### Behavioral Health: Mental Health, Alcohol and Chemical Dependency Services:
- Inpatient, Residential Treatment, Partial hospitalization, Day Treatment
- Electroconvulsive Therapy (ECT)
- Applied Behavioral Analysis (ABA) – for treatment of Autism Spectrum Disorder (ASD)

### Diagnostic Studies
- Nutritional Assessment
- Genetic Counseling and Testing
- Prenatal Testing
- Imaging
- Acupuncture
- Audiology

### Long Term Services and Supports
- Home Healthcare and Home Infusion including Home PT, OT or ST: After initial evaluation plus six (6) visits per calendar year.
- Home Infusion to include home setting.
- Long Term Services and Supports: (Not a Medicare covered benefit)
- Rehabilitation Services: Comprehensive Outpatient Rehab Facility (CORF) - CORF Services are a benefit for Medicare and CCP only
- Sleep Therapy: After initial evaluation plus six (6) visits for office, outpatient and home settings.

### Prosthetics/Orthotics
- Prosthetics: After initial evaluation plus six (6) visits for office, outpatient and home settings.
- Orthotics: After initial evaluation plus six (6) visits for office, outpatient and home settings.

### Occupational Therapy
- CCP Membership: After initial evaluation plus six (6) visits for office, outpatient and home settings.
- Adult Membership: After initial evaluation plus twenty-four (24) visits per calendar year for office and outpatient settings.

### Transportation
- Non-emergency ambulance (ground and air) Refer to Molina’s Provider website for specific codes that require authorization.

### Unlisted and Miscellaneous and T (Temporary) Codes:
- Molina requires standard codes when requesting authorization. Should an unlisted or miscellaneous code be requested, medical necessity documentation and rationale must be submitted with the prior authorization request. Refer to Molina’s website for specific codes that require authorization.

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**STERILIZATION NOTE:** Federal guidelines require that at least 30 days have passed between the date of the individual’s signature on the consent form and the date the sterilization was performed. The consent form must be submitted with claim. (Medicaid benefit only)

**ECI:** An auth is not required for therapy listed on the ECI IFSP provided by an ECI provider (for children from birth through 35 months of age).

**HOSPICE:** services are covered for Medicaid/CHIP with referral to DADS and for Medicare with referral to Traditional Medicare services.

**Prior Authorization requests for Outpatient Services with participating providers can be submitted through Clear Coverage application through our Provider Portal at www.molinahealthcare.com. Some services can automatically authorize through this application.**
Information generally required to support authorization decision making includes:

- Current (up to 6 months), adequate patient history related to the requested services.
- Relevant physical examination that addresses the problem.
- Relevant lab or radiology results to support the request (including previous MRI, CT Lab or X-ray report/results).
- Relevant specialty consultation notes.
- Any other information or data specific to the request.

The Urgent / Expedited service request designation should only be used if the treatment is required to prevent serious deterioration in the member’s health or could jeopardize the enrollee’s ability to regain maximum function. Requests outside of this definition will be handled as routine / non-urgent.

- If a request for services is denied, the requesting provider and the member will receive a letter explaining the reason for the denial and additional information regarding the grievance and appeals process. Denials also are communicated to the provider by telephone, fax, or electronic notification. Verbal, fax, or electronic denials are given within one business day of making the denial decision or sooner if required by the member's condition.
- Providers and members can request a copy of the criteria used to review requests for medical services.
- Molina Healthcare has a full-time Medical Director available to discuss medical necessity decisions with the requesting physician at 866-449-6849.

Prior Authorizations: 8:00 a.m. – 5:00 p.m.
Medicaid/CHIP: 1 [855-322-4080] Fax: 1 [866-420-3639]
Nursing Facilities (Medicaid/CHIP/MMP/Medicare):
1 [855-322-4080] Fax: 1 [866-420-3639]
Medicare/MMP: 1 [855-322-4080] Fax: 1 [844-251-1450]
Radiology Authorizations:
Phone: 1 [855-714-2415] Fax: 1 [877-731-7218]
NICU Authorizations:
Phone: 1 [855-714-2415] Fax: 1 [877-731-7218]
Pharmacy Authorizations:
Medicaid/CHIP: 1 [866-449-6849] Fax: 1 [888-487-9251]
MMP/Medicare Fax: 1 [866-290-1309]
Behavioral Health Authorizations:
Phone: 1 [866-449-6849] Fax: 1 [866-617-4967]
Transplant Authorizations:
Phone: 1 [855-714-2415] Fax: 1 [877-731-7218]
Medicaid: 1 [866-449-6849] Fax: 1 [281-599-8916]
TTY/TDD: Relay Texas
English: 1 [800-735-2989 OR 711]
Spanish: 1 [800-662-4954]
Medicare: 1 [866-403-8293]
TTY/TDD: 1 [866-440-0012 OR 711]

