

Provider Quick Reference Guide

About Molina Complete Care

Molina Complete Care (MCC) offers long-term services and supports (LTSS) capabilities through Commonwealth Coordinated Care Plus (CCC Plus) and TANF, CHIP and FAMIS benefits through the Medallion 4.0 (M4) program. MCC serves Medicaid expansion members eligible through both the CCC Plus and M4 products.

Important contact information

Member Services

CCC Plus: 1-800-424-4524 (TTY 711)

Medallion 4.0: 1-800-424-4518 (TTY 711)

Clinical Services

CCC Plus: 1-800-424-4524 (TTY 711)

Medallion 4.0: 1-800-424-4518 (TTY 711)

Provider Services

CCC Plus: 1-800-424-4524 (TTY 711)

Medallion 4.0: 1-800-424-4518 (TTY 711)

Claims Department

CCC Plus: 1-800-424-4524 (TTY 711)

Medallion 4.0: 1-800-424-4518 (TTY 711)

Submitting claims:

You can submit medical claims:

- Electronically by logging into the provider portal at www.availity.com. MCC's clearinghouse payer ID for both CCC Plus and Medallion 4.0 is "MCCVA".
- By mail to:

Molina Complete Care
 Claims Service Center
 1 Cameron Hill Circle, Suite 52
 Chattanooga, TN 37402

Paper claims must be submitted on properly completed CMS-1500 forms printed on Flint OCR Red, J6983, (or exact match) ink. MCC uses Optical Character Recognition (OCR) technology to

scan paper claims. Therefore, we will not accept black and white, handwritten or photocopied claims submissions.

Claim Overpayments and Incorrect Payments Refunds:

Please use the “Return of Overpayment Form”, which can be found on the MCC website under Provider Resources.

Send claim overpayment checks via regular mail to:

Molina Complete Care Medicaid
Attn: Recoveries Lockbox
401 Market Street
Box 780192
Philadelphia, PA 19178-0192

Send claim overpayment checks via overnight mail to:

Lockbox # 780192
Molina Complete Care Medicaid
Attn: Recoveries Lockbox
MAC Y1372-045
401 Market Street
Philadelphia, PA 19106

Obtaining prior authorizations:

To obtain prior authorization, complete all sections of the Prior Authorization Request Form and fax it to 1-866-210-1523.

After the referral or authorization is approved, MCC will send written confirmation to the specialist or facility in writing via mail or fax.

Prior authorization:

Refer to our Prior Authorization List on mccofva.com to find an up to date listing all services requiring prior authorization.

MCC vendors:

For prior authorizations related to behavioral health, dental care or vision services, please contact our vendors directly.

Pharmacy

Magellan Rx Management:
1-800-327-8613
www.magellanrx.com

Vision Services

VSP:
1-800-877-7195
www.vsp.com

Online resources:

The following resources are available online for providers at www.mccofva.com:

- Information on how to join the MCC network
- Provider update form
- Prior authorization form
- Provider manual
- Important MCC provider notices including alerts and coverage updates

Questions?

We're here to help you, so you can focus on your patients. Call our Provider Representatives at 1-800-424-4524 or email MCCVA-Provider@molinahealthcare.com.