



SECTION A

Molina Healthcare

WHO WE ARE
&
WHO TO CONTACT

WHO WE ARE

WELCOME TO MOLINA HEALTHCARE

Molina Healthcare Inc. is one of the nation's leading managed healthcare companies. Over 20 years ago, the late C. David Molina, MD founded the Company to address the special needs of Medicaid patients. Today, Molina carries out his mission of emphasizing individualized care that places the physician in the pivotal role of managing healthcare.

Molina Healthcare's mission is dedicated to serving Members who have traditionally faced barriers to quality health care. This includes individuals covered under Medicaid, the State Children's Health Insurance Program (SCHIP), and other government-sponsored health insurance programs (in New Mexico, the State Coverage Insurance [SCI]). Molina Healthcare, a publicly held company, currently has health plans in California, Indiana, Michigan, New Mexico, Ohio, Texas, Utah and Washington.

Molina Healthcare requires the Member to choose a primary care practitioner (PCP). The PCP is the coordinator of health care for Molina Healthcare Members.

Molina Healthcare assures that all Members and practitioners/providers have access to a listing of contracted practitioners/providers by publishing Provider Directories once a year. Practitioners/providers also have access to the on-line directory on the Molina Healthcare Internet. All practitioners/providers are encouraged to use the directory on the Internet to obtain the most up-to-date provider information. Molina Healthcare educates all customers about the on-line directory via the Provider Newsletter (published three times a year) and the hard copy Provider Directory.

Vision and Values

- **We strive to be an exemplary organization;**
- **We provide quality service;**
- **We are healthcare innovators and respond quickly to change;**
- **We respect each other and value ethical business practices;**
- **We are careful in the management of our financial resources; and**
- **We care about the people we serve.**

WHO TO CONTACT

BEHAVIORAL HEALTH

Salud Members

Value Options of New Mexico (VONM)
Toll free: (800) 397-1630

SCI & SCI/UNMCI Members

Albuquerque: (505) 348-1578
Toll free: (866) 403-3018

HEALTH IMPROVEMENT PROGRAM

Health Improvement and self-care materials are available upon request on a variety of health education topics.

Albuquerque: (505) 342-4660 extension 182618
Toll free: (800) 377-9594 extension 182618

MEMBER SERVICES

Salud

Albuquerque: (505) 341-7493
Toll free: (888) 825-9266

SCI & SCI/UNMCI

Albuquerque: (505) 348-1578
Toll free: (866) 403-3018

Contact Member Services for:

- Benefits and eligibility information;
- Claims status inquiries;
- Reconsideration of denied claims;
- Questions about referrals or other general Molina Healthcare of New Mexico, Inc. (Molina Healthcare) questions; and
- Language interpretation services.
 - This service is available should you have a Molina Healthcare Member who presents in your office who has a language need that cannot be met by the practitioner/provider staff.

NURSE ADVICE LINE

Salud & SCI

Molina Healthcare 24-Hour Nurse Advice Line
Toll free: English (888) 275-8750, Spanish (866)
648-3537, Hearing Impaired TTY (866) 735-2922

SCI/UNMCI

Statewide Nurse Advice Line 24-Hour Nurse
Advice Line
Toll free: (877) 725-2552

WHO TO CONTACT *(continued)*

OTHER CONTACTS

Compliance/Anti-Fraud Hotline
(24 hours a day/7 days a week)
Toll free: (800) 827-2973

Grievance and Appeals
(24 hours a day/7 days a week)
Albuquerque: (505) 342-4663
Toll free: (800) 723-7762

DENTAL SERVICES – Salud Only

Doral Dental
(Call Molina Healthcare Member Services)

TRANSPORTATION SERVICES – Salud Only

Integrated Transportation Management, Inc. (ITM) provides transportation services for Molina Healthcare Salud Members.

Transportation services for routine medical appointments must be made at least forty-eight (48) hours prior to the appointment time. This allows sufficient time for ITM to process the request and notify the transportation provider.

