Molina® Healthcare of New Mexico Medicaid
Pre-Service Review Guide
Effective: 07/01/2025

Refer to Molina's website to view the Medicaid Behavioral Health and Medical Prior Authorization (PA) Code Matrix /Look-Up Tool for specific codes that require authorization, and note the limitations listed on the top of that document. Most out-of-network provider requests require authorization regardless of the service. Prior authorization is not a guarantee of payment for services. Only covered services are eligible for reimbursement.

OFFICE VISITS TO CONTRACTED/PARTICIPATING (PAR) PROVIDERS & REFERRALS TO NETWORK SPECIALISTS DO NOT REQUIRE PRIOR AUTHORIZATION.

EMERGENCY SERVICES DO NOT REQUIRE PRIOR AUTHORIZATION.

- **Advanced Imaging and Specialty Tests**
- **Behavioral Health: Mental Health, Alcohol and Chemical Dependency Services:**
  – Inpatient, Residential Treatment, Partial hospitalization, Day Treatment,
  – Targeted Case Management
  – Electroconvulsive Therapy (ECT)
  – Applied Behavioral Analysis (ABA) – for treatment of Autism Spectrum Disorder (ASD)
- **Cosmetic, Plastic and Reconstructive Procedures:** No PA required with Breast Cancer Diagnoses.
- **Durable Medical Equipment**
- **Inpatient Admissions:** Acute hospital, Skilled Nursing Facilities (SNF), Acute Inpatient Rehabilitation, Long Term Acute Care (LTAC) Facilities
- **Experimental/Investigational Procedures**
- **Genetic Counseling and Testing**
- **Healthcare Administered Drugs**
- **Home Healthcare Services**: All services require authorization
- **Hospice**: Prior Authorization is required after initial 60-day period per rolling year.
- **Hyperbaric/Wound Therapy**
- **Long Term Services and Supports (per State benefit).** Prior authorization is required for all LTSS services regardless of code(s).
- **Miscellaneous & Unlisted Codes:** Molina requires standard codes when requesting authorization. Should an unlisted or miscellaneous code be requested, medical necessity documentation and rationale should be submitted with the prior authorization request.

- **Non-Par Providers:** With the exception of some facility-based professional services, receipt of ALL services or items from a non-contracted provider in all places of service requires approval.
  – Local Health Department (LHD) services
  – Hospital Emergency Services
  – Evaluation and Management services associated with inpatient, ER, and observation stays or facility stay (POS 21, 22, 23, 31, 32, 33, 51, 52, 61)
  – Radiologists, anesthesiologists, and pathologists' professional services when billed in POS 19, 21, 22, 23 or 24, 51, 52
  – Other state-mandated services
- **Nursing Home/Long Term Care**
- **Occupational, Physical & Speech Therapy:** Prior authorization required after 12 visits of each outpatient therapy type per calendar year.
- **Outpatient Hospital/Ambulatory Surgery Center (ASC) Procedures**
- **Pain Management Procedures**
- **Prosthetics/Orthotics**
- **Sleep Studies**
- **Transplants/Gene Therapy, including Solid Organ and Bone Marrow** (Cornea transplant does not require authorization).
- **Transportation Services:** Non-emergent air transportation.

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 the claim.

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 their 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 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 (855) 322-4078 or for Advanced Imaging discussion, contact our toll-free number: (855) 714-2415. Providers can also request peer-to-peer on the website: https://www.molinahealthcare.com/providers/nm/medicaid/SchedulerFor

IMPORTANT MOLINA HEALTHCARE MEDICAID CONTACT INFORMATION

(Service hours 8am-5pm local M-F, unless otherwise specified)

Prior Authorizations including Behavioral Health Authorizations: Phone: (855) 322-4078 Fax: (833) 558-6769	**24 Hour Behavioral Health Crisis (7 days/week):** Phone: (988) Crisis-Line
Pharmacy Authorizations: Phone: (855) 322-4078 Fax: (877) 731-7218	**Dental (DentaQuest):** Phone: (800) 341-8478
Radiology Authorizations: Phone: (855) 714-2415 Fax: (877) 731-7218	**Vision (March Vision):** Phone: (844) 706-2724
Provider Customer Service: Phone: (855) 322-4078	**Member Customer Service, Benefits/Eligibility:** Phone: (844) 862-4543/ TTY/TDD 711
Transportation (Superior Transportation): Phone: (833) 707-7100	**Transplant Authorizations:** Phone: (855) 714-2415 Fax: (877) 813-1206
Nutrition Consult Program Phone: (833) 269-7830 Fax: (800) 642-3691	**24 Hour Nurse Advice Line (7 days/week)** Phone: (833) 965-1558 /TTY: 711 Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members. *No referral or prior authorization is needed.*
Progeny Neonatal Intensive Care (NICU) Requests: Phone: (888)-832-2006 Fax: (866)-484-6087	

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

Available features include:

