

<b>Provider Services</b>   P: 877-872-4716   F: 844-879-4509	
Provider Claims, Training, and Provider Complaints	<a href="mailto:MHNYProviderServices@MolinaHealthcare.com">MHNYProviderServices@MolinaHealthcare.com</a>
Demographic changes, Rosters and Credentialing	<a href="mailto:MHNYNetworkOperations@molinahealthcare.com">MHNYNetworkOperations@molinahealthcare.com</a>
Provider Contracting	<a href="mailto:MHNYProviderContracting@molinahealthcare.com">MHNYProviderContracting@molinahealthcare.com</a>
<b>Member Services</b>   1776 Eastchester Road   Bronx, NY 10461   P: 800-223-7242   F: 844-879-4509	
Member Claims, Benefits, Eligibility/Identification, Pharmacy Inquiries, PCP changes, Member Complaints	
<b>Utilization Management</b>   1776 Eastchester Road   Bronx, NY 10461   P: 877-872-4716   F: 866-879-4742	
Prior Authorizations, Service Requests, Care Management. <b>Molina highly encourages the use the Availity Provider Portal Provider Portal. Providers can register at <a href="https://www.availity.com/MolinaHealthcare">Availity.com/MolinaHealthcare</a>.</b>	
<b>Fraud Waste Abuse</b>	
If you suspect cases of fraud, waste, or abuse, you must report it to Molina: <b>Online:</b> <a href="http://www.molinahealthcare.alertline.com">www.molinahealthcare.alertline.com</a> <b>Mail:</b> ATTN: Compliance Officer   5232 Witz Drive   North Syracuse, NY   13212 <b>P:</b> 866-606-3889   <b>F:</b> 855-366-5462	
<b>Nurse Advice Line</b>   P: (844) 819-5977	
Members may call and connect to a Registered Nurse 24/7, 365 days per year.	
<b>Pharmacy</b>   CVS/Caremark ®   P: 877-872-4716   F: 844-823-5479	
<b>Prior Authorization Assistance, Inquiries</b> (J Codes and Home Infusion): P: 877-872-4716   F: 844-823-5479 <b>Retail Drugs Only:</b> P: 800-364-6331   F: 844-823-5479	
<b>Dental (DentaQuest ®)</b> P: 888-308-2508	
<b>Claims/payment issues:</b> F: 262-241-7379 Claims to be processed: F: 262-834-3589   All Other: F: 262-834-3450	
<b>Claims Questions:</b> <a href="mailto:denclaims@dentaquest.com">denclaims@dentaquest.com</a>   <b>Eligibility/Benefit Questions:</b> <a href="mailto:denelig.benefits@dentaquest.com">denelig.benefits@dentaquest.com</a>	
Electronic claims direct entry <a href="http://www.dentaquest.com">www.dentaquest.com</a> Mailing Address: DentaQuest IPA of New York LLC - Claims PO Box 2906 Milwaukee WI 53201-2906 Same Name and address except Att: Utilization Management/ Appeals for appeals	
<b>Vision (Superior Vision ®)</b>   P: 866-819-4298   <a href="http://Superiorvision.com">Superiorvision.com</a>	
Superior Vision manages vision benefits for Molina Healthcare members: <b>Payer ID 41352</b>	
<b>Versant Health Complaints &amp; Appeals Department</b>   PO Box 791 Latham NY 12110	
<b>Paper Claims Att: Claims Dept</b>   PO Box 967 Rancho Cordova CA 95670	

# Provider Quick Reference Guide

(effective 11/1/21)

## Medical Claim Guidelines

Paper Submissions | Molina Healthcare | P.O Box 22615 | Long Beach, CA 90801 | P: 877-872-4716

### EDI/ERA/EFT

Clearinghouse: SSI/Claimsnet

P: 800-356-0092

Payer ID 16146

To register for EFT/ERA's

[providernet.adminisource.com/Start.aspx](http://providernet.adminisource.com/Start.aspx)

### Appeals/Adjustments

#### Provider Portal:

Molina strongly encourages the use of the provider portal for clean claims, corrected claims, and to appeal claims.

Provider Portal:

**Availity.com/MolinaHealthcare**

Appeals

**Molina NY Healthcare**

Attention: Appeals Department

1776 Eastchester Road

Bronx, NY 10461

P: 877-872-4716 | F: 315-234-9812

### Transportation

#### Emergency Transportation:

When a member's condition is life-threatening and requires use of special equipment, life support systems, and close monitoring, emergency transportation is required.

#### Non-Emergency Transportation:

Covered through the State on a fee for service basis for Medicaid Managed Care and Molina Healthcare PLUS members Excluded: Child Health Plus Members (CHP).

**Medical Answering Services (MAS)** is the contracted Transportation Manager for all of New York State with the exception of Nassau and Suffolk counties.

**ModivCare** (formerly LogistiCare) is the contracted Transportation Manager for the Long Island Region (Nassau and Suffolk counties).