MHIL Provider Memo

Molina Healthcare of Illinois, Inc. | January 8, 2025

Unblocking Molina Fax Numbers for UM Communications

Molina Healthcare of Illinois (Molina) has learned that some providers have not received some of our outbound faxes. We ask for your help in ensuring these vital Utilization Management (UM) messages reach the providers who need them to administer timely member care.

Our concern

Outbound faxes sent by Molina's UM team are not reaching providers due to phone service providers blocking certain numbers not publicly listed as Molina Healthcare's known numbers. This may have impacted the timely delivery of important patient care information and authorizations to some providers.

How you can help

To ensure uninterrupted communication and efficient processing of patient requests, we ask you to take the following steps:

1. Verify that any phone or fax number filters in place on your system do not block unlisted numbers from Molina Healthcare.

2. Unblock these specific fax numbers, which Molina uses for overflow or high-volume fax transmissions:
   (732) 313-0795
   (732) 813-8693
   (732) 813-8694
   (732) 813-8696
   (732) 813-8698
   (732) 813-8726

3. Add Molina Healthcare to your trusted or allowed list for incoming communications.

Our commitment to you

We are dedicated to maintaining open and reliable communication with our provider partners. By unblocking these numbers, you help ensure that critical faxes related to authorizations and patient care reach your practice/facility promptly.

Thank you for your continued partnership in delivering quality care to our members.

Questions?

We're here to help. Contact your dedicated provider relations manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. To help identify your dedicated provider relations manager, visit our Service Area page at MolinaHealthcare.com.

Provider portal alert

Providers no longer have direct access to the Molina Legacy Provider Portal. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with the [Availity Essentials Portal](#) today!

Get critical updates

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

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