

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 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

UPDATE: Important Information for Providers Regarding Resumption of Medi-Cal Redeterminations

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

Thank you for your partnership and continued care of our Molina Healthcare of California (MHC) Medi-Cal members. Now that the Medi-Cal renewal process is resuming in April 2023, **Medi-Cal members must renew their Medi-Cal benefits, so they do not lose their health coverage.**

What To Know:

We have designed an online toolkit with information on how your patients, our members, need to renew their Medi-Cal coverage and continue receiving the care they need when they need it.

You can access the toolkit at: <https://www.molinahealthcare.com/Medi-Calrenewals>

It contains a list of frequently asked questions and other valuable resources to help educate your patients on the importance of updating their contact information and renewing their Medi-Cal coverage.

How can you help?

Remind your Medi-Cal patients they need to update their contact information and renew their coverage. You can further assist by:

- Looking for their Medi-Cal renewal date in your Availity provider portal member roster and eligibility section
 - **Please Note: The Member lists will be available in Availity by late May.**
- Sharing the information and resources from our toolkit with your patients
- Liking and sharing our Facebook page and posts
- Posting your own social media messages and tagging us in your posts

As a reminder, you can find all the most updated information and resources on our provider website at: <https://www.molinahealthcare.com/Medi-Calrenewals>

What Is Molina Doing for Our Members?

Molina is working to ensure our members update their current contact information, so they receive their renewal information on time, and will be reminding members to renew their benefits. Molina has created materials and an awareness campaign for our members. The communication channels will include:

- Information on how members can update their contact information, available online at: <https://www.molinahealthcare.com/members/ca/en-us/mem/Medi-Cal/medical/updatecontact.aspx>
- Flyers
- Text messages, emails, and social media campaigns
- On-hold messaging, outreach calls and mailers
- My Molina mobile app and member portal notices

If there are members who did not complete the steps to renew their Medi-Cal benefits, we will reach out and work with them to re-enroll and restart their Medi-Cal benefits.

We hope these materials help you and your patients prepare for the resumption of the Medi-Cal renewal process. Please contact your Provider Service Representative listed below if you have any questions.

Thank you for taking exceptional care of our members.
We look forward to our continued partnership with you.

| Service County Area | Provider Services Representative | Contact Number | Email Address |
|-----------------------------------|---|--|--|
| California Hospital Systems | Deletha Foster | 909-577-4351 | Deletha.Foster@molinahealthcare.com |
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| Los Angeles / Orange County | Maria Guimoye | 562-549-4390 | Maria.Guimoye@molinahealthcare.com |
| Sacramento | Jennifer Rivera Carrasco | 562-542-2250 | Jennifer.RiveraCarrasco@molinahealthcare.com |
| San Bernardino | Luana McIver | 909-501-3314 | Luana.Mciver@molinahealthcare.com |
| San Bernardino / Riverside County | Vanessa Lomeli | 909-577-4355 | Vanessa.Lomeli2@molinahealthcare.com |
| Riverside County | Mimi Howard | 562-549-3532 | Smimi.Howard@molinahealthcare.com |
| San Diego / Imperial County | Briana Givens Carlos Liciaga Salvador Perez | 562-549-4403 858-614-1591 562-549-3825 | Briana.Givens@molinahealthcare.com Carlos.Liciaga@molinahealthcare.com Salvador.Perez@molinahealthcare.com |