

## Addresses and Phone Numbers

### Member Services Department

The Member Services Department can assist both Members and providers. Member Services provides help and information on eligibility, Referrals or Authorizations, Claims, service locations, interpretation services, PCP assignment or changes, benefits or other inquiries. The Member Services Department is available 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding State holidays.

The Interactive Voice Response (IVR) system can also be accessed for certain inquiries and is available twenty-four (24) hours per day, seven (7) days per week. Information available from the IVR system includes Member eligibility, PCP name verification, primary insurance carrier information, submission of Referral request, submission of prior Authorization requests, Referral status check, prior Authorization status check and Claim status check.

<b>Member Services</b>	
Address:	Molina Healthcare of Wisconsin, Inc. 2400 S. 102 <sup>nd</sup> Street West Allis, WI 53227
Phone:	414-847-1776 855-326-5059
TTY:	7-1-1 for the National Relay Service
Fax:	414-831-2886
Email:	MWI_ContactUs@Molinahealthcare.com
IVR:	414-847-1790
Website:	www.MolinaHealthcare.com

### Claims Submission

Claim status can be checked on Molina Healthcare's Provider Self-Services Web Portal at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com), through the 24-Hour Automated Phone System, or by contacting Molina Healthcare Member Services. Claims submissions should be submitted using the following information:

<b>Medical and Behavioral Health Claims</b>	
Address	Molina Healthcare of Wisconsin, Inc. P.O. Box 22815 Long Beach, CA 90801
Phone:	414-847-1776 855-326-5059

<b>Vision Claims</b>	
Address	Herslof Optical Company, Inc. 12000 W. Carmen Avenue Milwaukee, WI 53225

<b>Dental Claims</b>	
Address	Molina Healthcare of Wisconsin Claims P.O. Box 2136 Milwaukee, WI 53201

<b>Provider Appeals</b>	
Address	Molina Healthcare of Wisconsin, Inc. Attn: Provider Appeals Department P.O. Box 270208 West Allis, WI 53227
Fax	414-847-1778
Email	<a href="mailto:MWI_Appeals@Molinahealthcare.com">MWI_Appeals@Molinahealthcare.com</a>

## 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 twenty-four (24) hours a day, seven (7) days a week to assess symptoms and help make good health care decisions.

<b>HEALTHLINE (24-Hour Nurse Advice Line)</b>	
Phone:	888-275-8750 (English) 866-648-3537 (Español)
TTY:	7-1-1 for the National Relay Service

## Utilization Management (UM) Department

The Utilization Management (UM) Department conducts concurrent review on inpatient cases and processes prior Authorization requests. The UM Department also performs case management for Members who will benefit from case management services.

<b>Utilization Management Authorizations and Inpatient Census</b>	
Phone:	855-326-5059
Fax:	877-708-2117
The Utilization Management Department is available to answer questions from 8:00 a.m. to 5:00 p.m., Monday through Friday. After business hours a voicemail can be left and calls will be returned the next business day.	

## Health Education and 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.

<b>Health Education and Management</b>	
Phone:	855-326-5059
Fax:	414-847-1778

## Behavioral Health

Molina Healthcare of Wisconsin, Inc. handles all behavioral health services for Member behavioral health needs.

<b>Behavioral Health</b>	
Phone:	855-326-5059
Fax:	877-708-2117
The Utilization Management Department is available to answer questions from 8:00 a.m. to 5:00 p.m., Monday through Friday. After business hours a voicemail can be left and calls will be returned the next business day.	

## Member Advocate

Members are able to contact a Member Advocate using the contact information below.

<b>Member Advocate</b>	
Phone:	414-847-1776 888-999-2404