



Molina Healthcare of Ohio Summary Guide

For:		Telephone Numbers
Eligibility Verification (see Section II for more information)	Options: <ul style="list-style-type: none"> • Verify at www.molinahealthcare.com - Provider Self Service • Call Molina IVR (Interactive Voice Response System) • Contact Provider Services • Call the ODJFS IVR (Interactive Voice Response System) at any time (24 hours a day, 7 days a week) to confirm eligibility for Medicaid recipients. (Providers must have a PIN number to access this information.) 	(800) 642-4168
Benefit Questions (see Section V for more information)	Contact Member Services (hours - 7:00 AM to 7:00 PM)	(800) 642-4168
Claim Submissions (see Section X for more information)	The Claims Department is located at our corporate office in Long Beach, CA. All hard copy (CMS 1500 or UB92) claims must be submitted by mail to the address listed below. Send claims to: Molina Healthcare of Ohio PO Box 22712 Long Beach, CA 90801 Electronic Claims must include Molina's Payer ID # - 20149	
Claim Questions (see Section X for more information)	Contact Provider Services or visit the Molina Provider Portal at www.molinahealthcare.com	(800) 642-4168
Credentialing Questions (see Section XII for more information)	To inquire about a Practitioners' credentialing status or to obtain more information about the Molina Healthcare credentialing/recredentialing process, please call Provider Services.	(800) 642-4168
Prior Authorizations (see Section VI for more information)	Molina Healthcare requires prior authorization of selected services and procedures. A list of the services and procedures is included in the Appendices of this manual and on the Authorization Request Form which is available on the website: www.molinahealthcare.com Referrals to most network specialists do NOT require prior authorization by Molina Healthcare. Prior authorization requests should be submitted on the Molina Healthcare Prior Authorization form and can be submitted by telephone, fax or mail to: Molina Healthcare of Ohio PO Box 349020 Columbus, Ohio 43234-9020	(800) 642-4168 FAX: (866) 449-6843
Pharmacy Authorizations (see Section VII for more information)	Molina Healthcare requires that certain medications be prior authorized. Questions regarding the Molina Healthcare Preferred Drug List and/or drug prior authorization requests should be addressed to Rx America, Molina Healthcare's Pharmacy Benefit Manager (PBM).	RxAmerica (800) 770-8014
Inpatient Admissions (see Section VI for more information)	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.	(800) 642-4168 FAX:

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	<p>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>	(866) 449-6843
<p>HEALTHLINE (24-Hour Nurse Advice Line)</p>	<p>This telephone-based nurse advice line is available to ALL Molina Healthcare Members.</p> <p>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>	(888) 275- 8750
<p>Member Services</p>	<p>The Member Services Department handles all telephone and written inquiries from members regarding claims, benefits, eligibility/identification, selecting or changing Primary Care Providers, and Member complaints. (Providers should contact Provider Services unless otherwise noted.) Member Service Representatives are available 7:00 AM to 7:00 PM Monday through Friday.</p>	(800) 642-4168
<p>Health Education and Wellness</p>	<p>Education and health information is available to Molina Healthcare members. Please feel free to contact Molina Healthcare to obtain educational materials.</p>	(800) 642-4168
<p>Behavioral Health Services</p>	<p>Members may access Community Mental Health Centers (CMHCs) and Ohio Department of Alcohol and Drug Addiction Services (ODADAS) facilities directly without a referral from the PCP.</p> <p>If the Member wishes to see a network provider who is not a CMHC or ODADAS facility, prior authorization from UC HealthPartners is required --please contact UC HealthPartners.</p>	(513) 475-8622 (800) 926-8862
<p>Provider Services</p>	<p>Provider Services handles both telephone and written inquiries from providers regarding address and Tax-ID changes, claim reconsideration requests, contracting, and training.</p>	(800) 642-4168
<p>Interpreter Services</p>	<p>During normal business hours, providers are to call Molina Healthcare at 1-800-642-4168.</p> <p>After hours/holidays/weekends, please use the Member Services prompt and connect to the 24-hour nurse advice line for translation or connection to the AT&T Language Line.</p> <p>For TTY services for hearing impaired members, please contact Ohio Relay TTY at 800-750-0750</p>	(800) 642-4168