.Kim@molinahealthcare.com	**Cal MediConnect-Molina Dual Options Provider Website** http://www.molinahealthcare.com/providers/ca/duals/Pages/home.aspx
Provider Relations • Contracting • Delegation	**NAME**: Sandra Rascon *Manager of Provider Services, (Los Angeles and Inland Empire)* **PHONE**: 888-562-5442 x127685 **EMAIL**: Sandra.Rascon@molinahealthcare.com **NAME**: Milaine Isaac *Director, Provider Contracting (LA County)* **PHONE**: 888-562-5442 x127059 **EMAIL**: Milaine.Isaac@molinahealthcare.com **NAME**: Sharlene Landau *Director, Provider Contracting (Inland Empire)* **PHONE**: 888-562-5442 x125022 **EMAIL**: Sharlene.Landau@molinahealthcare.com **NAME**: Susan L. Garvin *Manager, Delegation Oversight* **PHONE**: 888-562-5442 x127275 **EMAIL**: Susan.Garvin@molinahealthcare.com	**Cal MediConnect-Molina Dual Options Provider Manual** http://www.molinahealthcare.com/providers/ca/duals/manual/Pages/provd.aspx
Authorizations • Prior authorizations • Converting TARs to plan authorizations	**NAME**: Sharon Fetterman *Director, UM PA* **PHONE**: 888-562-5442x 119162 **EMAIL**: Sharon.Fetterman@molinahealthcare.com	**Molina Frequently Used Forms** http://www.molinahealthcare.com/providers/ca/duals/forms/Pages/fuf.aspx **Skilled Nursing Facilities FAQ** http://www.molinahealthcare.com/providers/ca/duals/manual/Pages/provd.aspx
Claims/Billing • Submitting claims • Receiving payments	**NAME**: Tamara Gates *Director, Network Operations* **PHONE**: 888-562-5442 x127016 **EMAIL**: Tamara.Gates@molinahealthcare.com	**Contact Information for Submitting Claims** http://www.molinahealthcare.com/providers/common/duals/ediera/edi/Pages/contact.aspx **Contact Information for Receiving Payments** http://www.molinahealthcare.com/providers/common/duals/ediera/era/Pages/contact.aspx

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Long-Term Services & Supports Providers • LTSS care management • LTSS contracting • LTSS authorizations	**NAME**: Megan Dankmyer *Director, Long Term Care* **PHONE**: 888-562-5442 x125671 **EMAIL**: Megan.Dankmyer@molinahealthcare.com	**Skilled Nursing Facilities FAQ** http://www.molinahealthcare.com/providers/ca/duals/manual/Pages/provd.aspx **LTSS** http://www.molinahealthcare.com/providers/ca/duals/resource/Pages/services.aspx
Behavioral Health • BH care management • BH delegation • BH authorizations	**NAME**: Doris Doss *Director, Behavioral Health* **PHONE**: 888-562-5442 x127410 **EMAIL**: Doris.Doss@molinahealthcare.com	**Molina Frequently Used Forms** http://www.molinahealthcare.com/providers/ca/duals/forms/Pages/fuf.aspx
Care/Case Management	**NAME**: Jennifer Rasmussen *Associate Vice President, Case Management* **PHONE**: 888-562-5442 x126161 **EMAIL**: Jennifer.Rasmussen@molinahealthcare.com **NAME**: Blanca Martinez *Manager, Case Management* **PHONE**: 888-562-5442 x127353 **EMAIL**: Blanca.Martinez@molinahealthcare.com	**Skilled Nursing Facilities FAQ** http://www.molinahealthcare.com/providers/ca/duals/manual/Pages/provd.aspx **Care Management** http://www.molinahealthcare.com/providers/ca/duals/resource/sendis/Pages/caremngt.aspx
Member Services/ Member Eligibility • Member plan eligibility • Resources for patients	**NAME**: Stephanie Williams *Director, Member Services* **PHONE**: 888-562-5442 x121204 **EMAIL**: Stephanie.Williams2@molinahealthcare.com	**Molina Contact Information** http://www.molinahealthcare.com/providers/ca/duals/contacts/Pages/contactus.aspx **Community Resources** http://www.molinahealthcare.com/providers/ca/duals/resource/Pages/comres.aspx **24-Hour Nurse Advice Line** http://www.molinahealthcare.com/providers/ca/duals/resource/sendis/Pages/nurse.aspx **Member Resources** http://www.molinahealthcare.com/members/ca/en-US/mem/duals/resources/Pages/resources.aspx