

# MHIL Provider Memo

Molina Healthcare of Illinois, Inc. | January 27, 2026

## It's Here: Digital-Only PA Requests With Clinical Documentation

Molina Healthcare of Illinois (Molina) is reminding providers that we are transitioning to a Digital-Only Prior Authorization Model via Availity and will **no longer accept faxes** after January 31, 2026. As of **February 1, 2026**, authorization requests **must** be submitted through Availity.

Molina strongly recommends that you adopt the new process **immediately** to avoid delays in member care.

### Why these changes?

Digital PA, in conjunction with [attaching clinical documentation](#) to **all** PA requests, will expedite the review process and improve response times. Please note the processes for these requests:

- **Inpatient:** Please submit the authorization as usual for inpatient admissions. **Reminder:** Providers have two (2) business days from admission to submit notification to allow sufficient time to attach the required up-to-date clinical records. An attachment is **required**, so if no other clinical records are available by the second business day, please include the face sheet with the notification.
- **Outpatient:** For outpatient services such as PT, OT, ST, home health, etc., we remind you that submissions **must include** the necessary clinical documentation and that you attach the documentation via Availity. This requirement remains consistent with our longstanding practice of requiring clinical support for these services.
- **Continued Stay Reviews:** If a provider needs to submit additional information or a request for more days, they should submit a **new** authorization request via Availity, noting that the request is for continued stay, **with** clinical documentation and the original authorization number.
- **UM Reconsiderations:** If a provider needs to submit a request for UM reconsideration, they should submit a **new** authorization request on Availity, noting that it is a reconsideration request, **with** clinical documentation and the original authorization number.

### Exceptions

Certain specific auth requests should follow the previously established processes:

- Pharmacy requests, including pharmacy drugs and medical benefit buy-and-bill drugs.
- Delegated UM vendors including Evolent, Healthmap, and ProgenyHealth.

### Provider support

All providers have access to Availity Support guides and recorded trainings. If your office has not yet registered with Availity, please visit [Molina Healthcare | Availity](#) for onboarding and registration. [Availity Customer Support](#) staff are happy to help!

Call Availity Customer Support from 7 a.m. to 7 p.m. Central Time at **(800) 282-4548**.

## Questions?

We're here to help! Contact your dedicated provider relations manager or email the Provider Relations team at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com). To help identify your dedicated provider relations manager, visit [Molina's Service Area page](#).

## Digital-only PA

[Availity Essentials](#) is the exclusive provider portal for Molina Healthcare—and the **only** way to submit authorization requests, with the exception of Pharmacy requests. Clinical supporting documents must accompany **all** authorization requests. Log in today to access claims management, eligibility/benefit verification, Digital Correspondence Hub, and more.

## Get critical updates

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