

This guide was created to break down the differences between a Peer-to-Peer review, an Authorization Reconsideration, a Claim Reconsideration, and a Member Appeal represented by the provider. The requirements for each process are included below. Please consult your contractual agreement for any exclusions or exceptions.

## Definitions

**Authorization Reconsideration** – Accepted by Molina within 30 days from the authorization denial notification date when new clinical information is provided. This form can be submitted pre or post claim as long as it is within 30 days from the authorization denial date. This is reviewed by a Medical Director other than the Medical Director who did the initial review or Peer-to-Peer review.

**Claim Reconsideration** – Submitted post-claim due to an adverse payment determination, or any other claims dispute. This does not apply to authorization/clinical denials.

**Peer-to-Peer** – The provider directing the care of the member requests to speak to a Medical Director regarding an adverse determination and potentially provides additional verbal information. Peer-to-Peer is a conversation.

## Peer-to-Peer Review Process

Network providers may request a Peer-to-Peer review (P2P) within five calendar days of the date on the initial authorization denial notification.

To make the Peer-to-Peer request:

- Call Molina Healthcare Utilization Management at (855) 322-4079 from 8:30 a.m. to 5 p.m., Monday to Friday.
- Include two possible dates and times a **licensed professional** is available to conduct the review with a Molina Medical Director.

If the Peer-to-Peer does not change the outcome of a determination, or is not requested within five days, providers may request an authorization reconsideration within 30 days of the date on the authorization denial notification.

The authorization reconsideration must include new/additional clinical information to be considered. Once a determination has been rendered for the authorization reconsideration, no further authorization reconsiderations are available.

**Note: New Century Health cardiology professional services authorizations are excluded from the 30-day reconsideration process.**

- Providers who disagree with a New Century Health medical necessity determination should contact New Century Health at (888) 999-7713 to conduct a Peer-to-Peer discussion.

**Note:** Providers can choose to file the Authorization Reconsideration pre-claim or post-claim, but they cannot submit both.

## Authorization Reconsideration Process

Submit an authorization reconsideration only when disputing a level of care determination, a medical necessity denial with new/additional clinical information, or a retro authorization for Extenuating Circumstances.

Below is the list of Extenuating Circumstances that apply to both inpatient and outpatient authorization requirements. Within 120 days of the claim denial, the provider may file for an authorization reconsideration even if the authorization was not requested in advance of the service(s) being provided. The specific circumstance the provider feels was applicable to the request should be noted on the reconsideration form, documentation to support the extenuating circumstance, as well as the applicable clinical information should be included with the request.

Please remember to always verify enrollment by checking the following:

- Availity Essentials Portal at [provider.molinahealthcare.com/provider/login](https://provider.molinahealthcare.com/provider/login)
- Molina Provider Services automated interactive voice response (IVR) system at (855) 322-4079

### Extenuating Circumstances:

- A newborn remains an inpatient longer than the member and needs a separate authorization.
- Member was brought into facility unconscious and/or unable to provide insurance carrier information. (Requires provider to submit copy of registration face sheet and full description of why the documentation could not be obtained from the member. In addition, Molina will review claims/authorizations history for the past six months for validation purposes).
- Retro-enrollment/retro coordination of benefits (COB) change makes Molina the primary carrier.
- Transition of Care/Continuity of Care.
- Abortion/Sterilization/Hysterectomy (operative reports are required).
- The service is not an included benefit in the primary insurance coverage (example: no maternity care benefits).
- A baby is born to a member with other third party primary coverage and the baby is not covered under such coverage.
- Add-on codes, or changes in coding during the procedure (operative reports are required as applicable).
- Other circumstances as determined by Molina.

An Authorization Reconsideration can be submitted via the Availity Essentials Portal (only if a claim has been filed) or fax within 30 calendar days of the date on the authorization denial notification.

Reminder: When submitting via the Availity Essentials Portal, this action must be completed via the “Appeal Claim” feature.



