

December 22, 2017



## **\*\*REMINDER\*\***

**Starting January 1, 2018, (JMMD, PC) Molina Medical Group IPA will do business as, Golden Shore Medical Group IPA.** We are also pleased to announce, effective January 1, 2018, Golden Shore Medical Group will be transitioning the management services to Network Medical Management MSO (NMM), from Molina Medical Management.

Network Medical Management (NMM) is a Management Service Organization (MSO) who works with different organizations throughout the State of California. NMM will administer specific managed care operations for Providers and Patients affiliated with **Golden Shore Medical Group IPA** that includes the following:

- Claims
- Contracting
- Credentialing
- Customer Service
- Eligibility/Capitation
- Health Services: Utilization Management & Case Management
- Quality Integration
- Provider Network Support
- Web Portal

Enclosed is the NMM Quick Reference Sheet to assist your office and office staff. A Provider Service Representative from NMM and Golden Shore Medical Group, will be in contact with your office prior to January 1, 2018, to setup orientation to ensure your office is equipped with the necessary documents and information.

Golden Shore Medical Group is working very closely with Molina Healthcare, Molina Medical Management, and Network Medical Management to ensure a smooth transition.

If you have any questions or require further information, please contact Zack Sanabia [zack.sanabia@goldenshoremedical.com](mailto:zack.sanabia@goldenshoremedical.com). You may also contact Rafael Zepeda, Director of Provider Network Operations via email at [Rafael.Zepeda@nmm.cc](mailto:Rafael.Zepeda@nmm.cc) , or by calling (626) 282-0288 ext. 6539, for assistance.

We look forward to this new beginning and appreciate your continued support.

Sincerely,

Dr. Mario Molina  
CEO, Golden Shore Medical Group



# Golden Shore Medical Group IPA

## IPA & NMM

### Quick Reference Sheet

AREA	CONTACT DETAILS
Main Customer Service Line	<ul style="list-style-type: none"> <li>• <b>Phone:</b> (877) 282-8272 or (626) 282-0288</li> <li>• <b>Hours:</b> Mon-Fri., 8:30am – 5:00pm</li> <li>• <b>Scope:</b> Eligibility, Referrals, Claims, Provider, and Member Inquiries</li> </ul>
Claims Submission	<ul style="list-style-type: none"> <li>• <b>Via Office Ally, use Payor ID#:</b> NMM03</li> <li>• <b>To submit via the NMM Portal, please email:</b> <a href="mailto:portal.inquiries@nmm.cc">portal.inquiries@nmm.cc</a> (to setup an account in advance)</li> <li>• <b>Mail:</b> 1680 S. Garfield Ave. # 200, Alhambra, CA 91801 (paper claims not recommended for contracted provider network)</li> </ul>
Case Management	<p>To report an admission,</p> <ul style="list-style-type: none"> <li>• <b>Please fax:</b> (626) 943 6319</li> <li>• <b>Please contact</b> Joji Santos, Case Mgr, (626) 282-0288 ext. 6151</li> </ul>
Eligibility	<p><b>To have a patient added urgently, you can email or call.</b></p> <ul style="list-style-type: none"> <li>• <b>For emails, please send to:</b> <a href="mailto:eligibility.dept@nmm.cc">eligibility.dept@nmm.cc</a></li> <li>• For <b>urgent requests</b>, please call (877) 282-8272</li> </ul>
Utilization Management	<ul style="list-style-type: none"> <li>• <b>Submissions:</b> Please use the Portal at <a href="http://www.nmm.cc">www.nmm.cc</a></li> <li>• <b>UM Fax Numbers:</b> <ul style="list-style-type: none"> <li>○ Routine: (626) 943-6320</li> <li>○ Urgent: (626) 943-6322</li> </ul> </li> </ul>
Laboratory	<ul style="list-style-type: none"> <li>• <b>Quest Diagnostics</b></li> </ul>
Web Portal Assistance	<ul style="list-style-type: none"> <li>• <b>Email:</b> <a href="mailto:portal.inquiries@nmm.cc">portal.inquiries@nmm.cc</a></li> <li>• <b>Dial:</b> (877) 282-8272</li> </ul>
Provider Services	<ul style="list-style-type: none"> <li>• You can also email NMM Provider Relations staff at <a href="mailto:ProviderNetworkOperations.Dept@nmm.cc">ProviderNetworkOperations.Dept@nmm.cc</a></li> </ul>