

# Provider Memorandum

## Molina Healthcare of Illinois Prior Auth and Referral Marketplace Reminder

Molina Healthcare of Illinois (Molina) began serving Marketplace members on January 1, 2022. This impacted the Prior Authorization (PA) processes. PA requests for Marketplace members should be submitted through the [Provider Portal](#) (**preferred method**) or by using the appropriate fax number for the type of request as listed below.

Impacted Specialized Service	Molina PA Submission Method
<ul style="list-style-type: none"> <li>All Marketplace inpatient admissions including BH, SNF, AIR, and LTAC</li> <li>All Marketplace Prior Authorizations (not listed below)</li> </ul>	<a href="#">Provider Portal</a> (preferred) or Marketplace Fax: (833) 322-1061
<ul style="list-style-type: none"> <li>Imaging requests</li> <li>Radiation therapy</li> <li>Sleep studies</li> <li>Genetic testing</li> </ul>	<a href="#">Provider Portal</a> (preferred) or Corporate Imaging Prior Auth Fax: (877) 731-7218
<ul style="list-style-type: none"> <li>Transplant requests</li> </ul>	<a href="#">Provider Portal</a> (preferred) or Corporate Transplant Prior Auth Fax: (877) 813-1206

Providers are **strongly encouraged** to use Molina’s online tools to verify Prior Authorization requirements.

- [PA LookUp Tool](#) on the provider home page.
- PA Codification List on the [Frequently Used forms Page](#) under Authorization Requests.

### Marketplace Referral Requirements

Molina **requires** referring provider NPI and Taxonomy on claim submissions for specialist care. The following provider types are **exempt** from referring provider requirement:

- Primary Care Providers (PCP).
- Women’s Principal Health Care Providers (WPHCP).
- Mental Health/Substance Use Providers.
- Emergent Care Provider.

**Important:** Benefits will vary based on the member's coverage and the service being rendered. **Always** check the member's eligibility through the [Provider Portal](#) or through Molina's automated phone system at: (800) 424-5891.

Contact us with questions regarding Molina Marketplace or PA requirements at (800) 424-5891. Thank you for serving Molina Marketplace members.

### **Questions?**

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com). For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at [MolinaHealthcare.com](#).

### **Availity Provider Portal**

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. [Click here](#) to get started.

### **Get Critical Updates**

Receive news and updates about Molina services and plan requirements delivered straight to your inbox. [Click here](#) to join Molina's provider email list.

**Note:** Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.