

CONTRACTED PROVIDER AUTHORIZATION/BILLING FAQS

DEPARTMENT	CONTACT INFORMATION
Cal MediConnect Program Lead	NAME: Rohit Gupta, Director of Compliance PHONE: 866-355-9038 EMAIL: Gupta-R@iehp.org
Provider Relations <ul style="list-style-type: none"> • Contracting • Delegation 	NAME: Susie White, Sr. Director of Provider Services PHONE: 909-890-2054 EMAIL: White-S@iehp.org HOURS: M-F, 8:00-5:00 NAME: David Carrish, Director of Contracts PHONE: 909-890-2013 EMAIL: Carrish-D@iehp.org HOURS: M-F, 8:00-5:00
Authorizations <ul style="list-style-type: none"> • Prior authorizations • Converting TARs to plan authorizations <p><i>Please note if there are separate individuals to contact regarding prior vs. regular authorizations, or for different types of authorizations (eg, outpatient vs. inpatient)</i></p>	NAME: Johnis Saczynski, Director of Outpatient Utilization Management PHONE: 909-381-8623 EMAIL: Saczynski-J@iehp.org HOURS: M-F, 9:00-5:00 NAME: Kathryn Gray, Director of Inpatient Utilization Management Phone: 909-890-2940 EMAIL: Gray-K@iehp.org
Claims/Billing <ul style="list-style-type: none"> • Submitting claims • Receiving payments 	NAME: David Baray, Senior Director of Claims PHONE: 909-890-2790 EMAIL: Baray-D@iehp.org HOURS: M-F, 8:00-5:00
Long-Term Services & Supports Providers <ul style="list-style-type: none"> • LTSS care management • LTSS contracting • LTSS authorizations 	NAME: Jeanna Kendrick, Sr. Director of Care Management PHONE: 909-890-2970 EMAIL: Kendrick-J@iehp.org HOURS: M-F, 8:00-5:00



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Behavioral Health <ul style="list-style-type: none">• BH care management• BH delegation• BH authorizations	NAME: Dr. Peter Currie, Director of Behavioral Health PHONE: 909-890-2362 EMAIL: Currie-P@iehp.org HOURS: M-F, 8:00-5:00
Care Management	NAME: Jeanna Kendrick, Sr. Director of Care Management PHONE: 909-890-2970 EMAIL: Kendrick-J@iehp.org HOURS: M-F, 8:00-5:00
Member Services/Member Eligibility <ul style="list-style-type: none">• Member plan eligibility• Resources for patients	NAME: Renee Mercer, Sr. Director of Member Services PHONE: (877) 273-4347 EMAIL: Mercer-R@iehp.org HOURS: M-F, 8:00-5:00



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DEPARTMENT	CONTACT INFORMATION	ONLINE MATERIALS <i>(links to plan-specific provider materials)</i>
Cal MediConnect Program Lead	NAME: Yunkyung Kim Vice President, Government Contracts PHONE: 888-562-5442 x127004 EMAIL: Yunkyung.Kim@molinahealthcare.com	Cal MediConnect-Molina Dual Options Provider Website http://www.molinahealthcare.com/providers/ca/duals/Pages/home.aspx
Provider Relations <ul style="list-style-type: none"> • Contracting • Delegation 	NAME: Sandra Rascon Manager of Provider Services, (Los Angeles and Inland Empire) PHONE: 888-562-5442 x127685 EMAIL: Sandra.Rascon@molinahealthcare.com NAME: Milaine Isaac AVP, Provider Network Management (LA County) PHONE: 888-562-5442 x127059 EMAIL: Milaine.Isaac@molinahealthcare.com NAME: Sharlene Landau Director, Provider Contracting (Inland Empire) PHONE: 888-562-5442 x125022 EMAIL: Sharlene.Landau@molinahealthcare.com NAME: Richard Golfini III Director, Delegation Oversight PHONE: 888-562-5442 x127051 EMAIL: Richard.Golfiniiii@molinahealthcare.com	Cal MediConnect-Molina Dual Options Provider Manual http://www.molinahealthcare.com/providers/ca/duals/manual/Pages/provd.aspx
Authorizations <ul style="list-style-type: none"> • Prior authorizations • Converting TARs to plan authorizations 	NAME: Sharon Fetterman Director, UM PA PHONE: 888-562-5442x 119162 EMAIL: Sharon.Fetterman@molinahealthcare.com	Molina Frequently Used Forms http://www.molinahealthcare.com/providers/ca/duals/forms/Pages/fuf.aspx Skilled Nursing Facilities FAQ http://www.molinahealthcare.com/providers/ca/duals/manual/Pages/provd.aspx

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Claims/Billing <ul style="list-style-type: none"> Submitting claims Receiving payments 	NAME: Tamara Gates Director, Network Operations PHONE: 888-562-5442 x127016 EMAIL: Tamara.Gates@molinahealthcare.com	Contact Information for Submitting Claims http://www.molinahealthcare.com/providers/common/duals/ediera/edi/Pages/contact.aspx Contact Information for Receiving Payments http://www.molinahealthcare.com/providers/common/duals/ediera/era/Pages/contact.aspx
Long-Term Services & Supports Providers <ul style="list-style-type: none"> LTSS care management LTSS contracting LTSS authorizations 	NAME: Megan Dankmyer Director, Long Term Care PHONE: 888-562-5442 x125671 EMAIL: Megan.Dankmyer@molinahealthcare.com	Skilled Nursing Facilities FAQ http://www.molinahealthcare.com/providers/ca/duals/manual/Pages/provd.aspx LTSS http://www.molinahealthcare.com/providers/ca/duals/resource/Pages/services.aspx
Behavioral Health <ul style="list-style-type: none"> BH care management BH delegation BH authorizations 	NAME: Doris Doss Director, Behavioral Health PHONE: 888-562-5442 x127410 EMAIL: Doris.Doss@molinahealthcare.com NAME: Dr. Michael Brodsky Medical Director, Behavioral Health PHONE: 888-562-5442 x127027 EMAIL: Michael.Brodsky@molinahealthcare.com	Molina Frequently Used Forms http://www.molinahealthcare.com/providers/ca/duals/forms/Pages/fuf.aspx
Care/Case Management	NAME: Jennifer Rasmussen Associate Vice President, Case Management PHONE: 888-562-5442 x126161 EMAIL: Jennifer.Rasmussen@molinahealthcare.com NAME: Betsy Roberts Manager, Health Care Services Riverside/San Bernardino Counties	Skilled Nursing Facilities FAQ http://www.molinahealthcare.com/providers/ca/duals/manual/Pages/provd.aspx Care Management http://www.molinahealthcare.com/providers/ca/duals/resource/sendis/Pages/caremngt.aspx

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	PHONE: 888-562-5442 x127080 EMAIL: Elisabeth.Roberts@molinahealthcare.com	
Member Services/Member Eligibility <ul style="list-style-type: none"> • Member plan eligibility • Resources for patients 	NAME: Stephanie Williams Director, Member Services PHONE: 888-562-5442 x121204 EMAIL: Stephanie.Williams2@molinahealthcare.com	Molina Contact Information http://www.molinahealthcare.com/providers/ca/duals/contacts/Pages/contactus.aspx Community Resources http://www.molinahealthcare.com/providers/ca/duals/resource/Pages/comres.aspx 24-Hour Nurse Advice Line http://www.molinahealthcare.com/providers/ca/duals/resource/sendis/Pages/nurse.aspx Member Resources http://www.molinahealthcare.com/members/ca/en-US/mem/duals/resources/Pages/resources.aspx