Provider Quick Reference Guide

Moline Healthcare's Quick Reference Guide (QRG) serves as a high-level resource designed to streamline and simplify efforts by providing clear, concise information and practical tools in one easily accessible location. It aims to provide support by reducing complexity, improving efficiency, and ensuring consistency across potential provider barriers, enabling quick understanding and effective action without the need for extensive research or training.

Department	Phone	Fax
Member Services	(866) 472-4585, TTY: 711	(866) 422-6445
Utilization Management	(855) 322-4076	(MMA/LTC) (866) 440-9791 (MP) (833) 322-1061
MHFL Pharmacy Prior Authorizations	(855) 322-4076	(866) 236-8531
Nurse Advice Line (24 hours/7 days a week)	(English) 888-275-8750 (Spanish) 866-648-3537 TDD/TTY: 866-735-2929 (English) 866- 833-4703 (Spanish)	
Provider Services	(855) 322-4076	(866) 948-3537
	Department Mailbox: mflproviderservicesmanagement@molinahealthcare.com Territory Assignment: Contact Us	
Department	Phone	Fax
Claim Recovery Unit	(866) 642-8999	
Behavioral Health	(855) 322-4076	
Appeals & Grievances	(866) 472- 4585	(877) 553-6504
	Mailbox: MFL_ProviderAppeals@MolinaHealthcare.com Online Resources: Provider Tip Sheet (molinahealthcare.com)	
Provider Contract	Mailbox: MFLProviderNetworkManagement@MolinaHealthCare.Com Territory Assignment: Contact Us	

Billing & Reimbursement

Providers may submit claims to Molina Healthcare on paper or electronically, using a current version CMS-1500/UB-04 or the electronic equivalent.

Paper Claims can be submitted here:
> Molina Healthcare Inc
> PO BOX 22812
> Long Beach, CA 90801

Electronic Claims Submission:
We encourage all Providers to submit their claims through our Availity portal.

Availity Essentials Link: [Availity Essentials Portal](#)

Submit Claims to Molina through your EDI clearinghouse using:

- Payer ID: 51062

Availity Essentials portal Claims submitting benefits include:

• Verify member eligibility, covered services and HEDIS gaps • Submit Professional (CMS1500) and Institutional (UB04) Claims with attached files, correct/void claims, add attachments to previously submitted claims • View Electronic Remittance Advice (ERA) and Explanation of Payment (EOP)	• Create and submit a Claim Appeal with attached files • Check claim status • Prior Authorizations/Service Requests: submit requests and check status • Download forms and documents • Send/receive secure messages to/from Molina

ERA/EFT

For ERA/EFT registration, please visit our Molina website: [Enrollment Information for ERA/EFT](#)

Any questions during this process should be directed to ECHO Health

(888) 834-3511 or edi@echohealthinc.com.

Vendor Quick Reference Guide

Vision	**Marketplace Vision Service Plan** (VSP) (800) 615-1883 www.vsp.com	**All Medicaid Products** (MMA/Specialty/LTC) **iCare Solutions** (855) 373-7627
Laboratory Services	**Quest Diagnostics** 866-MYQUEST (866) 697-8378 www.questdiagnostics.com	**LabCorp** (800) 845-6167 www.labcorp.com
Pharmacy Benefits	**CVS Caremark** (800) 237-2767 www.caremark.com/wps/portal	
Physical, Speech, and Occupational Therapy	**American Therapy Administrators/Heath Network One (MMA, Specialty, Comprehensive)** (888) 550-8800 Note: PT/OT/ST services for LTC members are managed directly through Molina	
Non-Emergency Transportation Service	**Access2Care** (888) 298-4781	
Durable Medical Equipment, Home Health, and Home Infusion	**Coastal Care Services** **MMA and Specialty Plan** (855) 481-0505 Note: Durable Medical Equipment, Home Health, and Home Infusion services for LTC and Comprehensive members is managed directly through Molina	
NICU Services	**Progeny** Utilization Management: Call (888) 832-2006 and select option 3 Utilization Management Secure Fax Number: (866) 879-0331. This dedicated fax number will be provided by Progeny Health.	
Cardiology, Oncology, Radiology Oncology	**Evolent** Prior Authorization request directly to New Century Health via their provider portal at https://my.newcenturyhealth.com/ or call New Century Health at (888) 999-7713	
MCG Auto Auth	**MCG** (888) 464-4746 Cite AutoAuth can be accessed via the Availity Essentials portal and is available 24 hours per day/7 days per week.	

Important Links

Provider Manual and Orientation	Provider Manual and Orientation
Resources and Training	Resources & Training
Provider Online Directory (POD)	Home
Who is my Rep?	Contact Us
How to Submit Appeals & Grievances	Provider Tip Sheet
Provider Quarterly Newsletter	Molina FL Provider Newsletters
Provider Responsibilities	Provider Responsibilities
Provider Credentialing Rights	Provider Credentialing Rights
Utilization Management	Utilization Management
Frequently Used Forms	Frequently Used Forms
Pregnancy Notification Form	Florida Medicaid Pregnancy Notification Form
Live Issue Resolution	Contact Molina Healthcare of Florida