Molina Healthcare
Provider Quick Reference Guide

Molina Healthcare offers health plans for Medicaid, Child Health Plus, Health and Recovery Plan and Essential Plan individuals who reside in Allegany, Bronx*, Broome, Cattaraugus, Chautauqua, Chenango, Cortland, Erie, Genesee, Kings*, Livingston, Monroe, Nassau*, New York*, Niagara, Onondaga, Ontario, Orange, Orleans, Oswego, Queens*, Richmond*, Rockland, Seneca, Suffolk*, Tioga, Tompkins, Wayne, Westchester* and Wyoming County. Plan options include essential dental benefits in accordance with New York State Medicaid.

RESOURCES AND GENERAL INFORMATION	
Provider Toll Free Number (Member Services Department)	(866) 609-1184
Provider Directory Search	Liberty Dental Plan: Find A Dentist
Benefit Schedules	Provider Portal- Sign In Available for download in the Provider Portal
Dental Home	Required for Medicaid and Child Health Plus Members
Network	Statewide Medicaid
Specialty Care Referrals	Required for Endodontists and Periodontists
Coordination of Benefits	Molina Healthcare/Liberty Medicaid Plans are always the payor of last resort. Should a member have dual coverage, providers should submit claims to their primary carrier *prior* to submitting to Liberty
ID Card	Members have a separate LIBERTY Dental Plan identification card.

*Affinity by Molina

SAMPLE MEMBER ID

MEMBER APPEAL TIMEFRAMES	
Filing Limitation	60 calendar days
Records Due to Liberty	3 calendar days from the request
Resolution	30 calendar days
MEMBER GRIEVANCE TIMFRAMES	
Filing Limitation	No filing limit; can be filed at anytime
Records Due to Liberty	3 calendar days from the request
Resolution	30 calendar days