



# Molina Healthcare of Utah: Quick Reference Contact List

Take care of your needs with the Molina Provider Portal 24/7.

[Molina Provider Portal \(Click Here\)](#)

| Claims   |  | Member Information   |   |
|--|--|--|---|
| <ul style="list-style-type: none"> <li>• Claim status</li> <li>• Correct or void claims</li> <li>• Download claim reports</li> </ul> | <ul style="list-style-type: none"> <li>• Receive Notifications</li> <li>• Submit claims</li> <li>• Make changes to your group</li> </ul> | <ul style="list-style-type: none"> <li>• Covered services</li> <li>• Eligibility status</li> <li>• Health records</li> </ul> | <ul style="list-style-type: none"> <li>• Missing HEDIS services</li> <li>• Product Benefits</li> <li>• Rosters of assigned members</li> </ul> |

Do you still need help? Give our Provider Contact Center a call.

|  |                |
|--|----------------|
| Molina Medicaid, Medicaid Expansion, CHIP, Marketplace | (855) 322-4081 |
| Molina Medicare Complete Care and Choice Care          | (866) 449-6817 |

What the Provider Contact Center can help with:

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Benefit and Eligibility questions</li> <li>• Participating Provider Network inquiries</li> <li>• PCP assignment updates</li> </ul> | <ul style="list-style-type: none"> <li>• Authorization inquiries</li> <li>• Claim status and inquiries</li> <li>• File a Grievance or Appeal</li> </ul> |
|---|---|

Need a Prior Authorization for services?

|   |  |
|---|--|
| Molina Medicaid, Medicaid Expansion, CHIP     | <a href="#">Prior Authorization Guide (Click Here)</a> |
| Molina Medicare Complete Care and Choice Care | <a href="#">Prior Authorization Guide (Click Here)</a> |
| Molina Marketplace                            | <a href="#">Prior Authorization Guide (Click Here)</a> |

Need to file an appeal?

[Molina Appeal Form \(Click Here\)](#)

## Medicare – Molina Medicare Complete Care and Molina Medicare Choice Care

### Contracted Medicare

Timeline to File Appeal 120 Calendar Days

Fax (877) 682-2218

Address

Molina Healthcare of Idaho, Inc.  
Attn: Provider Appeals  
7050 Union Park Center Suite 200  
Midvale, UT 84047

### Non-Contracted Medicare

Timeline to File Appeal 60 Calendar Days

Fax (562) 499-0610

Address

Molina Healthcare,  
Attn: Non-Contracted Provider Appeals  
P.O. Box 22816  
Long Beach, CA 90801-9977

### Utah Medicaid/CHIP

Timeline to File Appeal 60 Calendar Days

Fax (877) 682-2218

Address

Molina Healthcare of Utah, Inc.  
Attn: Provider Appeals  
7050 Union Park Center Suite 200  
Midvale, UT 84047

### Molina Marketplace

Timeline to File Appeal 180 Calendar Days

Fax (877) 682-2218

Address

Molina Healthcare of Utah, Inc.  
Attn: Appeals and Grievance, Complaints Dept.  
7050 Union Park Center, Ste. 200  
Midvale, UT 84047

**Need more specific help? Our Provider Network team can help.**

### Provider Services

|   |   |
|---|---|
| <p style="text-align: center;"><b>Utah General Mailbox</b><br/> <a href="mailto:MHUProviderServicesRequests@MolinaHealthcare.com">MHUProviderServicesRequests@MolinaHealthcare.com</a></p> <p style="text-align: center;"><b>Alexandra Lane</b><br/> <a href="mailto:Alexandra.Lane@molinahealthcare.com">Alexandra.Lane@molinahealthcare.com</a></p> <p style="text-align: center;"><b>Tashina Moore</b><br/> <a href="mailto:Tashina.Moore@MolinaHealthCare.Com">Tashina.Moore@MolinaHealthCare.Com</a></p> <p style="text-align: center;"><b>Vicente Riofrio</b><br/> <a href="mailto:Vicente.Riofrio@molinahealthcare.com">Vicente.Riofrio@molinahealthcare.com</a></p> | <p><b>What can Provider Services help with?</b></p> <ul style="list-style-type: none"> <li>• General questions</li> <li>• Provider training (benefits, portal, Molina policy, etc.)</li> <li>• New Provider Orientations</li> <li>• Conduct Joint Operating Committee (JOC) meetings</li> </ul> <p style="text-align: center;"><b>*If you are not sure who your Provider Services Representative is, please send your inquiry to the general mailbox*</b></p> <p style="text-align: center;"><b>*Provider Service territory map on next page*</b></p> |
| <b>Provider Contracting</b>   |   |
| <p style="text-align: center;"><b>Utah General Mailbox</b><br/> <a href="mailto:MHUProviderContracting@molinahealthcare.com">MHUProviderContracting@molinahealthcare.com</a></p> <p style="text-align: center;"><b>Utah Contract Manager</b><br/> <a href="mailto:Lynette.Tesch@molinahealthcare.com">Lynette.Tesch@molinahealthcare.com</a></p>  | <p><b>What can Provider Contracting help with?</b></p> <ul style="list-style-type: none"> <li>• Contract non-participating groups</li> <li>• Changes to legal structure of agreement (i.e. TIN change)</li> <li>• Questions about your existing contract</li> </ul>   |
| <b>Provider Network Administration (PNA)</b>  |   |
| <p style="text-align: center;"><b>Utah Mailbox</b><br/> <a href="mailto:MHUPIM@molinahealthcare.com">MHUPIM@molinahealthcare.com</a></p>  | <p><b>What can PNA help with?</b></p> <ul style="list-style-type: none"> <li>• Make practitioner adds, terms, or demographic updates (<a href="#">Provider Portal</a>)</li> <li>• Provider directory accuracy/updates</li> </ul>  |

