

# Member Eligibility

## Provider Tip Sheet

Use this Cheat Sheet to assist your office with identifying important information regarding member eligibility. For complete guidelines, refer to our *MSCAN and CHIP Provider Manuals* available at: <https://www.molinahealthcare.com/providers/ms/medicaid/home.aspx>. Our websites are best viewed using Google Chrome as the browser.

## Ways to Verify Eligibility

Molina provides various tools to verify member eligibility. Providers may use our online self-service Secure Web Portal, the Integrated Voice Response (IVR) system, their Member Eligibility Rosters or speak with a Customer Service Representative at: **(844) 826-4335**

**Please Note** – At no time should a member be denied services because his/her name does not appear on the PCP's Member Roster. If a member does not appear on the Member Roster the provider should contact the Plan for further verification.

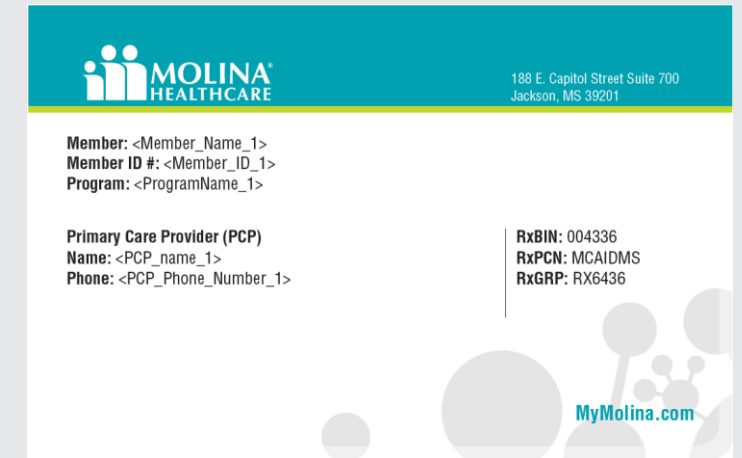
- ☐ Secure Web Portal: [provider.molinahealthcare.com](https://provider.molinahealthcare.com)
- ☐ Customer Service/IVR Automated System: **(844) 826-4335**
- ☐ Medicaid Envision Web Portal: <https://www.ms-medicaid.com/msenvision/>

Please visit our website to review this information:

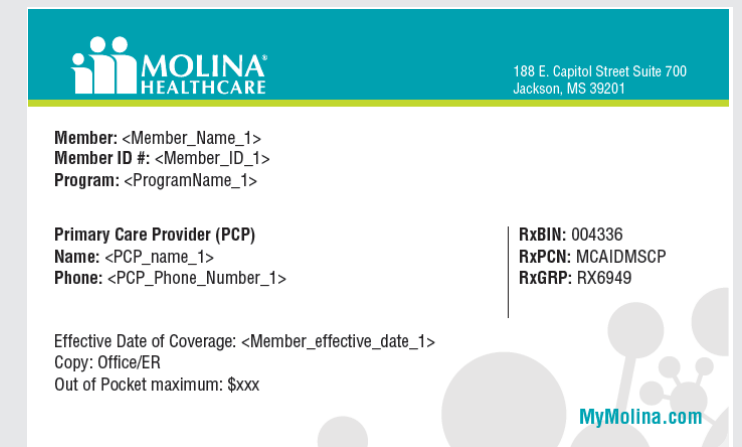
<https://www.molinahealthcare.com/providers/ms/medicaid/home.aspx>

## Molina Member ID Cards

### MSCAN



### CHIP



### Back of Cards (MSCAN & CHIP)



**Possession of an ID card is not a guarantee of Member eligibility or coverage. Please verify eligibility upon each visit.**

## Member Copays

### MSCAN

There are no copays for MSCAN.

Services limits can be viewed at:

<https://www.molinahealthcare.com/members/ms/en-us/mem/medicaid/overvw/coverd/benefits.aspx>

### CHIP

Coverage Plan	Provider Visit	Emergency Room Visit	Copay Maximum
MSCHP 01 (<150% FPL)	\$0	\$0	\$0
MSCHP 02 (151% - 175% FPL)	\$5 per visit	\$15 per visit	\$800 per coverage period
MSCHP 03 (176% - 209% FPL)	\$5 per visit	\$15 per visit	\$950 per coverage period

Services limits can be viewed at:

<https://www.molinahealthcare.com/members/ms/en-us/mem/chip/overvw/coverd/benefits.aspx>

## PCP Member Roster

The Member Roster application enables the registered user to view and navigate through a list of Members assigned to a Primary Care Provider (PCP).

The Member Roster may be accessed via our Secure Provider Web Portal.

**Secure Web Portal:** [provider.molinahealthcare.com](https://provider.molinahealthcare.com)

## Contact Information

### **Molina Healthcare of MS**

1020 Highland Colony Parkway, Suite 602  
Ridgeland, MS 39157

**Provider Customer Service: 1-844-826-4335**

### **Website:**

<https://www.molinahealthcare.com/providers/ms/medicaid/home.aspx>

### **Provider Relations/Provider Services:**

[MHMSProviderServices@molinahealthcare.com](mailto:MHMSProviderServices@molinahealthcare.com)

### **Fax Numbers**

Main Fax	(844) 303-5188
Prior Auth – Inpatient Fax	(844) 207-1622
Prior Auth – All Non-Inpatient Fax	(844) 207-1620
Behavioral Health - Inpatient Fax	(844) 207-1622
Behavioral Health - All Non-Inpatient Fax	(844) 206-4006
Pharmacy Authorizations Fax	(844) 312-6371
Radiology Authorizations Fax	(877) 731-7218
Transplant Authorizations Fax	(877) 813-1206
NICU Authorizations Fax	(844) 207-1622