- Authorization submission and status
- Member Eligibility
- Provider Directory

☐ Claims submission and status

☐ Download Frequently used forms

☐ Nurse Advice Line Report

Molina® Healthcare, Inc. – Pre-Service Request Form

MEMBER INFORMATION

Line of Business:	☐ Medicaid	☐ Marketplace	☐ Medicare	Date of Request:

State/Health Plan (i.e. CA):

Member Name:		DOB (MM/DD/YYYY):

Member ID#:		Member Phone:

Service Type:
☐ Non-Urgent/Routine/Elective
☐ Urgent/Expedited – **Clinical Reason for Urgency Required**:_____
☐ EPSDT/Special Services

REFERRAL/SERVICE TYPE REQUESTED

Request Type:	☐ Initial Request	☐ Extension/ Renewal / Amendment	Previous Auth#:

Inpatient Services:

☐ Inpatient Hospital
☐ Inpatient Transplant
☐ Inpatient Hospice
☐ Long Term Acute Care (LTAC)
☐ Acute Inpatient Rehabilitation (AIR)
☐ Skilled Nursing Facility (SNF)
☐ Other Inpatient:_____

Outpatient Services:

☐ Chiropractic
☐ Dialysis
☐ DME
☐ Genetic Testing
☐ Home Health
☐ Hospice
☐ Hyperbaric Therapy
☐ Imaging/Special Tests

☐ Office Procedures
☐ Infusion Therapy
☐ Laboratory Services
☐ LTSS Services
☐ Occupational Therapy
☐ Outpatient Surgical/Procedures
☐ Pain Management
☐ Palliative Care

☐ Pharmacy
☐ Physical Therapy
☐ Radiation Therapy
☐ Speech Therapy
☐ Transplant/Gene Therapy
☐ Transportation
☐ Wound Care
☐ Other: _____

PLEASE SEND CLINICAL NOTES AND ANY SUPPORTING DOCUMENTATION

Primary ICD-10 Code: **Description:**

Dates of Service Start	Stop	Procedure/ Service Codes	Diagnosis Code	Requested Service	Requested Units/Visits

PROVIDER INFORMATION

REQUESTING PROVIDER / FACILITY:

Provider Name:		NPI#:		TIN#:

Phone:	FAX:	Email:

Address:	City:	State:	Zip:

PCP Name:	PCP Phone:

Office Contact Name:	Office Contact Phone:

SERVICING PROVIDER / FACILITY:

Provider/Facility Name (Required):

NPI#:	TIN#:	Medicaid ID# (If Non-Par):	☐Non-Par ☐COC

Phone:	FAX:	Email:

Address:	City:	State:	Zip:

Obtaining authorization does not guarantee payment. The plan retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of the service, correct coding, billing practices and whether the service was provided in the most appropriate and cost-effective setting of care.

Molina® Healthcare, Inc. – BH Pre-Service and Concurrent Review Request Form

MEMBER INFORMATION

Line of Business:	☐ Medicaid	☐ Marketplace	☐ Medicare	Date of Request:

State/Health Plan (i.e. CA):

Member Name:		DOB (MM/DD/YYYY):

Member ID#:		Member Phone:

Service Type:
☐ Non-Urgent/Routine/Elective
☐ Urgent/Expedited – **Clinical Reason for Urgency Required**: _____
☐ Emergent Inpatient Admission

REFERRAL/SERVICE TYPE REQUESTED

Request Type:	☐ Initial Request	☐ Extension/ Renewal / Amendment	Previous Auth#:

Inpatient Services:

☐ Inpatient Psychiatric
    ☐ Involuntary   ☐ Voluntary

☐ Inpatient Detoxification
    ☐ Involuntary   ☐ Voluntary

If Involuntary, Court Date: _____

Outpatient Services:

☐ Residential Treatment
☐ Partial Hospitalization Program
☐ Intensive Outpatient Program
☐ Day Treatment
☐ Assertive Community Treatment Program
☐ Targeted Case Management

☐ Electroconvulsive Therapy
☐ Psychological/Neuropsychological Testing
☐ Applied Behavioral Analysis
☐ Non-PAR Outpatient Services
☐ Other: _____

PLEASE SEND CLINICAL NOTES AND ANY SUPPORTING DOCUMENTATION

Primary ICD-10 Code for Treatment: **Description:**

Dates of Service Start	Stop	Procedure/ Service Codes	Diagnosis Code	Requested Service	Requested Units/Visits

PROVIDER INFORMATION

REQUESTING PROVIDER / FACILITY:

Provider Name:	NPI#:	TIN#:

Phone:	FAX:	Email:

Address:	City:	State:	Zip:

PCP Name:	PCP Phone:

Office Contact Name:	Office Contact Phone:

SERVICING PROVIDER / FACILITY:

Provider/Facility Name (Required):

NPI#:	TIN#:	Medicaid ID# (If Non-Par):	☐Non-Par ☐COC

Phone:	FAX:	Email:

Address:	City:	State:	Zip:

For Molina Use Only:

Obtaining authorization does not guarantee payment. The plan retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of the service, correct coding, billing practices and whether the service was provided in the most appropriate and cost-effective setting of care.