

March 27th, 2023



Provider Memorandum

Fax Size Limitation for Clinical Information

Effective May 1st, 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 clinical summaries, 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 can submit requests via the [Availity Essentials Provider Portal](#). Providers may also find training and other resources on the Availity Essentials platform. Note that verbally providing concise information specifically related to the request will provide a more timely decision.

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.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHWIProviderNetworkManagement@MolinaHealthCare.Com or visit MolinaHealthcare.com.

Register Now for Availity, Molina Healthcare's Inc. (Molina) Provider Portal

Learn how Molina is working with Availity at availity.com/molinahealthcare.