

## Molina® Healthcare Medicare PRIOR AUTHORIZATION/PRE-SERVICE REVIEW GUIDE

**LAST UPDATED: 10/01/2022**

**REFER TO MOLINA'S PROVIDER WEBSITE OR PRIOR AUTHORIZATION LOOK-UP TOOL/MATRIX FOR SPECIFIC CODES THAT REQUIRE AUTHORIZATION ONLY  
COVERED SERVICES ARE ELIGIBLE FOR REIMBURSEMENT**

**\*\*NOTE: For Molina Medicare Members with Molina Medicaid (Including MMP/FIDE Plans), Please Refer to Your State Molina Medicaid PA Look-Up Tool for Additional Medicaid Benefit PA Requirements\*\***

**OFFICE VISITS TO CONTRACTED /PARTICIPATING PRIMARY CARE PROVIDERS DO NOT REQUIRE PA  
OFFICE VISITS TO NETWORK SPECIALIST DO NOT REQUIRE A REFERRAL FROM A PARTICIPATING PRIMARY CARE PROVIDER  
EMERGENCY SERVICES DO NOT REQUIRE PRIOR AUTHORIZATION**

- **Advanced Imaging and Specialty Tests**
- **Behavioral Health, Mental Health, Alcohol and Chemical Dependency Services:**
  - Inpatient, Partial Hospitalization
  - Electroconvulsive Therapy (ECT)
- **Chiropractic Care**
- **Cosmetic, Plastic and Reconstructive Procedures:** No PA required with Breast Cancer diagnosis
- **Durable Medical Equipment and Medical Supplies**
- **Elective Inpatient Admissions:** Acute hospital, Skilled Nursing Facilities (SNF), Rehabilitation, Long Term Acute Care (LTAC) Facility
- **Experimental/Investigational Procedures**
- **Genetic Counseling and Testing**
- **Healthcare Administered Drugs**
  - For Medicare Part B drug provider administered drug therapies, please direct Prior Authorization requests to Novologix via the Molina Provider Portal. You may also fax in a prior authorization at 800-391-6437
- **Hearing Aids**
  - Hearing aids require prior authorization
- **Home Healthcare Services (including homebased PT/OT/ST)**
- **Hyperbaric/Wound Therapy**
- **Long Term Services and Supports (LTSS):** Not a Medicare covered benefit\* (\*Per state benefit if MMP)
- **Miscellaneous & Unlisted Codes:** Molina requires standard codes when requesting authorization. Should an unlisted or miscellaneous code be requested, medical necessity documentation and rationale must be submitted with the prior authorization request
- **Neuropsychological and Psychological Testing**
- **Non-Par Providers/Facilities:** PA is required for office visits, procedures, labs, diagnostic studies, inpatient stays except for:
  - Emergency and Urgently needed Services
  - Professional fees associated with ER visits and approved Ambulatory Surgery Center (ASC) or inpatient stays
  - Dialysis when temporarily absent from service area.
  - Ambulance services dispatched through 911
  - PA is waived for all radiologists, anesthesiologist, and pathologist professional services when billed for POS 19, 21, 22, 23 or 24
  - PA is waived for professional component services or services billed with Modifier 26 in ANY place of service setting.
- **Occupational Physical, & Speech Therapy**
- **Outpatient Hospital/Ambulatory Surgery Center**
- **(ASC) Procedures**
- **Pain Management Procedures including Acupuncture**
- **Prosthetics/Orthotics**
- **Radiation Therapy and Radiosurgery**
- **Sleep Studies**
- **Supervised Exercise Therapy (SET)**
- **Transplants including Solid Organ and Bone Marrow** (Cornea transplant does not require authorization).
- **Transportation Services:** Non-Emergent Air Transportation

### Important Information for Molina Healthcare Medicare Providers

**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 also 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 decision with the requesting physician.

## IMPORTANT MOLINA HEALTHCARE MEDICARE CONTACT INFORMATION

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**In-patient (IP) Prior Authorizations (Includes Behavioral Health Authorizations)**

**Phone:** (800) 526-8196  
**Fax:** (844) 834-2152

**Transplant Authorizations**

**Phone:** (855) 714-2415  
**Fax:** (877) 813-1206

**Out-patient (OP) Prior Authorizations (Includes Behavioral Health Authorizations)**

**Phone:** (855) 322-4075  
**Medicare Fax:** (844) 251-1450  
**MMP/FIDE Fax:** (844) 251-1451

**Pharmacy Authorizations**

**Phone:** (800) 665-3086  
**Fax:** (866) 290-1309

**\*Medical Injectables/Jcodes**

**Fax:** (800) 391-6437

**Radiology Authorizations**

**Phone:** (855) 714-2415  
**Fax:** (877) 731-7218

**SEEBELOWFORSTATESPECIFICINFORMATION**

## ARIZONA

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**MemberCustomerService.Benefits/Eligibility**

