



# Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

## Flooding in WA – Disaster Response (Medicaid, Marketplace, Medicare)

Molina Healthcare wants to ensure that members who may be displaced and affected by the recent flooding in Washington have access to their needed medications, DME or medical supplies. We are sending this communication to remind our providers of the processes in place to assist any impacted Molina members.

- Emergent and urgent services do not require prior authorization
- Our Pharmacy department will allow:
  - Emergency fill for lost prescriptions, early fills, extended days' supply and/or stolen or damaged medication overrides for members affected by the flooding
  - Alternate delivery arrangements of specialty medications including courier services if necessary

Note: Molina network pharmacies have been advised and authorized to make these overrides.

- Authorization requests for members needing replacement DME and medical supplies will be handled expeditiously.
  - Providers should indicate on the prior authorization request that the member does not have access to or has lost the item due to being displaced by flooding
  - These requests can be submitted via fax or phone via the numbers below
- Member resources/information can be found on our member public website at [MolinaHealthcare.com](http://MolinaHealthcare.com)

### If you have questions, please contact appropriate Molina departments:

Pharmacy: (855) 322-4082 or fax (800) 869-7791

Healthcare Services: (800) 869-7185 or fax (800) 767-7188

Provider Services: (888) 858-5414

### If Molina members need additional assistance or have questions, they can call Member Services at:

Medicaid: (800) 869-7165, TTY 711, Marketplace: (888) 858-3492, Medicare: (800) 665-1029

### Reminder – Molina Virtual Urgent Care – is available 24/7

Members can access care from a phone, smartphone, computer or tablet – at no cost.

- **Medicaid Members:** Call (844) 8870-6821, visit [wavirtualcare.molinahealthcare.com](http://wavirtualcare.molinahealthcare.com)
- **Marketplace & Medicare Members:** Call TELADOC (800) 835-2362, visit [Teladoc.com/Molina](http://Teladoc.com/Molina)

As always our goal is to provide you with excellent service. Thank you for your service to Molina members.