



Provider Notice Issued: June 19, 2019

To: All Providers

Date: May 22, 2019

Re: Secure Transportation Post Authorization Request or Provider Claims Inquiry Escalation Process

Secure Transportation is dedicated to ensuring resources and responses are provided in a timely manner as it relates to inquiries for Post Authorization request or provider claim status, however if there is a need for escalation, please note the escalation process below:

Post Authorization Contact Information

All Post Authorization status inquiries should be sent to mailbox: PostAuthIL@SecureTransportation.com

Escalations:

Tiffany Roberts 800-856-9994 Extension 8439 or Troberts@SecureTransportation.com
Larry Alge 562-826-1086 or Lalge@SecureTransportation.com

Provider Claims Contact Information

All Claims status inquiries should be sent to the mailbox: Encounters@SecureTransportation.com

Escalations:

Sopheary Dee 562-342-3996 or Sdee@SecureTransportation.com
Larry Alge 562-826-1086 or Lalge@SecureTransportation.com

You may contact: AccountManagement@SecureTransportation.com for escalations if necessary. Representatives assigned to the mailbox is responsible in overseeing the Molina Healthcare account and will ensure a response is provided.

T 800.856.9994
F 562.906.2947
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TCP-2066

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