

# Medicaid Resource Guide

This reference guide provides a list of the departments at Molina Healthcare of Florida that may be helpful in assisting with coordination and authorization of services that a member may need. Molina Healthcare of Florida has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. Molina Healthcare of Florida provides services in Regions 8 and 11 and also provides services for Specialty Plan members in Regions 4, 5, and 7. For more information contact Molina Healthcare of Florida at 855-322-4076 or check their website at [www.molinahealthcare.com](http://www.molinahealthcare.com).

## Case Management

**Support provided:** Assistance with appointments post discharge, linking member to community services, education on condition, and coordination with treating providers

**Phone number:** (855) 322-4076

- Press 0
- Select Line of Business (Medicaid, Medicare, Exchange)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

**Hours of operation during non-holidays:** Monday to Friday from 8 AM to 5 PM

**Contact after hours or weekends:** Yenilen Fernandez, (786) 682-5852

**Special instructions for after hours or weekends:** In the event of unsuccessful attempts send an email to [MFLCaseManagement@MolinaHealthCare.Com](mailto:MFLCaseManagement@MolinaHealthCare.Com)

**Escalation contact:**

**MMA/MMP:**

Primary: Dolores Hernandez-Piloto (MMA/MMP), (689) 244-8001

Secondary: Elaine Barzaga (786) 269-9501

**LTC:**

Yuneisy Cruz (786) 682-5852

## Case Management - Specialty Plan

**Support provided:** Assistance with appointments post discharge, linking member to community services, education on condition, and coordination with treating providers

**Phone number:** (855) 322-4076

- Press 0
- Select Line of Business (Medicaid, Medicare, Exchange)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

**ODU/SUD Contact Person:** Mildre Ceballos, (689) 244-5895

**Escalation contact:**

Primary: Dolores Hernandez, (689) 244-8001

Secondary: Elaine Barzaga (786) 269-9501

## Case Management (NICU) – ProgenyHealth

**Support provided:** Assistance with postnatal care for NICU patients.

**Phone number:** (855) 322-4076

- Press 0
- Select Line of Business (Medicaid, Medicare, Exchange)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

**ODU/SUD Contact Person:** Mildre Ceballos, (689) 244-5895

**Escalation contact:**

Primary: Dolores Hernandez, (689) 244-8001

Secondary: Elaine Barzaga (786) 269-9501

## Behavioral Health Provider Toolkit

[https://www.molinahealthcare.com/providers/fl/medicaid/resource/bh\\_toolkit.aspx](https://www.molinahealthcare.com/providers/fl/medicaid/resource/bh_toolkit.aspx)

## Housing Assistance

Florida's Health Outcomes through Meaningful Engagement (H.O.M.E) program assists members who are homeless or at-risk of becoming homeless. The program helps members take care of their health through housing supports, connects members with services in their community, including resources to help members obtain or keep housing. This program is available in the following six counties: Brevard, Orange, Osceola, Pasco, Pinellas, and Seminole. For more information, please call **Molina Member Services at (866) 472-4585** or via email to **MCCFL- HOME@molinahealthcare.com**

## Perinatal Care Support\*

**Support provided:** Assistance with care coordination, education, assistance with appointments and coordination with treating providers

**Phone number:** (855) 322-4076

- Press 0
- Select Line of Business (Medicaid, Medicare, Exchange)
- Select Product (LTC, Specialty, other)
- Press 5 for Case Management

**Hours of operation during non-holidays:** Monday to Friday from 8 AM to 5 PM

**Contact after hours or weekends:** Yenilen Fernandez, (786) 682-5852

**Escalation contact:**

Primary: Dolores Hernandez, (689) 244-800

Secondary: Yenilen Fernandez, (786) 682-5852

## Pharmacy

**Support provided:** Authorizations related to retail drugs, specialty drugs, J-code drugs, buy and bill medications administered in the providers office, information on what drugs require a PA, Appeals

**Phone number:** 855-322-4076

- Press 0
- Select Line of Business (Medicaid, Medicare, Exchange)
- Select Product (LTC, Specialty, other)
- Press 2 for Pharmacy

**Hours of operation during non-holidays:** Monday to Friday from 8AM-5PM

**Contact after hours or weekends:** Caremark Help desk – 855-280-4872

**Escalation contact:**

Primary: Natalie Thomas, (855) 322-4076 Ext #835052

Secondary: Sabrina Steele, (855) 322-4076 Ext#310089

## Utilization Management

**Support provided:** Authorizations related to Medical and Behavioral inpatient and outpatient services, including home health, IV infusion, DME, and hospice

