



## Contact Information

### Behavioral Health

Molina Healthcare members may access behavioral health services at Community Mental Health Centers and the Ohio Department of Alcohol and Drug Addiction Services facilities directly, without a referral. If the member wishes to see a network provider outside of a CMHC or ODADAS facility, prior authorization is required.

### Benefits

Molina Healthcare Member Services  
1-800-642-4168  
7:00 a.m. to 7:00 p.m., Monday through Friday

### Claims

*Questions:*  
Molina Healthcare Provider Self-Services Web Portal  
[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)

Molina Healthcare Provider Services  
1-800-642-4168  
8:00 a.m. to 5:00 p.m., Monday through Friday

*Submissions:*  
Hard copy (CMS-1500 or UB-04) claims:  
Molina Healthcare of Ohio, Inc.  
PO Box 22712  
Long Beach, CA 90801

Electronic claims:  
Emdeon  
Include Molina Healthcare's Payer ID# - 20149

### Credentialing

Molina Healthcare Provider Services  
1-800-642-4168  
8:00 a.m. to 5:00 p.m., Monday - Friday

### Eligibility Verification

Molina Healthcare Provider Self-Services Web Portal  
[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)

Molina Healthcare 24-Hour Automated Phone System  
1-800-642-4168  
Molina Healthcare Provider Services

1-800-642-4168  
8:00 a.m. to 5:00 p.m., Monday - Friday

ODJFS 24-Hour Automated Phone System  
1-800-686-1516  
A PIN number is required to access this service.

## **Health Education**

Health education materials are available upon request for Molina Healthcare members.

Molina Healthcare Provider Services  
1-800-642-4168  
8:00 a.m. to 5:00 p.m., Monday - Friday

## **Inpatient Admissions**

Molina Healthcare requires authorization of inpatient admissions to assist with discharge planning and coordination of care and to provide a basis for claim payment. Elective inpatient admissions require prior authorization.

Molina Healthcare must be notified of urgent and emergency admissions within 1 business day of the admission.

Utilization Management  
1-800- 642-4168  
FAX: 1-866- 449-6843

## **Interpreter Services**

After hours or on holidays and weekends, members may select the Member Services prompt, and connect to the 24-hour Nurse Advice Line for translation or connection to the language line.

Molina Healthcare Member Services  
1-800-642-4168  
TTY for hearing impaired members:  
1-800-750-0750 or 711

## **Member Services**

The Member Services Department is available to assist members with questions regarding claims, benefits, eligibility, Primary Care Providers selection and complaints.

1-800-642-4168  
7:00 a.m. to 7:00 p.m., Monday through Friday.

## **Coordination of Benefits (COB)**

To update COB information, providers may email or fax to Molina.  
Email: [MHOEnrollment@MolinaHealthCare.com](mailto:MHOEnrollment@MolinaHealthCare.com)  
Fax to Enrollment team: 614-781-4344

## **Nurse Advice Line**

The nurse advice line is available 24 hours a day, 7 days a week to all Molina Healthcare members. Members may call anytime they are experiencing symptoms or need health care information. Registered Nurses assess symptoms and assist members with making good health care decisions.

1-888-275-8750

TTY for the hearing impaired: 1-866-735-2929 or 711

## **Pharmacy**

Prescription drug coverage information is included in the Benefits and Covered Services section of this manual. A complete list of participating pharmacies is available in the Molina Healthcare online provider directory.

1-800-642-4168

TTY: 1-800-750-0750 or 711

[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)

## **Prior Authorization**

A list of the services and procedures that require prior authorization is included in the Appendix of this manual or on the Molina Healthcare website. Authorization Request Forms are available on the Molina Healthcare website. **Referrals to most network specialists do NOT require prior authorization by Molina Healthcare.** Prior authorization requests may be submitted by telephone, fax or mail.

Molina Healthcare of Ohio

PO Box 349020

Columbus, Ohio 43234-9020

1-800-642-4168

Fax: 1-866-449-6843

[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)

## **Provider Directory**

The list of contracted Molina Healthcare providers is available on the Molina Healthcare website. Select the Find a Provider icon.

[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)

## **Provider Services**

Provider Services assists providers with address and Tax ID changes, claim reconsideration requests, contracting and training.

1-800-642-4168

## **Utilization Management**

Voicemail is available after business hours. Messages will be returned the next business day.

1-800-642-4168

Fax: 1-866-449-6843

**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 Noon
- Christmas Day
- New Year's Eve Day – Open 7:00 a.m. until Noon

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.