Provider Memorandum

Clinical Services Phone Line Update: Medicaid and Marketplace

Molina Clinical Services has been alerted to issues related to the Utilization Management (UM) Provider Phone line (855-326-5059) and longer than normal hold times. We are working towards resolution. To assist with addressing your questions related to prior authorization requirements, authorization status, and scheduling a Peer to Peer, please see below alternatives.

Prior Authorization Requirements

To determine if a service requires prior authorization, please use Molina's Prior Auth Code LookUp Tool, located on Molina's Provider website Health Care Professionals (molinahealthcare.com)

Authorization Status Check

If you need to check the status of an authorization, email the UM Department at **MHWICRPLOAs@MolinaHealthCare.Com.** Please group multiple status check requests into one daily e-mail. This will allow our team to research and provide a status update within 24 hours of the request.

Availity

We highly encourage utilizing our Availity platform. This allows Providers opportunity to submit authorization requests and check the status of existing requests, regardless of submission method. If you have questions or need additional information regarding Availity, reach out to the Provider Network Management team.

Peer to Peer Email

Also due to longer than normal Provider calls for Peer to Peer, email the below information and our team will follow up to schedule a Peer to Peer, **MHWICRPLOAs@MolinaHealthCare.Com**:

- Authorization Number
- Name of Provider completing P2P, including professional designation
- Relationship of Provider completing P2P to the case
- Direct Phone number for Provider completing P2P (cell preferred)
- Member name
- Member date of birth
- Contact name & number to schedule Peer to Peer

The above is specific to Inpatient and Outpatient Medical and Behavioral Health services. For authorization or Peer to Peer inquires related to Advanced Imaging/Radiology, Genetic Testing, Radiation, or Sleep covered Services and related Equipment, please call (855) 714-2415.

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) New Provider Portal

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