**Phone:** (800)-424-4509, TTY: 711

Calls to this number are free. 8 a.m. to 8 p.m., Monday through Friday (from October 1-March 31, 7 days a week)

**Website:** <https://member.molinahealthcare.com>

**ProviderCustomerService:**

**Phone:** (800) 424-5891

**Website:** <https://provider.molinahealthcare.com>

**BehavioralHealthAuthorizations:**

**Phone:** (800) 665-0898

**Vision:VSP Phone:**

(855) 492-9028

**Website:** [www.vsp.com](http://www.vsp.com)

## CALIFORNIA

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**MemberCustomerService.Benefits/Eligibility**

**Phone:** (888) 858-2150, TTY: 711

**Website:** <https://member.molinahealthcare.com>

**ProviderCustomerService**

**Phone:** (888) 858-2150

**Fax:** (562) 499-0619

**Website:** <https://provider.molinahealthcare.com>

**Dental:DeltaDental**

**Phone:** (888) 818-7932, TTY: 711

**Website:** <https://www.deltadentalins.com/molinahealthcare>  
7 days a week, 7 a.m. to 8 p.m., local time

**Fitness:Silver&Fit**

**Phone:** (877) 427-4711

**Website:** [www.silverandfit.com](http://www.silverandfit.com)

**Meals:Mom'sMealsNourishCare PurFoods, LLC dba**

**Phone:** (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision:MarchVisionCare**

**Phone:** (844) 336-2724; TTY: 711 or (877) 627-2456

**Website:** <https://www.marchvisioncare.com>

**Hearing:HearUSA(Medicare)**

**Phone:** (800) 442-8231

**Website:** <https://www.hearusa.com/members/molina-medicare/>

**Hearing:SonusProdesi(Duals)**

**Phone:** (888) 574-6776

**Fax:** (714) 901-4058

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**

**Phone:** (888) 557-4462

**OTC:Nations(services).WEX(card)**

**Phone:** (877)-208-9243

**Website:** <https://www.nationsotc.com/molina>

**Transportation: Access2Care (A2C) Molina Medicare Complete Care (HMO D-SNP)/Molina Medicare Choice Care (HMO)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 994-4833 TTY: 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

**Transportation: American Logistics Molina Dual Options (Medicare-Medicaid Plan)**

**Phone:** (844) 644-6357

## FLORIDA

**Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**MemberCustomerService.Benefits/Eligibility**

Phone: (866) 472-4585, TTY: 711

Website: <https://member.molinahealthcare.com>

**ProviderCustomerService**

Phone: (855) 322-4076

Website: <https://provider.molinahealthcare.com>

**Dental:DeltaDental**

Phone: (888) 818-7932, TTY: 711

Website: <https://www.deltadentalins.com/molinahealthcare>

**Fitness:Silver&Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals:Mom'sMealsNourishCarePurFoods.LLCdba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision:iCare**

Phone: (855) 373-7627

Website: <https://www.mycarehealth.com>

**Hearing:HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**

Phone: (888) 557-4462

**OTC:Nations(services).WEX(card)(Medicare)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 276-4781Ma TTY: 711

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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## IDAHO

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**MemberCustomerService.Benefits/Eligibility**

**Molina Medicare Choice Care**  
Phone: (844) 560-9811. TTY: 711

**Molina Medicare Complete Care**  
Phone: (844) 239-4913. TTY: 711  
7 days a week, 8 a.m. to 8 p.m., local time  
Website: <https://member.molinahealthcare.com>

**ProviderCustomerService**  
Phone: (844) 239-4914  
Website: <https://provider.molinahealthcare.com>

**Dental:Careington**  
Phone: (800) 290-0523, TTY: 711  
Website: <https://molina.solutionssimplified.com/>

**Fitness:Silver&Fit**  
Phone: (877) 427-4711  
Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals:Mom'sMealsNourishCarePurFoods.LLCdba**  
Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision:Careington(services).Wex(card)**  
Phone: (800)-877-7195; TTY: 711

**Hearing:HearUSA**  
Phone: (855) 823-4632  
Website: <https://www.hearusa.com/members/molina-medicare/>

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**  
Phone: (888) 557-4462

**OTC:Nations(services).WEX(card)(Medicare)**  
Phone: (877)-208-9243  
Website: <https://www.nationsotc.com/molina>

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811  
Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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## ILLINOIS

**Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

Phone: (877) 901-8181. TTY: 771

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 866-5462

Website: <https://provider.molinahealthcare.com>

**Dental: Avësis**

Phone: (855) 704-0433 (MMP)

Phone: (866)-857-8124 (Medicare)

Website: <https://www.fap.avesis.com/molinail/provider/search>

**Claims Department**

Phone: (855) 866-5462

Fax: (855) 502-4962

**Mailing Address:** Molina

Healthcare of Illinois P.O.

