



Just the Fax

A fax bulletin from Molina Healthcare of Michigan (MHM) • March 16, 2020

UPDATE

Due to the current situation concerning the COVID-19 virus, we would like to assure providers that Molina is monitoring COVID-19 developments daily. Our corporate chief medical officer (CMO) is working closely with our health plan CMOs across the country to ensure that we are prepared to assist our members and providers.

Here are the latest Molina updates:

- 1) **Telehealth** – MDHHS has issued a bulletin to allow telehealth for Medicaid members under certain parameters. If your office has telehealth capabilities, please read the bulletin noted below carefully. Molina is preparing its systems to accept claims for telehealth after April 15, 2020 so please hold claims until that time. There is no prior authorization required for telehealth services.

https://www.michigan.gov/documents/mdhhs/MSA_20-09_683712_7.pdf

- 2) **Prior authorizations** – Molina is extending the “end” date of all current prior authorizations for elective services to May 31, 2020. No action is required on your part. Therefore, if you have patients who are not able to get to their PT/OT/ST, imaging, J code infusion/injections, or elective surgery appointments, they may reschedule up to May 31, 2020. Molina will continue to monitor this situation.

Prior authorization processes for inpatient and other services remain the same. Please note: Visits for our members to primary care & specialist provider offices, urgent care or the Emergency Room do not require prior authorization.

In closing, Molina wants to assure you that we are available for your questions or concerns. You may contact your Molina representative, call our Provider Customer Service line at 855-322-4077, or write to MHMProviderServicesMailbox@MolinaHealthCare.Com

For written correspondence, Molina encourages providers to utilize electronic means of communication, such as web portal or fax, and limit mailed correspondence at this time.

Thank you for your commitment to Molina members.

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