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Molina Healthcare of Florida and IMPOWER, Inc. Provide State's First 24/7 Virtual Crisis Telehealth Helpline

More than 170,000 Molina Plan Members Eligible for Free Service

MIAMI, Feb. 7, 2023 – [Molina Healthcare of Florida](#) (“Molina”) is proud to partner with IMPOWER, Inc. to establish the state’s first 24/7 telehealth helpline, providing appropriate intervention from highly-trained crisis clinicians for Molina members and their families.

The telehealth service will be particularly helpful for Molina members living in rural areas facing barriers to in-person care due to transportation limitations. Members can simply connect with crisis consultants via smartphone, tablet or computer. Clinicians will make an initial assessment of the crisis, offer approved clinical interventions by addressing or de-escalating the situation, and provide appropriate follow-up care.

“Mental health crises can happen at any moment and it’s critical to have qualified professionals available to help in real time,” said Mike Jones, plan president of Molina Healthcare of Florida. “This service will ensure the safety and well-being of plan members and their families by linking them directly with a mental health clinician at their times of greatest need.”

“This convenient, secure and easy-to-use service will provide an immediate assessment and treatment recommendations for Molina members,” said Anna Kesic, president and CEO of IMPOWER. “We are proud to build on decades of behavioral health support in Florida with this first-of-its kind partnership that will increase patient access to critical telehealth services.”

Molina members that would like information about how to access IMPOWER virtual crisis services can contact Molina Member Services at **1-866-472-4585 (TTY 711)**.

About Molina Healthcare of Florida

Molina Healthcare of Florida has been providing government-funded, quality health care since 2008. The Company serves members through Medicaid, Medicare and Health Insurance Marketplace programs throughout Florida. Through its locally operated health plans, Molina Healthcare, Inc., a FORTUNE 500 company, served approximately 5.2 million members as of September 30, 2022. For more information about Molina Healthcare of Florida, visit MolinaHealthcare.com.

About IMPOWER

[IMPOWER, Inc.](#) is a leading non-profit behavioral health and child well-being organization focused on “inspiring life’s potential”. Established in 1994, IMPOWER serves more than 9,000 individuals and families statewide each year and has provided more than one million telehealth visits since 2011. Programs and services include outpatient mental health and substance misuse counseling and psychiatric care, youth residential substance abuse treatment and prevention programs, and youth transitional housing and homelessness prevention. For more information visit www.impowerfl.org.

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