Box 540

Long Beach, CA 90801

**Vision: Avësis**

Phone: (855) 704-0433 (MMP)

Phone: (866)-857-8124 (Medicare)

**Case Manager**

Phone: (888) 858-2156

Fax: (855) 556-2073

For Assistance from a Molina Case Manager or to refer your patient to a program

**OTC: Nations (services), WEX (card) (Duals/MMP)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**Non-Emergency Transportation: MTM Inc.**

Phone: (844) 644-6353 or (855) 740-3105 to arrange for transportation

**Non-Emergency Behavioral Health Transportation: Advanced Medical Transportation (AMT)**

Phone: (877) 745-8357

## KENTUCKY

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**MemberCustomerService.Benefits/Eligibility**

Phone: (800) 578-0603, TTY: 711

Website: <https://member.molinahealthcare.com>

**ProviderCustomerService**

Phone: (800) 578-0775

Website: <https://provider.molinahealthcare.com>

**Dental:Avësis**

Phone: (866) 829-8857

Website: <https://www.fap.avesis.com/molinail/provider/search>

**Fitness:Silver&Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals:Mom'sMealsNourishCarePurFoods.LLCdba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision:MarchVisionCare**

Phone: (844) 516-2724; TTY: 711

Website: <https://www.marchvisioncare.com>

**Hearing:Tru-Hearing**

Phone: (855) 541-6174

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**

Phone: (888) 557-4462

**OTC:Nations(services).WEX(card)(Medicare)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (855) 723-8795 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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## MASSACHUSETTS

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**MemberCustomerService.Benefits/Eligibility**

MAPD Phone: (833) 685-2108; TTY: 711

MA (FIDE, SCO Only) Phone: (888) 794-7268, TTY: 711

Website: <https://member.molinahealthcare.com>

**ProviderCustomerService**

Phone: (855) 838-7999

Website: <https://provider.molinahealthcare.com>

**Dental:DentaQuest(HMO)**

Phone: (833) 615-0428

Website: <https://www.dentaquest.com/members>

**Dental:DentaQuest(HMOD-SNP)**

Phone: (855)-343-4274

Website: <https://www.dentaquest.com/members>

**Fitness:Silver&Fit**

Phone: (877) 427-4711

Website: <https://www.silverandfit.com>

**Vision:VSP Phone:**

(888) 794-7268

Website: [www.vsp.com](http://www.vsp.com)

**OvertheCounterOTC:Nations(services).WEX(card)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**Senior Whole Health (HMO-DSNP) and Senior Whole Health NHC (HMO D-SNP)**

Phone: (833) 569-2330. TTY: 711

Monday to Friday, 8 a.m. to 7 p.m., EST

Website: <https://athome.medline.com/card>

**Transportation: Access2Care (A2C) Senior Whole Health Medicare Choice Care (HMO)**

where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (855)-639-4696 TTY: 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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**Transportation: ModivCare Senior Whole Health (HMO D-SNP)/ Senior Whole Health NHC (HMO D-SNP)**

**Phone:** (844) 544-1391

## MICHIGAN

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**MemberCustomerService.Benefits/Eligibility**

Phone: (888) 898-7969, TTY: 711

Website: <https://member.molinahealthcare.com>

**ProviderCustomerService**

Phone: (855) 322-4077

Fax: (248) 925-1784

Website: <https://provider.molinahealthcare.com>

**Dental:DeltaDental(Medicare)**

Phone: (888) 818-7932, TTY: 711

Website: <https://www.deltadentalins.com/molinahealthcare>

**Dental:SKYGEN(Duals/MMP)**

Phone: (855) 735-5604

**Fitness:Silver&Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision:VSP**

Phone: (844) 853-6294; TTY: 711 (Medicare)

Phone: (800) 877-7195; TTY: 711 (Duals/MMP)

Website: <https://www.vsp.com>

**Hearing:HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**

Phone: (888) 557-4462

**OTC:Nations(services).WEX(card)(Medicare)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 616-4841 TTY: 711

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**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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## NEW MEXICO

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**MemberCustomerService.Benefits/Eligibility**