**Phone number:** (855) 322-4076

- Press 1 for authorization status

**Hours of operation during non-holidays:** Monday to Friday from 8 AM to 5 PM

**Contact after hours or weekends:** Thaimi Labrada, (562) 549-4286

**Special instructions for after hours or weekends:** In the event of unsuccessful attempts send an email to:

[Aleida.Esteves@molinahealthcare.com](mailto:Aleida.Esteves@molinahealthcare.com); [Navi.Kauffmann@molinahealthcare.com](mailto:Navi.Kauffmann@molinahealthcare.com) ;

[Thaimi.Labrada@molinahealthcare.com](mailto:Thaimi.Labrada@molinahealthcare.com)

**Escalation contact:**

Primary: Navi Kauffmann (IP), (689) 244-8002

Aleida Esteves (PA), (786) 539- 4044

Secondary: Katia Matos, UM Director (305) 317-3176

## Utilization Management - Specialty Plan

**Support provided:** Authorizations related to inpatient and outpatient services.

**Phone number:** (855) 322-4076

- Press 1 for authorization status

**Hours of operation during non-holidays:** Monday to Friday from 8 AM to 5 PM

**Contact after hours or weekends:** Thaimi Labrada, (562) 549-4286

**Special instructions for after hours or weekends:** In the event of unsuccessful attempts send an email to:

[Aleida.Esteves@molinahealthcare.com](mailto:Aleida.Esteves@molinahealthcare.com); [Navi.Kauffmann@molinahealthcare.com](mailto:Navi.Kauffmann@molinahealthcare.com) ;

[Thaimi.Labrada@molinahealthcare.com](mailto:Thaimi.Labrada@molinahealthcare.com)

**Escalation contact:**

Primary: Navi Kauffmann (IP), (689) 244-8002

Aleida Esteves (PA), (786) 539- 4044

Secondary: Katia Matos, UM Director (305) 317-3176

## Transportation

**Subcontractor:** Access2Care

**Support provided:** non-emergency transportation home upon discharge from the hospital as well as to and from doctor's appointments

**Phone number:** (877) 299-4811

**Hours of operation during non-holidays:** 24 hours a day/ 365 days a year

To make an appointment for a transportation service, contact A2C Transportation's reservation line at: MMA/Specialty/LTC: 1(888) 298-4781

**Contact after hours or weekends:** (877) 299-4811

**Escalation contact:**

Primary: Diana C. Lepkowski, (727) 519-5912

Secondary: Pastor Perez, (317) 656-0262

## Utilization Management - Subcontracted Services

**Subcontractor:** Therapy Network of Florida/Health Network One (TNFLFL/HN1)

**Support provided:** Free standing facility therapies MMA and Specialty Plan (PT/OT/ST)

**Phone number:** 1-888-550-8800

- Option 1 – UM Authorizations

**Hours of operation during non-holidays:** Monday to Friday from 8:30am – 5pm

**Contact after hours or weekends:** 1-888-550-8800

**Special instructions for after hours or weekends:** Follow the HN1 message instructions to be connected to the on- call UM supervisor.

**Escalation contact PT/ST/OT:** Terri Epp, 954-478-6469; [EppT@healthsystemone.com](mailto:EppT@healthsystemone.com)

## Utilization Management - Subcontracted Services

**Subcontractor:** Progeny

**Support Provided:** Progeny Health, LLC is a utilization review entity performing utilization review and case management services on behalf of MHFL which produce population health and cost containment outcomes.

**Phone Number:** 888-832-2006

**Hours of operation during non-holidays:** Monday to Friday from 8:30 AM to 5:00 PM

**Contact after hours or weekends:** 1-888-832-2006

**Special instructions for after hours or weekends:** ProgenyHealth has an on-call case manager outside hours of operation. Please call main number and follow on-call prompts

**Escalation contact: For UM escalation during hours of operation**

Primary: Lori Lindsey UM Supervisor [llindsey@progenyhealth.com](mailto:llindsey@progenyhealth.com)

Secondary: Kim Ward, UM Director [kward@progenyhealth.com](mailto:kward@progenyhealth.com)

## Utilization Management - Subcontracted Services

**Subcontractor:** Coastal Care Services

**Support provided:** DME, Home Health and IV Infusion for MMA only members (If you are calling regarding a comprehensive member, please contact Molina Healthcare UM for assistance at (855) 322-4076.)

