

IMPORTANT INFORMATION FOR MOLINA HEALTHCARE MEDICAID PROVIDERS

Information generally required to support authorization decision making includes:

- Current (up to 6 months), adequate patient history related to the requested services.
- Relevant physical examination that addresses the problem.
- Relevant lab or radiology results to support the request (including previous MRI, CT Lab or X-ray report/results)
- Relevant specialty consultation notes.
- Any other information or data specific to the request.

The Urgent / Expedited service request designation should only be used if the treatment is required to prevent serious deterioration in the member’s health or could jeopardize the enrollee’s ability to regain maximum function. Requests outside of this definition will be handled as routine / non-urgent.

- If a request for services is denied, the requesting provider and the member will receive a letter explaining the reason for the denial and additional information regarding the grievance and appeals process. Denials also are communicated to the provider by telephone, fax or electronic notification. Verbal, fax, or electronic denials are given within one business day of making the denial decision or sooner if required by the member’s condition.
- Providers and members can request a copy of the criteria used to review requests for medical services.
- Molina Healthcare has a full-time Medical Director available to discuss medical necessity decisions with the requesting physician at 1 (844) 826-4335

Important Molina Healthcare Medicaid Contact Information

(Service hours 8am-5pm local M-F, unless otherwise specified)

<p>Prior Authorizations: Phone: 1 (844) 826-4335 Inpatient Requests Fax: 1 (833) 322-1061 All Non-Inpatient Fax: 1 (833) 322-1061 Outpatient Drug Request: 1 (844) 312-6371</p>	<p>Behavioral Health Authorizations: Phone: 1 (844) 826-4335 Inpatient Requests Fax: 1 (844) 207-1622 All Non-Inpatient Fax: 1 (844) 206-4006</p>
<p>Pharmacy Authorizations: Phone: 1 (844) 826-4335 Fax: 1 (844) 312-6371</p>	<p>Provider Customer Service: Phone: 1 (844) 826-4335 Fax: 1 (844) 303-5188</p>
<p>Radiology Authorizations: Phone: 1 (855) 714-2415 Fax: 1 (877) 731-7218</p>	<p>Dental: Phone: 1 (833) 282-2419</p>
<p>Transplant Authorizations: Phone: 1 (855) 714-2415 Fax: 1 (877) 813-1206</p>	<p>Transportation: Phone: 1 (855) 391-2355</p>
<p>NICU Authorizations: Phone: 1 (855) 714-2415 Fax: 1 (877) 731-7220</p>	<p>Vision: Phone: 1 (844) 606-2724</p>
<p>Member Customer Service, Benefits/Eligibility: Phone: 1 (866) 472-9484 / TTY/TDD 711 Fax: 1 (844) 305-6408</p>	<p>24 Hour Nurse Advice Line (7 days/week): 1 (844) 794-3638 / TTY: 711 24 Hour Behavioral Health Crisis (7 days/week): 1 (844) 794-3638 / TTY: 711</p>

Providers may utilize Molina Healthcare’s Website at:

<https://provider.molinahealthcare.com/Provider/Login>

Available features include:

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| <ul style="list-style-type: none"> • Authorization submission and status • Member Eligibility • Provider Directory | <ul style="list-style-type: none"> • Claims submission and status • Download Frequently used forms • Nurse Advice Line Report |
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