Phone: (800) 580-2811

Fax: (505) 342-0595

Website: <https://member.molinahealthcare.com>

**ProviderCustomerService**

Phone: (800) 825-9266

Fax: (505) 342-4711

Website: <https://provider.molinahealthcare.com>

**Dental:Careington**

Phone: (800) 290-0523

**Fitness:Silver&Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals:Mom'sMealsNourishCarePurFoods.LLCdba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision:Careington**

Phone: (800) 877-7195

**Hearing:HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**Acupuncture:AmericanSpecialtyHealth**

Phone: (800) 678-9133

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**

Phone: (888) 557-4462

## NEW YORK

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service/Benefits/Eligibility**

Phone: (833) 671-0440

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (877) 635-3101 and (877) 353-9819

Website: <https://provider.molinahealthcare.com>

**Dental: DentaQuest**

Phone: (855) 343-4274, TTY: 711

Website: <https://www.dentaquest.com/members>

**Fitness: Silver&Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals: Home Delivered Meals**

Phone: (833) 671-0440

\*\*Case Manager must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: Superior Vision**

Phone: (877) 2355317

Website: <https://www.provider.superiorvision.com>

**Hearing: HearUSA (Medicare)**

Phone: (800) 442-8231

Website: <https://www.hearusa.com>

**OTC: Nations (services), WEX (card)**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**Transportation: Transportation NY**

Phone: (855) 558-1638, TTY (866) 288-3133

Reservation: Ride Assist (Where's My Ride): (877) 718-4220

Facility Line: (866) 428-2351

## OHIO

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**MemberCustomerService.Benefits/Eligibility**

Medicare Phone: (866) 472-4584, TTY: 711

MyCare Ohio Opt-In Phone: (855) 665-4623, TTY: 711

MyCare Ohio Opt-Out Phone: (855) 687-7862, TTY: 711

Website: <https://member.molinahealthcare.com>

**ProviderCustomerService**

Phone: (855) 322-4079

Fax: (888) 296-7851

Website: <https://provider.molinahealthcare.com>

**Meals:Mom'sMealsNourishCarePurFoods.LLCdba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Dental:SKYGEM(MyCareOhio)**

Phone: (855) 665-4623

**Dental:Careington(Medicare)**

Phone: (800) 290-0523

**Fitness:Silver&Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision:Careington(services).Wex(card)(Medicare)**

Phone: (800) 877-7195, TTY: 711

**Vision:MarchVisionCare(MMP)**

Phone: (844) 756-2724, TTY: 711

Website: <https://www.marchvisioncare.com>

**Hearing:HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC:Nations(services).WEX(card)**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**

Phone: (888) 557-4462

**Transportation: Access2Care** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (844) 491-4761 TTY: 711

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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## SOUTH CAROLINA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**MemberCustomerService.Benefits/Eligibility**

Phone: (855) 882-3901, TTY: 711

Hours: 8 a.m. to 6 p.m., Monday-Friday

Website: <https://member.molinahealthcare.com>

**ProviderCustomerService**

Phone: (855) 237-6178, TTY: 711

Website: <https://provider.molinahealthcare.com>

**Meals:Mom'sMealsNourishCarePurFoods.LLCdba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Dental:Careington**

Phone: (800) 290-0523

Website: <https://molina.solutionsimplified.com/>

**Fitness:Silver&Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision:Careington**

Phone: (800) 877-7195

**Hearing:HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC:Nations(services).WEX(card)**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**

Phone: (888) 557-4462

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## TEXAS

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**MemberCustomerService.Benefits/Eligibility**  
 Phone: (866) 440-0012, TTY: 711 (Medicare)  
 Phone: (866) 856-8699, TTY 711 (Duals, MMP)  
 Website: <https://member.molinahealthcare.com>

**ProviderCustomerService**  
 Phone: (855) 322-4080  
 Fax: (281) 599-8916  
 Website: <https://provider.molinahealthcare.com>

**Meals:Mom'sMealsNourishCarePurFoods.LLCdba**  
 Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Dental:DeltaDental(Medicare)**  
 Phone: (888) 818-7932, TTY: 711  
 Website: <https://www.deltadentalins.com/molinahealthcare>

**Dental:DentaQuest(Duals/MMP)**  
 Phone: (833) 479-0205 TTY: 711  
 Website: <https://www.dentaquest.com>

**Fitness:Silver&Fit**  
 Phone: (877) 427-4711  
 Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision:MarchVisionCare(Medicare)** Phone:  
 (844) 976-2724 or (877) 627-2456, TTY: 771  
 Website: <https://www.marchvisioncare.com>

