

Mission

Our mission is to promote health and provide health services to families and individuals who are lower income and covered by government programs.

Vision

Molina healthcare is an innovative healthcare leader providing quality care and accessible services in an efficient and caring manner.

Core Values

We strive to be an exemplary organization:

- We care about the people we serve and advocate on their behalf.
- We provide quality service and remove barriers to health services.
- We are healthcare innovators and embrace change quickly.
- We respect each other and value ethical business practices.
- We are careful in the management of our financial resources and serve as prudent stewards of the public funds.

About Molina Healthcare

Molina Healthcare, headquartered in Long Beach, California, is a multi-state managed care company focused on providing healthcare services to people who receive healthcare benefits through a Medicare Special Needs Program, Medicare, Medicaid, State Children's Health Insurance Program ("SCHIP"), and other government-sponsored programs.

C. David Molina, MD, founded our company in 1980 as a provider organization serving the Medicaid population through a network of primary care clinics in California. As the need for more effective management and delivery of healthcare services to underserved populations continued to grow, Molina Healthcare became licensed as a Health Maintenance Organization ("HMO") in California.

Today, Molina Healthcare is a multi-state company that provides healthcare services to more than 1.5 million members. Included in Molina Healthcare networks are company-owned and operated primary care clinics, independent physicians and groups, hospitals and ancillary providers.

Our members have distinct social and medical needs and are characterized by their cultural, ethnic and linguistic diversity. From our inception we have designed our company to work with government agencies to serve low-income populations. Our success has resulted from our expertise in working with government agencies, our extensive experience in meeting the needs of our members, over 30 years of owning and operating primary care clinics, our cultural and linguistic expertise and our focus on operational and administrative efficiency.

Introduction

Contact Information

The following is a list of contact information to assist you in making the appropriate contact with the Service departments of Molina Healthcare of Michigan.

Department	Contact Information
<p>24 Hour Advice Line This telephone-based nurse advice line is available to all Molina Healthcare members. Members may call anytime they are experiencing symptoms or need health care information. Registered nurses are available (24) hours a day, seven (7) days a week to assess symptoms and help make good health care decisions.</p>	<p>Healthline</p> <ul style="list-style-type: none"> • Phone (English): 888-275-8750 • Phone (Spanish): 888-648-3537 <p>TTY</p> <ul style="list-style-type: none"> • Phone (English): 866-735-2929 • Phone (Spanish): 866-833-4703
<p>Authorizations</p>	<ul style="list-style-type: none"> • Phone: 855-322-4077
<p>Behavioral Health Molina Healthcare of Michigan, Inc. manages all components of our covered services for behavioral health.</p>	<ul style="list-style-type: none"> • Phone: 855-322-4077, Option 0 • Phone (24 Hours per day/365 days per year): 888-275-8750
<p>Case Management</p>	<ul style="list-style-type: none"> • Phone: 855-322-4077
<p>Claims (Non-Pharmacy) The Claims Department is located at our corporate office in Long Beach, CA. All hard copy (CMS-1500, UB-04) claims must be submitted by mail to the address indicated. <i>Note: Electronically filed claims must use Payor ID number –</i> 38334</p>	<ul style="list-style-type: none"> • Phone: 855-322-4077 • Fax: 248-925-1768 • Address: Molina Healthcare of Michigan, Inc. PO Box 22668 Long Beach, CA 90801

