

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 Monday through Friday, excluding State holidays.

| Member Services | |
|------------------------|--|
| Address: | Molina Healthcare of Utah, Inc. 7050 Union Park Center, Ste. 200 Midvale, UT 84047 |
| Phone: | (888) 483-0760 |

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 Utah, Inc. 7050 Union Park Center, Ste. 200 Midvale, UT 84047 |
| Phone: | (888) 483-0760 |
| Fax: | (801) 858-0409 |

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 – **SX109 for HCFA and 12X09 for UB**. To verify the status of your claims, please call our Provider Claims Representatives at the numbers listed below:

| CHIP and Medicaid Claims for providers in Davis, Salt Lake, Utah and Weber counties | |
|--|---|
| Address | Molina Healthcare of Utah, Inc. PO BOX 22630 Long Beach, CA 90801 |
| Phone: | (866) 409-2935 |

| | |
|---|---|
| CHIP and Medicaid Claims for providers in all other counties | |
| Address | Molina Healthcare of Utah, Inc. PO BOX 22633 Long Beach, CA 90801 |
| Phone: | (866) 409-2935 |

| | |
|--|--|
| Molina Medicare Options and Options Plus Claims for providers in all counties | |
| Address | Molina Options (Plus). PO BOX 22811 Long Beach, CA 90801 |
| Phone: | (866) 409-2935 |

Claims Recovery Department

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

Healthcare Services (HCS) Department

The Utilization Management (UM) Department is now called the Healthcare Services Department, or HCS. HCS conducts concurrent review on inpatient cases and processes Prior Authorization requests. The UM Department also provides Case Management for members with complex medical and /or psycho-social needs.

| | |
|---|--|
| Utilization Management Authorizations & Inpatient Census | |
| Address: | Molina Healthcare of Utah, Inc. 7050 Union Park Center, Ste. 200 Midvale, UT 84047 |
| Phone: | (888) 483-0760 |
| Fax Medicaid/CHIP: | (866) 472-0589 |
| Fax Medicare: | 866-504-7262 |

Health Education & Health Management Department

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

Behavioral Health

Medicaid

In general most Mental Health and Chemical Dependency Services are covered under the member's Prepaid Mental Health Plan (PMHP). For member behavioral health services please contact the PMHP in your county, or State Medicaid.

Medicare

Inpatient and outpatient behavioral health services are covered benefits. These services require prior authorization. Requests for behavioral services should be faxed to the HCS Department at the number listed above.

CHIP

Molina Healthcare has contracted with UNI Behavioral Health Network (UNI-BHN) through Behavioral Health Strategies (BHS) to provide outpatient behavioral health services to CHIP recipients.

| Behavioral Health | |
|--|--|
| Address: | Molina Healthcare of Utah, Inc. 7050 Union Park Center, Ste. 200 Midvale, UT 84047 |
| Phone: | (888) 483-0760 |
| (24) Hours per day, (365) day per year: (888) 275-8750 | |

Pharmacy Department

Pharmacy services are covered through Caremark. To contact Caremark please call (800) 552-8159.

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 Utah's provider network.

| Provider Services | |
|--------------------------|--|
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| Phone: | (888) 483-0760 |
| Fax: | (801) 858-0409 |

Molina Healthcare of Utah, Inc. Service Area

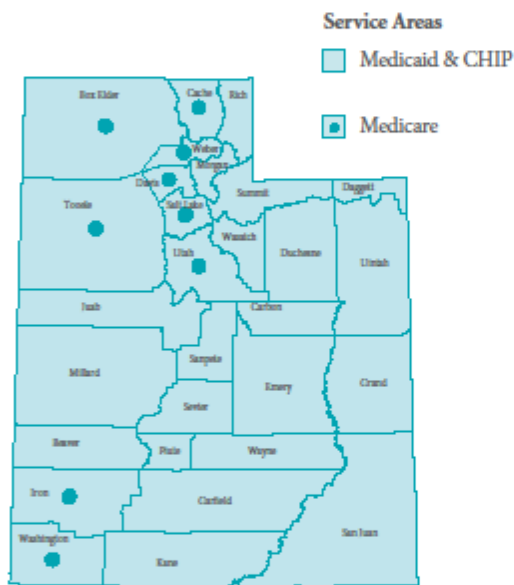
Molina Healthcare of Utah

Serving since 1997



Molina Healthcare of Utah

Molina Healthcare of Utah is a managed care organization that arranges for the delivery of health care services to low income families and individuals who are eligible for Medicaid and Medicare in the state of Utah. Our mission is to provide quality health services to financially vulnerable families and individuals covered by government programs.



Key Health Plan Facts

Membership: 85,000*
Employees: 170

Lines of Business:

- Medicaid (ABD and TANF)
- Children's Health Insurance Program (CHIP)
- Medicare
 - Molina Medicare Options (MAPD)
 - Molina Medicare Options Plus (SNP)

Provider Network:

- Primary care physicians - 1,493
- Specialist physicians - 7,274
- Hospitals - 49

Recognition

Ranked #1 Medicaid health plan in Utah and #38 Medicaid health plan in US**



Health Plan Leadership

Chad Westover, Plan President

Hal Gooch, MD, Chief Medical Officer

Molina Healthcare Corporate Facts

Total Membership: 1,826,000*

Health Plans: CA, FL, NM, MI, OH, TX, UT, WA, WI

- More than three decades of service and experience
- All eligible health plans are NCQA accredited
- Fortune 500 Company

* Membership as of September 30, 2012

**National Committee for Quality Assurance (NCQA)

Medicaid Health Insurance Plan Rankings, 2012-2013