**Phone number:** (786) 232-4460

**Hours of operation during non-holidays:** Monday to Friday from 8:30 AM to 5:30 PM

**Contact after hours or weekends:** (855) 481-0505

**Special instructions for after hours or weekends:** Any issues reaching someone through the direct number. Direct on call person is (786) 859-3444

**Escalation contact:**

Primary: Evelina Tutino, (786) 879-8914

Secondary: Ysel Garcia, (786) 879-8914

## Utilization Management - Subcontracted Services

**Subcontractor:** iCare Solutions

**Support provided:** Molina is contracted with iCare Solutions to provide routine vision services for our Members. Members who are eligible may directly access a vision care network Provider.

**Phone number:** (855) 373-7627

**Hours of operation during non-holidays:** 7:00am-7:00pm

**Contact after hours or weekends:** : [UM@myicarehealth.com](mailto:UM@myicarehealth.com)

**Special instructions for after hours or weekends:** Send an email to escalation contact

**Escalation contact :** [jpecoraro@myicarehealth.com](mailto:jpecoraro@myicarehealth.com); Grievances [grievances@myicarehealth.com](mailto:grievances@myicarehealth.com)

## Community Resources:

- **Healthy Start** (Healthy Start is a free home visiting program that provides education and care coordination to pregnant women and families of children under the age of three. The goal of the program is to lower risk factors associated with preterm birth, low birth weight, infant mortality and poor developmental outcomes.) [www.floridahealth.gov/programs-and-services/childrens-health/healthy-start/index.html](http://www.floridahealth.gov/programs-and-services/childrens-health/healthy-start/index.html)
- **Text4Baby** (Text4Baby is a free mobile health service designed to promote maternal and child health through text messaging) <https://www.text4baby.org>
- **Molina Mobile** (Members can sign into the application to access features; including Member ID, find a doctor or facility near member with Doctor Finder, use the Nurse Advice Line to the care member needs' and more) <https://www.molinahealthcare.com/members/fl/en-us/mem/medicaid/overvw/resources/mymolina.aspx>
- **Aunt Bertha** (Aunt Bertha is the largest network of free & reduced-cost social assistance in the United States. Provides assistance with food, housing, goods, health, transit, money, care for children, adults, and pets.) [www.auntbertha.com](http://www.auntbertha.com)

- **WIC** (The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides federal grants to states for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.) [www.floridahealth.gov/programs-and-services/wic](http://www.floridahealth.gov/programs-and-services/wic)

### \*Additional Perinatal Care Support Resources:

- **Case Management** - Case Managers provide case management and care coordination for members promoting the integration of services. Case Managers develop and implement a case management plan for member in collaboration with member, caregiver, physician/s, and/or other appropriate healthcare professional to address the member needs) – (855) 322-4076
  - Press 0
  - Select Line of Business (Medicaid, Medicare, Exchange)
  - Select Product (LTC, Specialty, other)
  - Press 5 for Case Management
- **Community Connectors** - Community health workers trained by Molina to serve as member navigators and promote health within members' communities. Community Connectors are members of the community in which they serve and therefore understand the community's culture, language and norms. Community Connectors assist with coordination of: scheduling appointments, medication refills, obtaining DME, and maintaining eligibility. Community Connectors also provide referrals to support services such as: housing, food, clothing, heating, transportation, and financial assistance - (855) 322-4076
  - Press 0
  - Select Line of Business (Medicaid, Medicare, Exchange)
  - Select Product (LTC, Specialty, other)
  - Press 5 for Case Management
- **High Risk OB Program** - Pregnant members are outreached for maternity risk screening and identification of those members who have high risk pregnancy conditions, including those that may be candidates for Progestin therapy {17P}. The HROB Case Manager creates a personalized member plan of care using standardized assessments, evidenced-based pregnancy protocols, and a secure clinical platform system - (855) 322-4076
  - Press 0
  - Select Line of Business (Medicaid, Medicare, Exchange)
  - Select Product (LTC, Specialty, other)
  - Press 5 for Case Management

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient's PCP please contact provider services at (855) 322-4076.

- Press 0
- Select Line of Business (Medicaid, Medicare, Exchange)
- Select Product (LTC, Specialty, other)
- Press 0 and request Provider Services Department

[MolinaHealthcareofFloridaProviderDirectory&AdministrativeGuides](#)



You Matter  
to Molina