



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Update: Molina Centralizes Medicare Utilization Review Processes (Medicare)

Molina Healthcare of Washington has implemented changes for the processing of utilization review work for our Medicare Options Plus HMO SNP Plan. We are moving these tasks to a single centralized area for processing and would like to share important phone and fax numbers with you that are changing as a result of this centralization.

Prior Authorizations including Behavioral Health Authorizations – Effective 4/5/2021

Phone: (800) 665-1029

Medicare Fax: (844) 251-1450

MMP Fax: (844) 251-1451

Inpatient Authorizations (Emergent admissions and continued stay review) – Effective 4/5/2021

Fax: (844) 834-2152

Please see our 2021 Medicare Prior Authorization Form

<https://www.molinahealthcare.com/providers/common/medicare/medicare>

Peer-to-Peer Phone Number Change – Effective 5/1/2021

Additionally, our Peer-to-Peer line will also be moving to our central Medicare team. Please continue to call (425) 398-2603 to request and schedule a Peer-to-Peer discussion, until May 1, 2021.

After May 1, 2021, our Peer-to-Peer telephone number will change to (800) 665-1029, please make a note this number and date for scheduling Peer-to-Peer discussions.

Molina Healthcare Medicare Medical Directors are available for Peer-to-Peer discussions Monday through Friday from 9:00 a.m. to 4:00 p.m. PST, excluding holidays.

As always, our goal is to provide you with excellent customer service and support. If you have any questions, please call Molina's Member Services team at (800) 665-1029, Monday through Friday between 8:00 a.m. and 5:00 p.m. Thank you for your continued service to Molina members.