



Provider Manual

**Molina Healthcare of Texas, Inc.
(Molina Healthcare)**

**Molina Marketplace Product*
Effective 1/1/2015**

*Molina Healthcare's Health Benefit Exchange product is now known as the Molina Marketplace product

Section 1. Addresses and Phone Numbers

Member Services Department

The Member Services Department handles all telephone and written inquiries regarding member claims, benefits, eligibility/identification, selecting or changing Primary Care Providers (PCPs), and member complaints. Member Services Representatives are available 8:00 a.m.- 6:00 p.m. CT Monday through Friday, excluding State holidays.

Member Services	
Address:	Molina Healthcare of Texas 5605 N. MacArthur Blvd, Suite 400 Irving, TX 75038
Phone:	1-888-560-2025
TTY:	1-800-735-2989 (English) 1-800-662-4954 (Spanish)

Claims Department

The Claims Department is located at our corporate office in Long Beach, CA. All hard copy (CMS-1500, UB-04) claims must be submitted by mail to the address listed below. Electronically filed claims must use Payor ID number **20554**.

To verify the status of your claims, please call our Provider Claims Representatives at the numbers listed below:

Claims	
Address	Molina Healthcare of Texas PO BOX 22719 Long Beach, CA 90801
Phone:	1-855-322-4080

Claims Recovery Department

The Claims Recovery Department manages recovery for overpayment and incorrect payment of claims.

Claims Recovery	
Address	Molina Healthcare of Texas, Inc. PO Box 22719 Long Beach, CA 90801
Phone:	1-855-322-4080

Credentialing Department

The Credentialing Department verifies all information on the Practitioner Application prior to contracting and re-verifies this information every three years. The information is then presented to the Professional Review Committee to evaluate a provider's qualifications to participate in the Molina Healthcare network.

Credentialing	
Address:	Molina Healthcare of Texas, Inc. 84 NE Loop 410 # 200 San Antonio, TX 78216
Phone:	877-665-4622 x203141, or 203043
Fax:	210-525-0576

24-Hour Nurse Advice Line

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, seven (7) days a week to assess symptoms and help make good health care decisions.

HEALTHLINE (24-Hour Nurse Advice Line)	
English Phone:	(888) 275-8750
Spanish Phone:	(866) 648-3537
TTY:	711 Relay OR (866) 735-2929 (English) (866) 833-4703 (Spanish)

Healthcare Services (UM) Department

The Healthcare Services (formerly UM) Department conducts concurrent review on inpatient cases and processes Prior Authorization requests. The Healthcare Services (HCS) Department also performs Case Management for members who will benefit from Case Management services.

Healthcare Services Authorizations & Inpatient Census	
Address:	Molina Healthcare of Texas Inc. 5605 Mac Arthur Blvd, Suite 400 Irving, TX 75038
Phone:	1-855-322-4080
Fax:	1-866-420-3639

Health Education Management Level 1 Programs

The Health Management Level 1 Programs provides education and health information to Molina Healthcare members and facilitates provider access to the programs and services.

Health Management Level 1 Programs	
Phone:	1 (866)-472-9483
Fax:	1-562-901-1176

Health Management

The Health Management Department provides education and health information to Molina Healthcare members and facilitates provider access to the programs and services.

Health Management	
Phone:	1 (866) 891-2320
Fax:	1 (800) 642-3691

Motherhood Matters®

The Health Management Department provides education and health information to Molina Healthcare pregnant members and facilitates provider access to the programs and services.

Motherhood Matters®	
Phone:	1 (866) 891-2320
Fax:	1 (562) 901-1176

Behavioral Health

Molina Healthcare of Texas, Inc. manages all components of our covered services for behavioral health. For member behavioral health needs, please contact us directly at:

Behavioral Health	
Address:	Molina Healthcare of Texas, Inc. 5605 MacArthur Blvd, Suite 400 Irving, TX 75038
Phone:	1-800-818-5837
(24) Hours per day, (365) day per year:	1-888-275-8750

Pharmacy Department

Prescription drugs are covered by Molina Healthcare, via our pharmacy vendor, CVS Caremark. A list of in-network pharmacies is available on the molinahealthcare.com website, or by contacting Molina Healthcare at 1-855-322-4080.

Provider Services Department

The Provider Services Department handles telephone and written inquiries from providers regarding address and Tax-ID changes, provider denied claims review, contracting, and training. The department has Provider Services Representatives who serve all of Molina Healthcare of Texas's provider network.

Provider Services	
Address:	Molina Healthcare of Texas, Inc. 5605 Mac Arthur Blvd, Suite 400 Irving, TX 75038
Phone:	855-322-4080
Fax:	281-599-8916

Molina Healthcare of Texas, Inc. Service Area

