

Provider Memorandum

Proper Use of Urgent (Expedited) Requests vs. Non-Urgent (Routine)

Molina Healthcare of Illinois (Molina) reminds providers that requests should **only** be marked urgent (aka expedited) if the requested treatment or service is **critical in preventing** the member from experiencing:

- A serious deterioration of health or
- An impact to the ability to regain maximum function.

Our goal is to provide a timely response to those who are in critical need. Requesting an urgent (expedited) response for members who are **not** at risk of serious deterioration or regaining maximum function **may delay care** for those who have the most critical need for these services. We ask for your support in assessing the true need of each patient.

Prior Authorization Response Time

Molina works to respond to **all** requests in a timely manner to avoid delays in care. We strive to meet the Turnaround Times (TAT) required by accrediting bodies and state law 100% of the time.

The Urgent Difference

Urgent (expedited) requests are reserved for instances of **potential serious deterioration in the member's health or impact on member's ability to regain maximum function**. Urgent requests require a faster response, usually within 24 to 48 hours of receipt, depending on the line of business. We request your support in determining the acuity of the member you serve prior to making the request.

In addition, we request that you submit **all** pertinent clinical information and/or medical records at the time of your urgent/expedited submission.

Important

- Do **not** use "urgent" or "expedited" as a tool to schedule elective cases or obtain a response sooner.
- Clearly indicate the reason **why** the request is medically urgent at the time of submission.
- Requests that do not meet the definition of medical urgency should be submitted as "routine" or "non-urgent."
- Inappropriately identifying a request as "urgent" or "expedited" and/or failure to provide all of the necessary clinical information at the time of submission may lead to unwanted and unintended consequences for providers and members.

Questions?

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

Provider Portal Alert

We are sunsetting the Molina Legacy Provider Portal this year. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Availity Essentials Provider Portal today! [Click here](#).

Get Critical Updates

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

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