



Important Information for Providers on Missed Services Notification

August 16, 2022

Dear Provider

The purpose of this communication is to provide guidance for real time reporting if/when any barriers to necessary care occur for members who receive LTSS Services (Homecare Hours, Adult Daycare and Home Delivered Meals). Molina Healthcare of Florida has a Case Management Program specifically for members receiving LTSS Services. Case Managers are available to help members and providers to coordinate care when missed services occur.

Missed Services Notification

Effective immediately upon receipt of this notice, when scheduled care is missed, providers must notify Molina Healthcare's Case Management Department upon discovery (*refer to assigned Case Manager found on service authorization*) for collaboration and missed service resolution. The Molina Case Manager will directly respond to your request within the below business hours.

***If you have any questions, please contact your Molina Healthcare assigned Case Manager at:
855-322-4076.***

Molina Case Management Business Hours are Monday – Friday 8-5 pm EST.