

Provider Memorandum

De-Delegation of MMP Member Appeals

Effective January 15, 2021, Molina Healthcare (Molina) has de-delegated eviCore for Medicare Medicaid Program (MMP) first-level member appeal requests. This does **not** impact Prior Authorization (PA) managed by eviCore for all lines of business. Medicaid Utilization Management (UM) and appeal requests will continue to be managed by eviCore.

Molina MMP members—and providers appealing on behalf of the member—should contact Molina directly:

- Molina Customer Service phone: **(877) 901-8181**.
- Molina MMP Appeals and Grievances fax: **(562) 499-0610**.
- Molina MMP Appeals and Grievances email:
medicare.appealsandgrievances@molinahealthcare.com.

Detailed information about how to file a member appeal (as well as Molina's contact information) is provided in the [Notice of Adverse Determination or Integrated Denial Notice](#). Any member appeals received by eviCore on or after January 15, 2021, will be routed to Molina for processing. Please contact Molina at **(877) 901-8181** with any further questions.

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.

Get Critical Updates

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

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