Provider Customer Service: 8:00 a.m. – 5:00 p.m.
Phone: 1 [855-322-4080] Fax: 1 [281-599-8916]
STAR+PLUS Service Coordination Line:
Phone: 1 [866-409-0039]
24 Hour Nurse Advice Line
Vision Care: (www.opticarevisionplans.com)
provrel@opticare.net
CHIP: 1 [800-368-4790]
STAR: 1 [866-492-9711]
STAR+PLUS: 1 [877-832-4118]
Fax: [800-980-4002]
Medicare: Avesis Third Party Administrators, Inc.
1 [800-327-4462]
Dental:
Medicaid: Liberty Dental
1 [888-359-1084]
Medicare: Avesis Third Party Administrators, Inc.
1 [855-704-0430]
Medicare OTC: CVS Caremark
Transportation: Medicare: Secure Transportation
1 [844-368-1500]
Medicaid/CHIP: Medical Transportation Program (MTP)
All other areas: 1 [877-633-8747 (877-MED-TRIP)]
Houston: 1 [855-687-4786]
All other areas: 1 [877-633-8747 (877-MED-TRIP)]

Important Molina Contacts

Providers may utilize Molina Healthcare’s eWeb at: https://provider.molinahealthcare.com/Provider/Login.

Available features include:

- Authorization submission and status
- Claims submission and status
- Download frequently used forms
- Member Eligibility
- Provider Directory
- Nurse Advice Line Report

**Need help with Provider Portal email MHTXproviderservices@molinahealthcare.com**
Molina Healthcare Medicaid, CHIP, & Medicare MMP Dual Options
Prior Authorization Request Form

**Fax Number: Utilization Management:** [Medicaid/CHIP/Nursing Facility: (866) 420-3639; MMP/Medicare: (844) 251-1450
Pharmacy: Medicaid/CHIP (888) 487-9251; MMP/Medicare: (866) 290-1309]

<table>
<thead>
<tr>
<th>MEMBER INFORMATION</th>
</tr>
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<tbody>
<tr>
<td>Date of Request:</td>
</tr>
<tr>
<td>Plan: [ ] Molina Medicaid [ ] Molina Medicare [ ] Other:</td>
</tr>
<tr>
<td>Member Name:</td>
</tr>
<tr>
<td>Member ID#:</td>
</tr>
<tr>
<td>Service Type: [ ] Elective/Routine [ ] Expedited/Urgent*</td>
</tr>
<tr>
<td>DOB: / /</td>
</tr>
<tr>
<td>Phone: ( ) -</td>
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</tbody>
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*Definition of Urgent / Expedited service request designation is when the treatment requested is required to prevent serious deterioration in the member’s health or could jeopardize the enrollee’s ability to regain maximum function. Requests outside of this definition should be submitted as routine/non-urgent.*

<table>
<thead>
<tr>
<th>Referral/Service Type Requested</th>
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<tbody>
<tr>
<td>Inpatient [ ] Surgical procedures [ ] ER Admits [ ] SNF [ ] Rehab [ ] LTAC</td>
</tr>
<tr>
<td>Outpatient [ ] Surgical Procedure [ ] Diagnostic Procedure [ ] Infusion Therapy</td>
</tr>
<tr>
<td>[ ] Rehab (PT, OT, &amp; ST) [ ] Hyperbaric Therapy [ ] Pain Management [ ] Other:</td>
</tr>
<tr>
<td>[ ] Home Health [ ] DME [ ] Wheelchair [ ] In Office</td>
</tr>
</tbody>
</table>

Diagnosis Code & Description:
CPT/HCPC Code & Description: For "J Codes", include # of mgs:
Number of visits requested: Date(s) of Service:

Please send clinical notes and any supporting documentation

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<thead>
<tr>
<th>PROVIDER INFORMATION</th>
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</thead>
<tbody>
<tr>
<td>Requesting Provider Name:</td>
</tr>
<tr>
<td>Contact at Requesting Provider’s office:</td>
</tr>
<tr>
<td>Phone Number: ( ) TPI:</td>
</tr>
<tr>
<td>Fax Number: ( ) Address:</td>
</tr>
<tr>
<td>Provider/Facility Providing Service:</td>
</tr>
<tr>
<td>Phone Number: ( ) TPI:</td>
</tr>
<tr>
<td>Fax Number: ( ) Address:</td>
</tr>
</tbody>
</table>

For Molina Use Only:

Prior Authorization is not a guarantee of payment for services. Payment is made in accordance with a determination of the member’s eligibility on the date of service (for Molina Marketplace members, this includes grace period status), benefit limitations/exclusions and other applicable standards during the claim review, including the terms of any applicable provider agreement. For additional information on a member’s grace period status, please contact Molina Healthcare.