PROVIDER BULLETIN
MOLINA HEALTHCARE®

A bulletin for the Molina Healthcare of Ohio provider networks

Coronavirus: Provider Authorization Extension
Information for providers in all networks

Due to the current situation concerning the coronavirus disease 2019 (COVID-19) virus, we would like to assure providers that Molina Healthcare is monitoring coronavirus 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.

Molina updates for Prior Authorization (PA) extensions include:
- If you have a patient with a PA that is time limited for a procedure that was found to be medically necessary and approved, they may reschedule up to May 31, 2020.
- If you have patients who are not able to get to their physical therapy (PT), occupational therapy (OT) or speech therapy (ST) appointments they may reschedule up to May 31, 2020.
  NOTE: No additional PT, OT, or ST visits may be approved but the same number of visits may be extended with the authorization not to expire before May 31, 2020.

Additional information for PA:
- New procedures that were not previously approved and new physical therapy requests must go through the normal approval process at this time but once approved will not expire before May 31, 2020.
- Medical necessity review for inpatient stay and concurrent review will follow normal processes at this time.
- This includes eviCore authorizations.

Please note: Visits for our members to primary care and specialist provider offices, urgent care or the emergency room do not require PA.

No action is required on your part for the PA extensions.

For more information contact Molina Provider Services at (855) 322-4079 or email your Provider Services Representative.

Changes are occurring rapidly in response to the impact of coronavirus on our healthcare system which may include additional updates to the PA process. Molina continues to monitor this situation and will send out communications to our provider network with updates as they evolve.

CVS Pharmaceutical Delivery Service and Refills
Information for all network providers

CVS Health is working to ensure individuals have access to needed medications during the coronavirus outbreak. Changes include:
- Relaxing Refill Restrictions
- Encouraging Members to Refill Maintenance Medications
- Free Home Delivery from CVS Pharmacy

For additional information visit www.cvs.com/content/coronavirus for updates on coronavirus as well as details on free delivery of prescriptions and other essentials from CVS.

Molina Nurse Advice Line
Information for all network providers

Questions?
Provider Services – (855) 322-4079
8 a.m. to 5 p.m., Monday to Friday
(MyCare Ohio available until 6 p.m.)

Email us at OHProviderRelations@ MolinaHealthcare.com

Visit our website at MolinaHealthcare.com/OhioProviders

Join Our Email Distribution List
Get this bulletin via email. Sign up at www.MolinaHealthcare.com/ ProviderEmail.

The Special Provider Bulletin is a newsletter distributed to all network providers serving beneficiaries of Molina Healthcare Medicaid, MyCare Ohio, Medicare and Health Insurance Marketplace health care plans.

Molina's Nurse Advice Line is available to members and providers 24-hours a day, 365-days a year.

Members may call the Nurse Advice Line directly to be connected to a qualified nurse who can give health care advice and help direct the member to where they can get the care that is needed.

Primary Care Physicians (PCPs) are notified via fax of all Nurse Advice Line encounters.

The Nurse Advice Line telephone numbers are available on the Molina Member Website and on Molina membership cards.

Medicaid, Medicare and Marketplace Nurse Advise Line
English: (888) 275-8750
Spanish: (866) 648-3537
TTY: 711

MyCare Ohio Nurse Advice Line
English and Spanish: (855) 895-9986
TTY: 711