
IMPORTANT

Molina Provider News:



Prior Authorization Requests – Urgent vs. Non-Urgent

At Molina Healthcare, efficient and thorough care for our members is the highest priority. We understand the need for certain procedures that may be crucial to the welfare of our members. Health conditions and time constraints, among other factors, contribute to some services requiring “Stat” or “Urgent” processing. However, some situations do not demand such a pressing need.

This communication serves to remind our providers that the Texas Health & Human Services Commission considers urgency as “a health condition, including an urgent BH situation, that is not an emergency but is severe or painful enough to cause a prudent layperson, possessing the average knowledge of medicine, to believe that his or her condition requires medical treatment evaluation or treatment within 24 hours by the Member’s PCP or PCP designee to prevent serious deterioration of the Member’s condition or health.” Requests outside of this definition should be submitted as Routine/Non-Urgent.

When checking the Urgent/Expedited box on the Molina® Healthcare of Texas, Inc. Prior Authorization Request Form: Medical/Behavioral Health/Pharmacy, you are certifying that applying the standard review timeline (of 3 business days) may seriously jeopardize the life or health of the enrollee.

☐ **Urgent/Expedited – Clinical Reason for Urgency Required:**

All chart notes relevant to the request must be submitted along with the completed Prior Authorization form to avoid delays in processing due to insufficient or lack of clinical information. Note: If you do not submit sufficient information for clinical review, a denial may be issued and require an appeal to reconsider the service request.

Adherence to this will help ensure that your Prior Authorization requests can be processed in a timely fashion.

Thank you for your continued service to Molina Healthcare members. If you have any questions about this communication, please contact Provider Services at: 855-322-4078.