

MOLINA HEALTHCARE

Care Coordination Guide

Subject	Instructions
Webpage	www.MolinaHealthcare.com
Member Services	Call <u>Health Plan Member Services</u> at: 888-665-4621, 888-479-3310 TTY/TDD (TTY/TDD: 711)
Mental Health Services – <i>Mild to Moderate MH Needs</i>	Call <u>Health Plan Member Services</u> at: 888-665-4621
Mental Health Services – <i>Serious MH Needs</i>	Call <u>County Mental Health Plan</u> at: 916-875-1055 or 1-888-881-4881 Adult TTY 916-874-8070, Child TTY 916-876-8892 / FAX: 916-875-1190
Substance Use Disorders	Call <u>County Alcohol & Drug System of Care</u> at: 916-874-9754
Advice Nurse – 24 hours	Call 888-275-8750, 866-735-2929 TTY/TDD
Urgent Care Clinics	See <u>Urgent Care List</u> posted on the Medi-Cal Managed Care Resources webpage.
Transportation	Call <u>Member Services</u> at 888-665-4621 to be directed to Secure Transportation, or call <u>Secure Transportation</u> directly at 844-292-2688. <i>For medical transportation (non-emergency), a <u>Physician Certification Statement (PCS)</u> form must be completed.</i>
Linguistic	Monday through Friday, 7:00 AM to 7:00 PM, call <u>Member Services</u> at: 888-665-4621, 800-479-3310 TTY/TDD, 711 Relay Line; FAX: 562-901-9632 After hours and weekends, call the <u>Nurse Advice Line</u> at 888-275-8750 (English) or 866-648-3537 (Spanish).
Case Management – Basic	Call assigned Primary Care Provider (PCP) or clinic.
Case Management – Complex	Call Case Management at 800-526-8196 ext. 127604, Mon-Fri 8:30 AM–5:30 PM. FAX: 562-499-6105 Send email to MHCCasemanagement@Molinahealthcare.com with referral form.
Inpatient Discharge Planning	Please refer to Emergency Department Support Unit (EDSU) Resource Guide (specific to each hospital).

Note: The Care Coordination Guide is to be used as a tool and not in lieu of Molina Healthcare policies, procedures, or Member Handbook Evidence of Coverage.