

Important Molina Contacts
Hours of Operations Medicaid/CHIP 8:00 a.m. – 5:00 p.m.
Medicare/MMP 8:00 a.m. – 8:00 p.m.

Prior Authorizations:

Medicaid/CHIP Phone: [855-322-4080]

Outpatient Services Fax: [866-420-3639]

Inpatient Admissions Fax: [833-994-1960]

Medicare/MMP Phone: [855-322-4080]

Outpatient Services Fax: 1 [844-251-1450]

Inpatient Admissions Fax: [833-994-1960]

LTSS Authorizations: Fax: 1 [844-304-7127]

Nursing Facilities (Medicaid/CHIP/MMP/Medicare):

Phone: 1 [855-322-4080] Fax: 1 [866-420-3639]

Radiology Authorizations:

Phone: 1 [855-714-2415] Fax: 1 [877-731-7218]

NICU Authorizations:

1 [855-322-4080] Fax: 1 [866-420-3639]

Pharmacy Prior Authorizations:

Medicaid/CHIP Prescription and J Code Request:

1 [855-322-4080] Fax: 1 [888-487-9251]

MMP/Medicare Prescriptions

1 [800-665-3086] Fax: 1 [866-290-1309]

Medicare J Code Requests Fax: 1 [800-391-6437]

MMP J Code Requests Fax: 1 [844-251-1451]

Behavioral Health Authorizations:

Phone: 1 [866-449-6849] Fax: 1 [866-617-4967]

Transplant Authorizations:

Phone: 1 [855-714-2415] Fax: 1 [877-813-1206]

STAR+PLUS Service Coordination Line:

Phone: 1 [866-409-0039]

24 Hour Nurse Advice Line (24 hours a day, 7 days a week)

Phone: 1 [888-275-8750] or [TTY:711]

Member who speak Spanish can press 1 at the IVR prompt; the nurse will arrange for an interpreter, as needed, for non-English speaking members.

No referral or prior authorization is needed.

Member Customer Service including Benefits/Eligibility/Prior Authorization Assistance:

Medicaid: 1 [866-449-6849] Fax: 1 [281-599-8916]

TTY/TDD: Relay Texas

English: 1 [800-735-2989 OR 711]

Spanish: 1 [800-662-4954]

Provider Customer Service: 8:00 a.m. – 5:00 p.m.

Phone: 1 [855-322-4080] Fax: 1 [281-599-8916]

Vision Care: (www.opticarevisionplans.com)

provrel@opticare.net

CHIP 1 [800-368-4790]

STAR 1 [866-492-9711]

STAR+PLUS 1 [877-832-4118]

Fax: [800-980-4002]

Dental:

Dental: Medicaid Liberty Dental

1 [888-359-1084]

Transportation:

Non-Emergent Medical Transport/Non-Medical Transport (NEMT/NMT)

Access2Care

Medicaid: [(866) 462-4857]

MMP: [(866) 462-4856]