

Molina Healthcare of South Carolina

Important Information. Please Read.

Fax Size Submission Update for Clinical Information

Information for all network providers

As of May 1, 2023, the maximum clinical information fax size threshold Molina Healthcare can accept is no more than 100 pages (10 MB) for the total size of the fax transmission. Anything over the 100 page (10 MB) threshold will fail.

Molina requires copies of **current and relevant** clinical information to be submitted for documentation **to ensure accurate and timely clinical decision-making**. Clinical information includes but is not limited to **pertinent** physician emergency department notes, inpatient history/physical exams, discharge summaries, physician progress notes, physician office notes, physician orders, nursing notes, results of laboratory or imaging studies, therapy evaluations, and therapist notes.

Molina does not accept telephone summaries or inpatient Care Manager criteria reviews as meeting the clinical information requirements unless state or federal regulations allow such documentation to be accepted.

Providers are required to interact with Molina's Healthcare Services Department **electronically** whenever possible. Providers can submit requests via the Availity Essentials Provider Portal. Providers may also find training and other resources on the Availity Essentials platform.

If there is a complex or extenuating clinical situation, please do not hesitate to contact the Healthcare Services Department or your Provider Services Team for further review and resolution.

Provider Services: (855) 237-6178

MolinaHealthcare.com



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