**Vision:Envolve(Duals/MMP)**  
 Phone: (866) 449-6849

**Hearing:HearUSA**  
 Phone: (855) 823-4632  
 Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC:Nations(services).WEX(card)**  
 Phone: (877) 208-9243  
 Website: <https://www.NationsOTC.com/Molina>

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**  
 Phone: (888) 557-4462

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 616-4846, TTY 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## UTAH

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**MemberCustomerService.Benefits/Eligibility**

Molina Medicare Complete Care  
**Phone:** (888) 557-4462, TTY: 711

**Website:** <https://member.molinahealthcare.com>

Molina Medicare Choice Care  
**Phone:** (877) 644-0344, TTY: 711  
 7days a week, 7 a.m. to 8 p.m., local time

**Website:** <https://member.molinahealthcare.com>

**ProviderCustomerService**

**Phone:** (855) 322-4081

**Website:** <https://provider.molinahealthcare.com>

**Meals:Mom'sMealsNourishCare**

PurFoods, LLC dba  
**Phone:** (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Dental:Careington**

**Phone:** (800) 290-0523, TTY: 711

**Website:** <https://molina.solutionssimplified.com/>

**Fitness:Silver&Fit**

**Phone:** (877) 427-4711

**Website:** [www.silverandfit.com](http://www.silverandfit.com)

**Vision:Careington(services).WEX(card)**

**Phone:** (800) 877-7195

**Hearing:HearUSA**

**Phone:** (855) 823-4632

**Website:** <https://www.hearusa.com/members/molina-medicare/>

**PharmacyAuthorizations**

**Phone:** (800) 665-3086

**Fax:** (866) 290-1309

**PERS:BestBuyhealth.dbaCriticalSignalTechnologies.Inc.**

**Phone:** (888) 557-4462, TTY: 711

24 hours a day, 7 days a week

\*\*Benefit is covered for qualifying members when authorized/ordered by the Case Manager. Benefit is not available on the Molina Medicare Choice Care Plan\*\*

**In-HomeSafetyAssessment**

Administered by utilizing a Home Vendor. Only available to qualified Molina Medicare Choice Care Members

**OTC:Nations(services).WEX(card)**

**Phone:** (877) 208-9243

**Website:** <https://www.NationsOTC.com/Molina>

**Transportation: Access2Care (Benefit for DSNP Members) (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811  
 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## VIRGINIA

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**MemberCustomerService.Benefits/Eligibility**

**Phone:** (800) 424-4495 TTY: 711

**Website:** <https://member.molinahealthcare.com>

**ProviderCustomerService**

**Phone:** (800) 424-4461

**Website:** <https://provider.molinahealthcare.com>

**Fitness:Silver&Fit**

**Phone:** (877) 427-4711

**Website:** [www.silverandfit.com](http://www.silverandfit.com)

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**

**Phone:** (888) 557-4462

**Transportation:Vevo**

**Phone:** (800) 424-4495

## WASHINGTON

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**MemberCustomerService.Benefits/Eligibility**

Phone: (800) 869-7185, TTY: 711  
Fax: (800) 816-3378

Website: <https://member.molinahealthcare.com>

**ProviderCustomerService**

Phone: (855) 322-4082  
Fax: (877) 814-0342

Website: <https://provider.molinahealthcare.com>

**Meals:Mom'sMealsNourishCarePurFoods.LLCdba**

Phone: (866) 224-9485

*\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\**

**Dental:Careington(Medicare)**

Phone: (800) 290-0523: TTY 711

**Fitness:Silver&Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision:Careington**

Phone: (800) 665-1029 TTY: 711

**Hearing:HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC:Nations(services).WEX(card)**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**

Phone: (888) 557-4462

## WISCONSIN

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**MemberCustomerService.Benefits/Eligibility**

Phone: (855) 315-5663, TTY: 711

Website: <https://member.molinahealthcare.com>

**ProviderCustomerService**

Phone: (855) 326-5059

Website: <https://provider.molinahealthcare.com>

**Meals:Mom'sMealsNourishCarePurFoods.LLCdba**

Phone: (866) 224-9485

*\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\**

**Dental:DeltaDental**

Phone: (888) 818-7932: TTY 711

Website: <https://www.deltadentalins.com/molinahealthcare>

**Fitness:Silver&Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision:MarchVisionCare**

Phone: (855) 516-2724 TTY: 711

Website: <https://www.marchvisioncare.com>

**Hearing:HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC:Nations(services).WEX(card)**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**PersonalEmergencyResponseSystem(PERS):BestBuyHealth/CriticalSignalTechnologies(CST)**

Phone: (888) 557-4462

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.