



## Key Weather Emergency Management Information for Molina Healthcare of Florida Providers

In light of the state of emergency declared by Governor DeSantis as of 09/23/24, Molina Healthcare of Florida, Inc. (Molina) would like to offer important information for during and after the storm.

- Molina providers are reminded to continue providing critical Medicaid services that are life-sustaining (examples include durable medical equipment and supplies, home health services, hospital services, nursing facility services, chemotherapy, dialysis services, etc.) during the disaster period, including those that may need prior authorization, regardless of prior authorization status.
- Early prescription refill edits have been lifted for all maintenance medications (Note: This does not apply to controlled substances).
- Molina will reimburse for critical Medicaid services delivered in good faith to eligible Molina members in storm-affected counties. Unaffected providers should continue to submit authorizations and adhere to Medicaid requirements as usual.

### **IF MOLINA HEALTHCARE OF FLORIDA providers need assistance:**

Please call Molina at (855) 322-4076 to reach a Customer Service representative for any service-related issues during the storm and/or in the event continued care is necessary while the member is displaced after the storm.

For Outpatient Therapy-related issues (MMA, MP, Comprehensive members <MMA & LTC>), please contact American Therapy Administrators (ATA-HN1) at (888) 550-8800. For **Long-Term Care members** contact Molina Healthcare.

For Home Health, Home Infusion & DME related issues (MMA, MP), please contact Coastal Care Services at (855) 481-0505. For **Long-Term Care and Comprehensive members** contact Molina Healthcare.

For non-emergency transportation issues, please contact Access2Care Transportation at:

- MMA/LTC Members: (888) 298-4781

### **IF MOLINA HEALTHCARE OF FLORIDA providers lose internet connectivity:**

Make a note of the information below in the event your office experiences an extended loss of internet connectivity following the storm.



## Key Weather Emergency Management Information for Molina Healthcare of Florida Providers

### **Claims**

Submit claims to Molina via one of the following methods:

Preferred: Availity portal at [Provider.MolinaHealthcare.com](http://Provider.MolinaHealthcare.com)

EDI clearinghouse: Payer ID #51062

On paper, send to:

Molina Healthcare – Medicaid & Marketplace  
PO Box 22812  
Long Beach, CA 90801

### **Eligibility**

Web Portal users verifying eligibility via Molina's Web Portal may contact Customer Service at (855) 322-4076 to utilize the self-service IVR phone system or speak to a representative for assistance.

For additional information regarding this communication, contact Molina Healthcare at (855) 322- 4076.