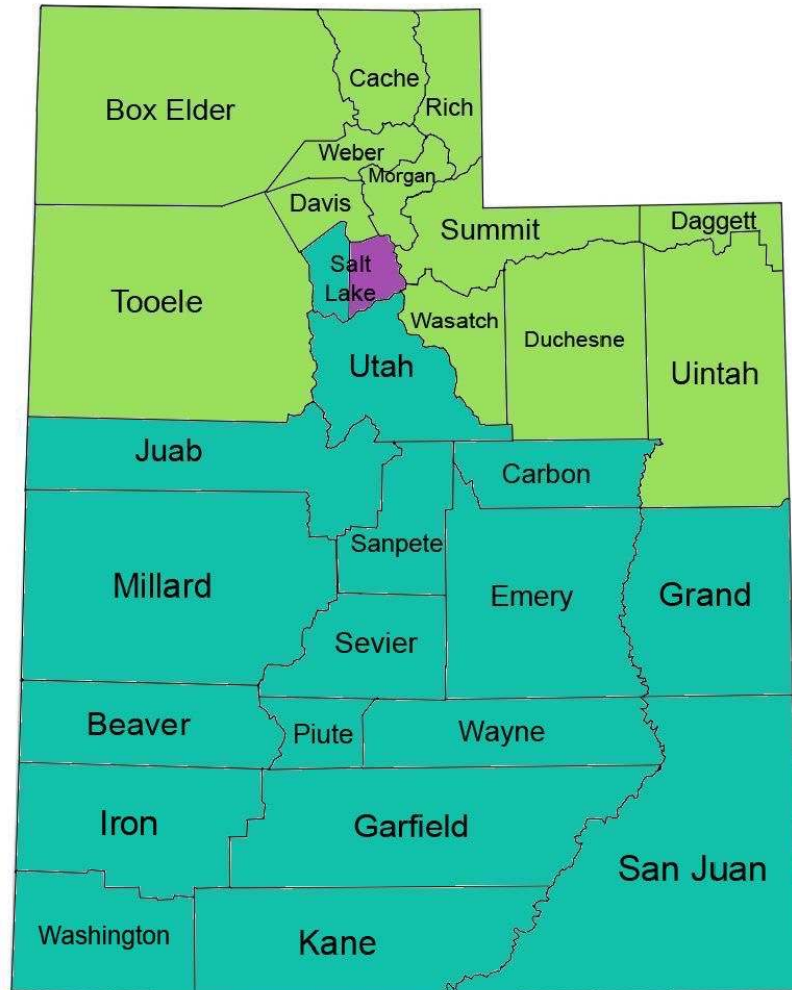
# Utah Provider Relations

## Clinic/Territory Responsibilities

Vicente Riofrio  
Northern Utah

- Providers within territory
- **Steward (Physicians Group of Utah)**
- Tanner \*\*
- Exodus\*\*
- House Call Doctors\*\*
- Midtown Community Clinics\*\*
- All DME Providers++
- All Anesthesia Providers++

\*\*VBC  
++Specialty  
**Hospital Group**



Tashina Moore  
Salt Lake East

- Providers within territory
- **Intermountain Healthcare**
- **HCA**
- Community Health Center\*\*
- Health Clinics of Utah\*\*
- All Behavioral Health Providers++
- All FQHC's++
- Ogden Clinic
- Wasatch Pediatrics

Alexandra Lane  
Southern Utah/ Salt Lake West

- Providers within territory
- **University of Utah**
- Granger \*\*
- Revere\*\*
- Canyon View\*\*
- All Home Health/ SNF Providers++
- Utah Cancer
- Premier Family
- Valley Women's