

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

August 6, 2024

Availity Essentials is Molina's exclusive provider portal

Not registered with Availity Essentials? Register and get started with Availity to securely submit claims, check eligibility, submit service authorization requests, appeals, and more at:

<https://www.availity.com/molinahealthcare> or by calling 1-800-AVAILITY (282-4548) for additional help.

Only the person who will become the organization's primary administrator needs to register. Before you get started, gather this information for your organization:

- Physical and billing address(s)
- Tax ID (EIN or SSN)
- NPI
- Primary specialty/taxonomy

To register as a billing service, dental provider, or an atypical provider, please visit [Availity's Getting Started Page](#) for additional registration information.

Molina Healthcare aims to reduce your workload and administrative burden. Did you know you can submit service authorization requests through Availity using Molina's Payer Spaces?

Submission of service authorization requests through Availity Essentials portal <https://provider.molinahealthcare.com/> in **Molina's Payer Spaces** is quick and easy and should be your primary methodology to obtain authorizations. Registered Availity Essentials users can access 24 hours per day, seven days per week. Provider benefits include:

- Opportunity to receive an expedited real-time approval through Cite AutoAuth for certain services to begin treatment or provide services right away
- Easily attach medical records
- Check approval status and view the history of your request
- Enter multiple service authorization requests with improved navigation



To learn more about submitting service authorizations electronically, please register for one of our upcoming live virtual training sessions:

Training	Date	Time	Registration Link
Molina Healthcare of NM: Town Hall Availity Service Authorization SSO Training & Upcoming Changes	8/23/2024	1:00pm	https://events.teams.microsoft.com/event/298feb4f-5be2-444e-b559-2779a161ee3b@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c
Molina Healthcare of NM: Availity Service Authorization SSO Training & Upcoming Changes	8/30/2024	1:00pm	https://events.teams.microsoft.com/event/77c675f5-d63e-452c-a24b-1280901cbc0d@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c
Molina Healthcare of NM: Availity Service Authorization SSO Training & Upcoming Changes	9/3/2024	11:00am	https://events.teams.microsoft.com/event/8064cff4-5a93-4ea5-9c6a-9b2029b8d2ee@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c
Molina Healthcare of NM: Availity Service Authorization SSO Training & Upcoming Changes	9/13/2024	2:00pm	https://events.teams.microsoft.com/event/b49d11f6-39eb-4128-a61a-afde083ba3fd@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c
Molina Healthcare of NM: Availity Service Authorization SSO Training & Upcoming Changes	9/19/2024	10:00am	https://events.teams.microsoft.com/event/6638d3ee-0d84-47a3-b36f-5a42668c8baf@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c
Molina Healthcare of NM: Availity Service Authorization SSO Training & Upcoming Changes	9/27/2024	1:00pm	https://events.teams.microsoft.com/event/c3c6f89e-67d5-45e2-8585-83893b0881bd@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c
Molina Healthcare of NM: Availity Service Authorization SSO Training & Upcoming Changes	10/1/2024	10:00am	https://events.teams.microsoft.com/event/f88c256c-d6d7-49d4-a743-e7dd8fe20730@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c
Molina Healthcare of NM: Availity Service Authorization SSO Training & Upcoming Changes	10/11/2024	2:00pm	https://events.teams.microsoft.com/event/4fe38fd6-70bc-4594-acf8-09bb14079ad1@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c



Molina Healthcare of NM: Availity Service Authorization SSO Training & Upcoming Changes	10/17/2024	9:00am	https://events.teams.microsoft.com/event/00265e96-d718-4300-b29c-daae997d1e0b@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c
Molina Healthcare of NM: Availity Service Authorization SSO Training & Upcoming Changes	10/25/2024	1:00pm	https://events.teams.microsoft.com/event/1e1054c6-6375-42a0-b66f-c9599f7ebe81@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c

For a complete list of training and resources, please visit [Training Resources, Availity Essentials Portal \(molinahealthcare.com\)](#) or [New Mexico Providers Home \(molinahealthcare.com\)](#).

How do I know if authorization is required?

Providers should refer to Molina’s Prior Authorization Lookup Tool: [New Mexico Providers Home \(molinahealthcare.com\)](#). When a Service Authorization is required, visit <https://provider.molinahealthcare.com/> to create a Service Request/Authorization.

Questions? Please email MHNM.ProviderServices@MolinaHealthcare.com, and they will be routed to the appropriate individual. **Thank you for your commitment to serving Molina Healthcare of New Mexico members and the community!**

Enclosure: *Entering Multiple Prior Authorization Requests in Availity Payer Spaces*

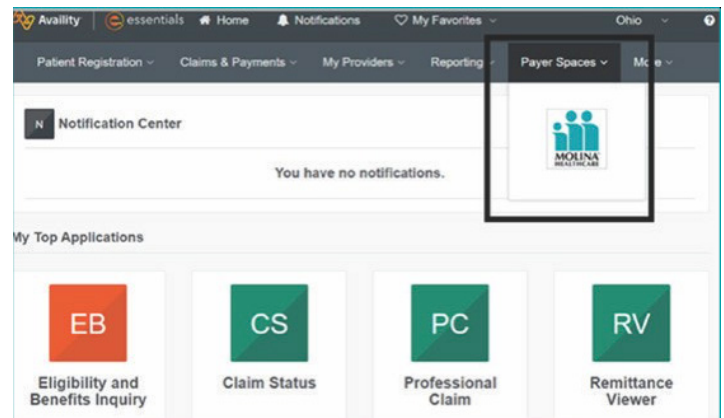
Entering Multiple Prior Authorization Requests in Availity Payer Spaces

To better serve you and your Molina members, you can now submit multiple prior authorization service requests (SRAs) in Availity Payer Spaces.

Two (2) new buttons were added to the SRA (Prior Auth) submission form for SSO users for faster and easier use. Now users can click the “Submit New SRA” button to start a new one bypassing returning to the Availity Payerspace home page. The new “SRA Inquiry” button will allow users to go directly to the inquiry page without the need to go back to Availity and selecting the SRA inquiry and SSO in again.

How to Access:

1. Availity Menu Bar > Payer Spaces > Molina Healthcare
2. Under Payer Spaces > Choose Applications Tab > Prior Auths
3. Select the desired Provider TIN / NPI and submit via SSO to Molina (this step has not changed)
 - Accept all prompts to navigate to the Prior Auth / SRA form
4. Complete the Prior Auth / SRA Form then submit
5. Instead of navigating back to step 2, you can now select the ‘Submit New SRA’ button in the lower left
 - From here, you will only need to repeat step 4.



Please use the Upload option below to attach required documents that may include but not limited to -

- Current (up to six 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

Attachments

Select Attachment Type for each file

Type of Attachment :

Supported file formats are PDF, TIF, JPG, BMP and GIF.
Upload 1 file at a time and continue uploading until you complete the attachments. Total Size of all Attachments should not exceed 128 MB.

Clinical Notes/Comments

Remarks: