



Molina Healthcare Provider Services Quick Reference Guide

General Phone Numbers:

- **Member Services** – Phone: 866-472-4585 Fax: 866-422-6445 TDD/TTY: 800-955-8771
- **Provider Services** – Phone: 855-322-4076 Fax: 562-499-0719
- **Web Portal Help Desk** - 866-449-6848
- **Utilization Management (Prior Authorizations, Case Management)** -
Phone: 855-322-4076
Fax: (MMA/LTC) 866-440-9791 (MCR) 844-251-1450 (MP) 833-322-1061
- **MFL Pharmacy (CVS Caremark Prior Authorizations)** – Phone: 866-472-4585 x 752211
- **Nurse Advice Line (24 hours/7 days a week)** –
Phone: (English) 888-275-8750 (Spanish) 866-648-3537 TDD/TTY: 866-735-2929

Claims Submission:

Paper Claims Address

MMA/LTC/MP/SP

Molina Healthcare of Florida Claims
PO Box 22812
Long Beach, CA 90801

Paper Claims Address

Medicare

Molina Healthcare of Florida Claims
PO Box 22811
Long Beach, CA 90801

Electronic Claim Submission

EDI Claims: Emdeon
Payer ID# 51062

Electronic Funds (EFT)

Change Healthcare
ProviderNet
877-389-1160

<https://providernet.adminisource.com>

Claim Recovery Unit

Phone: 866-642-8999

Vendors

Transportation

All LOB's

Access2Care
Phone: 877-775-7340
TDD/TTY: 711

Behavioral Health

MMA/LTC/MP

Beacon Health Options
Phone: 800-221-5487
www.beaconhealthoptions.com

SP

Contact Molina Healthcare

Labs (Preferred)

Quest Diagnostics

Phone: 866-MYQUEST
www.questdiagnostics.com



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Vision

MMA/LTC/MCR

ICARE Solutions

Phone: 855-373-7627

www.mycarehealth.com

Vision

Marketplace

Vision Service Plan

Phone: 800-615-1883

www.vsp.com

DME, Home Health, Home Infusion

MMA/MP/MCR

Coastal Care Services

Phone: 855-481-0505

www.ccsi.care

Hearing

Medicare

HearUSA

Phone: 800-333-3389

www.hearusa.com

Hearing

MMA

Contact Molina Healthcare

Therapy – PT/OT/ST

MMA/MP/MCR

Health Network One

www.ataflorida.com

Phone: 888-550-8800

Dental

Marketplace

Dentaquest

Phone: 877-468-5581

www.dentaquest.com

Dental

Medicare

Delta Dental

Phone: 800-521-2651

www.deltadental.com

Preferred Health Management

MMA

7480 Bird Rd

Ste: 820

Miami, FL 33155

Over-The-Counter Benefit

MMA

Navarro Pharmacy

For a list of locations: <http://www.navarro.com/store-locator.htm>

MFL Pediatric Therapy

MMA/MP

Lakisa Hulse - 786-212-6705

MFL.DelegationOversight@MolinaHealthCare.Com

For more information please contact Molina Healthcare Provider Services at: 855-322-4076 or via email at: MFLProviderNetworkManagement@Molinahealthcare.com