Please contact ITM during regular business hours to arrange transportation services:

Telephone: toll free (888) 593-2052
Fax: toll free (888) 593-2056
Monday – Friday: 7:00 a.m. – 5:00 p.m.
Saturday: 8:00 a.m. – 1:00 p.m.

VISION SERVICES – Salud Only

March Vision Care
Toll free: (888) 493-4070

WHO TO CONTACT *(continued)*

PHARMACY SERVICES

Salud Members

Member Services:

Albuquerque: (505) 341-7493

Toll free: (888) 825-9266

Salud & SCI Members

Prior Authorization:

Albuquerque: (505) 348-0299

Toll free: (888) 496-7755

SCI & SCI/UNMCI Members

Member Services:

Albuquerque: (505) 348-1578

Toll free: (866) 403-3018

SCI/UNMCI Members

Prior Authorization

Albuquerque: (505) 272-2308

Refer to the 2007 Provider Manual, Section SCI & SCI/UNMCI for contracted Pharmacies and locations.

PROVIDER SERVICES

Albuquerque: (505) 342-4660

Toll free: (800) 377-9594

Fax: (505) 798-7313

Contact your Provider Services Representative for:

- Questions regarding Molina Healthcare's policies/procedures and explanation on medical, administrative or payment policies;
- Change of address, phone number(s), tax identification number and open/closed panel status;
- Questions regarding electronic billing, staff training, or consultation on business office practices specific to Molina Healthcare;
- Questions regarding practitioner/provider credentialing status; and
- Questions regarding contractual issues;

QUALITY IMPROVEMENT (QI)

(Refer to Section L, Quality Improvement, of the 2007 Provider Manual for more information)

Albuquerque: (505) 342-4660

Toll free: (800) 377-9594

Health Improvement Program

Albuquerque: (505) 342-4660 extension 182618

Toll free: (800) 377-9594 extension 182618

WHO TO CONTACT (*continued*)

UTILIZATION MANAGEMENT

(Refer to Section I, Quality Improvement, of the 2007 Provider Manual for more information)

Medically Urgent Requests

Albuquerque: (505) 798-7371

Toll free: (877) 262-0187

Non-urgent Requests

Fax Prior Authorization Forms to Utilization Management:

Albuquerque: (505) 856-2950 or (505) 342-4697

Toll free: (888) 802-5711

When ordering physical, occupational, and speech therapies, the PCP or ordering specialist should schedule a re-evaluation within two(2) to three(3) weeks from the onset of therapy for acute conditions or within nine (9) to twelve (12) weeks for chronic conditions.

Contact Utilization Management:

- Obtain a prior authorization; and
- Verify prior authorization.

ON-LINE SERVICES

ePORTAL

(Refer to Section E, On-Line Services, of the 2007 Provider Manual for detailed information)

FREE on-line services for all contracted practitioners/providers (registration required) – visit us at www.molinahealthcare.com

(Refer to Section E, On-Line Services, of the 2007 Provider Manual for more information)

- **Member eligibility:**
 - Allows practitioners/providers to get up-to-date eligibility information about Molina Healthcare Members seeking care at his/her office/facility
- **PCP Information:**
 - Verify Member's Primary Care Practitioner (PCP); and
 - Obtain PCP rosters.
- **Claims:**
 - Check claim status;
 - Submit CMS-1500 claim forms; and
 - Submit Provider Reconsideration requests.
- **Prior Authorizations:**
 - Check prior authorization status; and
 - Submit prior authorization requests (Information about diagnosis and procedure codes is also readily available).
- **Provider Directory:**
 - Search for contracted providers by name, specialty or zip code;
- **Download Forms:**
 - Print and/or save to your computer forms that are most useful and frequently used (i.e. prior authorization request [medical and pharmacy], provider reconsideration review forms, etc.); and
- **Change Mailing Address and Telephone Number.**