



Just the Fax

A fax bulletin from Molina Healthcare of Michigan (MHM) February 1, 2021

Changes to Medicare and MMP First Level Member Appeal Requests

Effective January 15, 2021, eviCore will no longer process first level member appeal requests for Molina Healthcare (Molina) Medicare and MMP. This does not impact prior authorization managed by eviCore for all lines of business. Additionally, EviCore will continue to manage Molina Medicaid, and Marketplace UM and member appeal requests. Molina Medicare and MMP members and providers appealing on behalf of the member should contact Molina directly at:

- Molina Customer Service: 855-322-4077
- Molina Medicare Appeals and Grievances Fax: 562-499-0610
- email: medicare.appealsandgrievances@molinahealthcare.com

Detailed information on how to file a member appeal and Molina's contact information is also provided in the Notice of Adverse Determination and Integrated Denial Notice. Any member appeals received by eviCore on or after January 15, 2021, will be routed to Molina for processing. Please contact Molina at 877-902-1203, if you have any further questions.

Thank you for your commitment to Molina members.