

RMD Bulletin

Knowledge is power...

CAL MEDICONNECT CLAIMING ALERT:



Molina Health Plan

Sub-Contract with Heritage

Recently, the Department of Mental Health (DMH) learned that Molina Health Plan has a sub-contract with a third-party administrator, Heritage. Through this sub-contract, Heritage became responsible for handling a portion of Molina's Cal MediConnect clients on behalf of the Molina Health Plan. During this transition, some DMH directly operated and contract provider programs have noted some continuity of care and claiming issues when working with Heritage and its sub-contractors. DMH is working with Molina to resolve the issues associated with Heritage in order to eliminate any confusion or potential disruption in client care.

Molina is striving to assist those providers and programs adversely affected in this situation. They have committed to straightening out any outstanding claiming or continuity of care problems related to Cal MediConnect clients managed under Heritage or their subcontractors. Please e-mail Milaine Isaac, Director of Provider Contracting, at Molina Healthcare regarding provider concerns. Her e-mail address is: Milaine.Isaac@Molinahealthcare.com.

If you are unable to resolve your concerns with Molina Healthcare, please contact the DMH Managed Care Division at (213) 739-7308, so these issues can be tracked and escalated accordingly by DMH.