



# Molina Healthcare of California

## Contact List



### Provider Quick Reference Guide IMPORTANT NUMBERS

**Customer Support Center (Members & Providers): (888) 665-4621 [800-479-3310 TTY]**

DEPARTMENT	CONTACT INFORMATION
Behavioral Health Services	(888) 665-4621 Ext. 751125 / Fax: (800) 811-4804
BRIDGE2ACCESS Connections	(877) 665-4627
Case Management	(888) 665-4621 (option 5)
Claims (EDI Vendor: Emdeon) Emdeon Payer ID: 38333	(888) 665-4621 Ext. 751123 P.O. Box 22702, Long Beach, CA 90801
Community Outreach	(800) 232-9998 Ext. 128091
Contracting/Credentialing	(888) 665-4621 (option 6)
Cultural & Linguistic Specialist	(888) 665-4621 Ext. 111032
Eligibility	(888) 665-4621 (option 1)
Encounter Data Submission	(888) 665-4621 Ext. 120111 P.O. Box 22807, Long Beach, CA 90801
Fraud, Waste, & Abuse Tip Line	(866) 606-3889
Health Education	(888) 665-4621 Ext. 751135 or 127524
Motherhood Matters <sup>SM</sup> Pregnancy Program	(877) 665-4628 / Fax: (855) 556-1424
Pharmacy (CVS Caremark)	(888) 665-4621 (option 2) / Fax: (866) 508-6445
Quality Improvement	(888) 665-4621 Ext. 126137
Transportation	(888) 665-4621
Utilization Management (prior-authorizations)	(888) 665-4621 Ext. 751125 (outpatient) / Ext. 751126 (inpatient) Fax: (800) 811-4804
Vision Services (March Vision Care)	(888) 493-4070
Web Portal Help Desk	(866) 449-6848
24 Hour Nurse Advice Hotline	(888) 275-8750 / TTY: (866) 735-2929

### Your Regional Provider Services Team

REGION	CONTACT	PHONE NUMBER
<b>IMPERIAL COUNTY</b> 9275 Sky Park Court, Suite 400, San Diego, CA 92123  Phone: (858) 614-1580 Fax: (858) 503-1210  NOTE: Imperial County Regional Office is pending, please utilize above until further notice.		(760) 550-0693

SUPPORTING PROVIDER SERVICES	CONTACT	PHONE NUMBER
Alvina Ter-Galstanyan ( <i>Director, Provider Services</i> )		ext. 127045
<b>RIVERSIDE/SAN BERNARDINO COUNTIES</b> 887 E. 2 <sup>nd</sup> St., Suite B, Pomona, CA 91766  Phone: (800) 232-9998 Fax: (909) 868-1761	Sue Roth ( <i>Supervisor</i> )	ext. 128010
	Lori Cadle	ext. 128007
	Janina Hidalgo	ext. 127709
	Crista Jacobs	ext. 126215
	Candice Reed	ext. 126556
<b>SAN DIEGO COUNTY</b> 9275 Sky Park Court, Suite 400, San Diego, CA 92123  Phone: (858) 614-1580 Fax: (858) 503-1210	Cindy Meacock ( <i>Supervisor</i> )	ext. 121587
	Nicholas Campbell	ext. 121722
	Sonya Martinez	ext. 121588
	Jaclynn Thompson	ext. 126236
	Taide Villa	ext. 126225