



CONTACT INFORMATION

Subject	Contact
Eligibility Verification	Molina Healthcare Provider Self-Service e-Portal www.MolinaHealthcare.com Molina Healthcare IVR 1-866-402-3467 Molina Healthcare Provider Services 1-800-642-4168 8:00 a.m. to 5:00 p.m., Monday - Friday ODJFS 24-Hour IVR 1-800-686-1516 A PIN number is required to access this service.
Benefit Questions	Molina Healthcare Member Services 1-800-642-4168 7:00 a.m. to 7:00 p.m., Monday - Friday
Utilization Management	1-800-642-4168 Fax: 1-866-449-6843
Prior Authorizations	1-800-642-4168 A list of the services and procedures that require prior authorization is included in the Appendices of this manual and on the Authorization Request Form available at www.MolinaHealthcare.com Referrals to most network specialists do NOT require prior authorization by Molina Healthcare. Prior authorization requests should be submitted by telephone, fax or mail to: Molina Healthcare of Ohio PO Box 349020 Columbus, Ohio 43234-9020 Fax: 1-866-449-6843

Claim Submissions	<p>Hard copy (CMS-1500 or UB-40) claims: Molina Healthcare of Ohio, Inc. PO Box 22712 Long Beach, CA 90801</p> <p>Electronic claims:</p> <ul style="list-style-type: none"> • Emdeon Practice Insight • Zirmed, Inc. • Availity (formerly THIN) • Practice Insight <p>Include Molina's Payer ID# - 20149</p>
Claim Questions	<p>Molina Healthcare Provider Self-Service e-Portal www.MolinaHealthcare.com</p> <p>Molina Healthcare Provider Services 1-800-642-4168 8:00 a.m. to 5:00 p.m., Monday - Friday</p>
Credentialing Questions	<p>Molina Healthcare Provider Services 1-800-642-4168 8:00 a.m. to 5:00 p.m., Monday - Friday</p>
Inpatient Admissions	<p>Molina Healthcare requires authorization of inpatient admissions to assist with discharge planning and coordination of care, as well as to provide a basis for claim payment. Elective inpatient admissions require prior authorization.</p> <p>Molina Healthcare must be notified of urgent and emergency admissions within 1 business day of the admission.</p> <p>1-800- 642-4168 FAX: 1-866- 449-6843</p>
24-Hour Nurse Advice Line	<p>This telephone-based nurse advice line is available to all Molina Healthcare members. Members may call anytime they are experiencing symptoms or need health care information. Registered Nurses are available 24 hours a day, 7 days a week to assess callers' symptoms and assist them in making good health care decisions.</p> <p>1-888-275-8750 TTY for the hearing impaired: 1-866-735-2929 or 711</p>

Member Services	<p>The Member Services Department provides service to members on issues regarding claims, benefits, eligibility/identification, selecting or changing Primary Care Providers, and complaints. Providers should contact Provider Services unless otherwise noted.</p> <p>1-800-642-4168 7:00 a.m. to 7:00 p.m., Monday through Friday.</p>
Health Education and Wellness	<p>Health education materials are available to Molina Healthcare members.</p> <p>1-800-642-4168</p>
Behavioral Health Services	<p>Members may access behavioral health services at Community Mental Health Centers and Ohio Department of Alcohol and Drug Addiction Services facilities directly without a referral. If the member wishes to see a network provider who is not a CMHC or ODADAS facility, prior authorization is required.</p> <p>1-800-642-4168</p>
Provider Services	<p>Provider Services handles inquiries from providers regarding address and Tax ID changes, claim reconsideration requests, contracting, and training.</p> <p>1-800-642-4168</p>
Interpreter Services	<p>During normal business hours, providers are to call Molina Healthcare at:</p> <p>1-800-642-4168.</p> <p>After hours or on holidays and weekends, please call 1-800-642-4168, select the Member Services prompt, and connect to the 24-hour Nurse Advice Line for translation or connection to the language line.</p> <p>For hearing impaired members, please contact Ohio Relay TTY at 1-800-750-0750 or 711.</p>

Molina Healthcare is closed on the following days:

- New Year’s Day
- Martin Luther King Jr. Holiday
- Memorial Day Holiday
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve Day – Open 7:00 a.m. until 1:00 p.m.
- Christmas Day
- New Year’s Eve Day – Open 7:00 a.m. until 1:00 p.m.

A holiday that falls on a Saturday is observed on the Friday before. A holiday that falls on a Sunday is observed the Monday after.