

## IMPORTANT INFORMATION FOR MOLINA HEALTHCARE MARKETPLACE PROVIDERS

### Information generally required to support authorization decision making includes:

- Current (up to 6 months), adequate patient history related to the requested services.
- Relevant physical examination that addresses the problem.
- Relevant lab or radiology results to support the request (including previous MRI, CT, Lab, or X-ray report/results).
- Relevant specialty consultation notes.
- Any other information or data specific to the request.

### The Urgent / Expedited service request designation should only be used if the treatment is required to prevent serious deterioration in the member's health or could jeopardize their ability to regain maximum function. Requests outside of this definition will be handled as routine / non-urgent.

- If a request for services is denied, the requesting provider and the member will receive a letter explaining the reason for the denial and additional information regarding the grievance and appeals process. Denials also are communicated to the provider by telephone, fax, or electronic notification. Verbal, fax, or electronic denials are given within one business day of making the denial decision or sooner if required by the member's condition.
- Providers and members can request a copy of the criteria used to review requests for medical services.
- Molina Healthcare has a full-time Medical Director available to discuss medical necessity decisions with the requesting physician at (855) 237-6178.

## Important Molina Healthcare Marketplace Contact Information

### South Carolina Service hours 8am-5pm local M-F, unless otherwise specified

#### Prior Authorizations including Behavioral Health Authorizations:

Phone: (855) 237-6178  
Fax: (833) 322-1061

#### 24 Hour Behavioral Health Crisis (7 days/week):

Phone: (855) 885-3176

#### Pharmacy Authorizations:

Phone: (855) 237-6178  
Fax: (855) 571-3011

#### Vision:

Phone: (800) 877-7195  
Website: <https://www.molinamarketplace.com/marketplace/sc/en-us/Individual-and-Families/Services/adult-vision.aspx>

#### Radiology Authorizations:

Phone: (855) 714-2415  
Fax: (877) 731-7218

#### Member Customer Service, Benefits/Eligibility:

Phone: (855) 885-3176/ TTY/TDD: 711

#### Provider Customer Service:

Phone: (855) 237-6178

#### Transplant Authorizations:

Phone: (855) 714-2415  
Fax: (877) 813-1206

#### Transportation:

Contact Molina Prior Authorization Department to arrange

#### 24 Hour Nurse Advice Line (7 days/week)

Phone: (844) 800-5155/TTY: 711

Members who speak Spanish can press 1 at the IVR (Interactive Voice Response) prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed.*

Providers may utilize Molina Healthcare's website at: <https://provider.molinahealthcare.com/Provider/Login>

Available features include:

- Authorization submission and status
- Member Eligibility
- Provider Directory
- Claims submission and status
- Download Frequently used forms
- Nurse Advice Line Report