Provider Memorandum

Reminder: Use Availity Essentials Portal for Advanced Imaging PAs

Molina Healthcare of Illinois (Molina) is reminding providers they can reduce administrative burden and improve patient care by submitting Advanced Imaging Prior Authorization requests using the Availity Essentials portal.

How will this help?

Portal submission for Molina Clinical Services (MCS) Advanced Imaging (AI) Prior Authorization (PA) means timely, automatic responses.

- Improves processing time from days to potentially minutes.
- Reduces disruptions to member care.
- Real-time authorization responses.
- Eliminates phone wait time and manual faxes.
- Clinical documentation can be submitted electronically.
- Improves efficiency and HIPAA compliance.
- Transparency on PA status.

MCG Cite AutoAuth for AI

We have also partnered with MCG Health to offer Cite AutoAuth (CAA) self-service for high-cost AI PA requests. By attaching the relevant care guideline content to each PA request and sending it directly to Molina, providers can receive an expedited, often immediate, response. CAA matches Molina's specific criteria to the clinical information and attached guideline content through a customized rules engine to provide an immediate decision, potentially authorizing the procedure.

Self-service requests available in the CAA tool include, but are not limited to:
- MRIs
- CTs
- PET scans

To see the complete list of imaging codes that require PA, please refer to our PA Code LookUp Tool found on the provider home pages at MolinaHealthcare.com.

Access and learn

CAA can be accessed 24/7 year-round in the Availity portal at Provider.MolinaHealthcare.com. You can also watch our MCG CAA video online at youtube.com/watch?v=LmjvwxI6QOo to learn more.

Best practices for Advanced Imaging requests

Do's

- Utilize our Availity Essentials portal for faster submission and review.
- Utilize Cite AutoAuth within the Availity Essentials platform.
- Attach all clinical notes within the past six months, including:
  - Specialist consultants and/or physical or occupational therapists.
  - Lab test results.
  - Previous imaging results such as ultrasounds, echocardiograms, X-rays, CT, MRI, or PET scans.
  - Reports from investigative or therapeutic procedures such as endoscopy, biopsies, or surgery.

Don'ts

- Submit requests without clinical notes or with limited clinical notes (high risk of denial).
- Submit late on Friday evenings as urgent/expedited.
- Incorrectly mark as urgent/expedited without meeting the definition (involving a severe threat to the member's health).
- Refax/resubmit requests (causing duplicative reviews).

Questions?

We're here to help. Contact your dedicated Provider Relations Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your dedicated Provider Relations Manager, visit Molina's Service Area page at MolinaHealthcare.com.

Provider portal alert

Providers no longer have direct access to the Molina Legacy Provider Portal. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Availity Essentials Provider Portal today! Click here.

Get critical updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! Click here to receive updates curated specifically for Illinois providers.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.