



Provider Memorandum

Advanced Imaging Wait Times

Molina Clinical Services Advanced Imaging has recently moved to an enhanced Utilization Management Platform. Due to this transition, we have seen a higher than usual fax and call volume. This has also led to longer than normal Provider hold times to check on status.

Authorization Status Check

If you are in need for an authorization status check, please feel free to email MCS Advanced Imaging MCSAdvancedImaging@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.

ePortal/Availity/MCG-Cite Auto-Auth Platform

To serve our Members, we encourage utilizing our ePortal/Availity platform. This will allow Provider's opportunity to submit authorization requests and status checks. If you have not already signed up, please reach out to your Provider Network Rep for more information and assistance in setting up your account.

Peer to Peer request email MCSAdvancedImaging@molinahealthcare.com

Also due to our longer than normal Provider calls for Peer to Peer, we would need the following information for a P2P to occur:

- State:
- Authorization:
- CPT:
- Member Name:
- Date of Birth:
- Provider requesting:
- Specialty:
- Has this test already been completed?
- Call Back number:

Thank you for your understanding.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at WIProviderNetworkManagement@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.