Provider Memorandum

Pharmacy Prior Authorizations—Partial Approval/Partial Denial Process Change

Molina Healthcare of Illinois (Molina) is alerting providers to an operational change that will affect submitted Prior Authorization (PA) requests for prescription drugs within the Medicaid line of business.

What Is Changing?

In the past, Pharmacy PA requests that did not meet Molina's clinical criteria in full or that exceeded approval limits were decisioned as approvals in certain situations. These cases will now be decisioned as "split-decisions"—partial approvals/partial denials. A decision letter will be sent as an Adverse Determination Letter to both the member and provider, and will include instructions.

Why Is the Process Changing?

Molina has made this shift to provide improved visibility to member rights in situations where the service originally requested is not approved.

Examples When Partial Approval/Partial Denial May Be Rendered

1. Molina's PA criteria has been met, but the request is for a duration that exceeds Molina's approval limits.
2. Molina's PA criteria has been met, but the request is for a quantity that exceeds Molina's approval limits.
3. Molina's PA criteria has not been met, but the request is for continuation of therapy, and interruption of therapy could harm the member.

When Will the Change Go Into Effect?

The new procedure begins on **October 11, 2021**.

Friendly Reminder

It is imperative that providers review the Plan Response Letter to a PA request **in its entirety**, including primary and secondary messages that may be included in later/closing paragraphs of the determination letter.

Molina's Adverse Determination Letters include a description of any necessary criteria to be met, as well as missing information to be submitted with the PA request to facilitate an efficient and comprehensive review.

Important: Each Pharmacy PA request should include **all** necessary clinical notes, lab work, and medication history. Please reference the Medicaid formulary at molinahealthcare.com. **Note**: Preferred options may require clinical review.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at 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. Are you registered yet? 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.