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<p>Claims Recovery/Refund Department</p> <p>The Claims Recovery Department manages recovery for overpayment and incorrect payment of claims. Refunds and supporting documentation must be submitted to the address indicated.</p>	<ul style="list-style-type: none"> • Phone: 866-594-7404 • Address: Molina Healthcare of Michigan, Inc. 25874 Network Place Chicago, IL 60673-1258
<p>Clinical Appeals (Authorization, Readmissions, Medical Necessity, etc.)</p>	<ul style="list-style-type: none"> • Phone: 800-594-7404
<p>Contracting & Credentialing</p> <p>The Credentialing Department verifies all information on the Practitioner Application prior to contracting and re-verifies this information every three years. The information is then presented to the Professional Review Committee to evaluate a provider's qualifications to participate in the Molina Healthcare network.</p>	<ul style="list-style-type: none"> • Phone: 855-322-4077 • Address: Molina Healthcare of Michigan, Inc. Washington, Suite 4000 Spokane, WA 99201
<p>Eligibility</p>	<ul style="list-style-type: none"> • Phone: 855-322-4077 • WebPortal: www.molinahealthcare.com
<p>Fraud and Abuse Prevention</p>	<ul style="list-style-type: none"> • Phone: 877-372-5361 • Fax: 248-925-1780
<p>Health Education/Management</p> <p>The Health Education and Health Management Department provides education and health information to Molina Healthcare members and facilitates provider access to the programs and services.</p>	<ul style="list-style-type: none"> • Phone: 248-925-1790 • Fax: 248-925-1732 • Address: 100 West Big Beaver Rd., Suite 600 Troy, MI 48084

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<p>Logisticare (Transportation)</p>	<ul style="list-style-type: none"> • Molina Exchange (Reservations): 866-918-1552 • Where's My Ride: 866-918-1553 • Address: Logisticare Solutions 2552 West Erie Drive, Suite 101 Tempe, AZ 85282
<p>Member Services The Member Services Department handles all telephone and written inquiries regarding member claims, benefits, eligibility/identification, selecting or changing Primary Care Providers (PCPs), and member complaints. Member Services Representatives are available 8:00am – 5:00pm here Monday through Friday, excluding State holidays.</p>	<ul style="list-style-type: none"> • Phone: 888-898-7969 • Michigan Relay: 800-649-3777 • Hours: 8:00 am – 5:00 pm • Address: Molina Healthcare of Michigan, Inc. 100 West Big Beaver Rd., Suite 600 Troy, MI 48084
<p>Other Provider Services</p>	<ul style="list-style-type: none"> • Phone: 855-322-4077
<p>Pharmacy Prescription drugs are covered by Molina Healthcare, via our pharmacy vendor, CVS Caremark. A list of in-network pharmacies is available on the molinahealthcare.com website, or by contacting Molina Healthcare.</p>	<ul style="list-style-type: none"> • Phone: 855-322-4077 • Fax: 888-373-3050
<p>Provider Services The Provider Services Department handles telephone and written inquiries from providers regarding address and Tax-ID changes, review, contracting, and training. The department has Provider Services Representatives who serve all of Molina Healthcare of Michigan's provider network.</p>	<ul style="list-style-type: none"> • Phone: 855-322-4077 • Fax: 877-708-2112 • Address: 100 West Big Beaver Rd., Suite 600 Troy, MI 48084

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<p data-bbox="233 306 643 411">Utilization Management (Authorizations & Inpatient Census)</p> <p data-bbox="185 417 683 772">The Healthcare Services (formerly UM) Department conducts concurrent review on inpatient cases and processes Prior Authorization requests. The Healthcare Services (HCS) Department also performs Case Management for members who will benefit from Case Management services.</p>	<ul data-bbox="760 453 1321 636" style="list-style-type: none">• Phone: 855-322-4077• Fax: 800-549-7404• Address: 100 West Big Beaver Rd., Suite 600 Troy, MI 48084
<p data-bbox="342 863 532 894">VSP (Vision)</p>	<ul data-bbox="760 789 1224 972" style="list-style-type: none">• Phone: 800-615-1883• Address: Vision Service Plan PO Box 997100 Sacramento, CA 95899-7100

Service Area Map

Molina Healthcare is pleased to announce its MICHild product has been expanded to Alcona, Alpena, Arenac, Clare, Crawford, Genesee, Gladwin, Gratiot, Huron, Ionia, Iosco, Lake, Manistee, Mason, Midland, Missaukee, Montcalm, Montmorency, Muskegon, Newaygo, Oceana, Ogemaw, Osceola, Oscoda, Otsego, Ottawa, Roscommon, and Wexford counties. Molina Healthcare continues to cover its previous existing MICHild service area of Kent, Macomb, Oakland, and Wayne counties.