## Marketplace Authorization and Claim Reconsideration Guide

Instructions for Provider Portal submissions (if a claim has been filed):

- Access the Availity Essentials Portal at [Provider.MolinaHealthcare.com](https://Provider.MolinaHealthcare.com)
- Log in with your User ID and Password

For fax submissions, requests must include:

- The Authorization Reconsideration Form filled out entirely with the following details (failure to do so will prevent the form from being processed, and the provider will be notified):
  - Molina-assigned claim number (if applicable)
  - Molina-assigned authorization number
  - Line of business
  - Member name
  - Member ID number
  - Date(s) of service
  - Justification for the reconsideration
  - If sending an encrypted disc, provide your password on the Authorization Reconsideration Form
- Appropriate medical documentation supporting an overturn of the decision. This must be new or additional information to the original request. If this detail is not included, the request will be denied, and no further review will be completed. Only one submission will be accepted. Any additional submissions for the same service will be denied even if it includes new/additional information.
- Disc Submission: Larger files may not be able to process through the Availity Essentials Portal or fax. These large files can be submitted by disc to ensure they are received and processed timely. Follow the policy below when submitting as a disc:
  - Submit one medical record per disc. Those received with more than one medical record will not be processed and the provider will be notified.
  - Complete an Authorization Reconsideration Form (if submitting via fax).
  - If you will be submitting an encrypted disc, please write the password on the completed Authorization Reconsideration Form and indicate that the disc is to follow.
  - If the Authorization Reconsideration Form submission is received with incomplete or missing information, it will not be processed, and the provider will be notified.
  - Place the Molina-assigned claim ID number on the disc.
  - Discs will not be processed, and the provider will be notified if we cannot access the data.

Mail discs to:

Molina Healthcare of Ohio  
Attn: Provider Appeals and Grievances  
PO Box 182273  
Chattanooga, TN 37422



# Marketplace Authorization and Claim Reconsideration Guide

The Authorization Reconsideration Form can be found on the Molina Provider Website at [MolinaHealthcare.com](http://MolinaHealthcare.com). After following the link, be sure to select the correct line of business at the top of the page before accessing the form.

Reminder: Authorization Reconsiderations submitted via paper mailing will not be processed.

Note: All retro-authorization and Extenuating Circumstances reviews should be sent to Molina following the process you use today. Effective April 1, 2022, the 30-day authorization reconsideration process was modified to exclude applicable cardiology professional services based on our partnership with New Century Health. Providers are strongly encouraged to take advantage of New Century Health’s streamlined Peer-to-Peer process to hold timely conversations related to requested services.

## Member Appeal Represented by the Provider

You can ask for one Member Appeal represented by the provider within 180 calendar days of the date on the authorization denial notification. If your patient wants you to appeal on their behalf, your patient **must** tell us this in writing using the Authorized Representative Form posted at [MolinaHealthcare.com](http://MolinaHealthcare.com).

The grid below summarizes your options by type of authorization by line of business.

Outpatient			Inpatient		
P2P	Authorization Reconsideration	Provider Rep. Member Appeal	P2P	Authorization Reconsideration	Provider Rep. Member Appeal
Yes	Yes	Yes	Yes	Yes	Yes

## Claim Reconsideration Process (not related to an Authorization/Medical Necessity Review)

Submit claim reconsiderations only when disputing a payment denial, payment amount, or a code edit. **As a reminder:** Primary insurance Explanation of Benefits (EOB), corrected claims, and itemized statements are **not** accepted via claim reconsideration. Please refer to the Corrected Claims submission guidelines in the Provider Manual and the [Reference Guide for Supporting Document for Claims](#) on the Provider Website.

A claim reconsideration must be submitted within 120 calendar days from the disputed claim remit date.

- Use the Availity Essentials Portal to submit the reconsideration:
  - Access the Availity Essentials Portal at [Provider.MolinaHealthcare.com](http://Provider.MolinaHealthcare.com)
  - Log in with your User ID and Password
  - Attachments can be included with the reconsideration request
  - For more details on the Availity Essentials Portal submission process please visit the [Availity Learning Center](#).
- Alternatively, providers may fax the form and supporting documents to the Provider Appeals and Grievances at (800) 499-3406

- The Claim Reconsideration Request Form (CRRF) must be filled out entirely and include the following details, or it will not be processed, and the provider will be notified:
  - Molina-assigned claim number
  - Line of business
  - Member name
  - Member ID number
  - Date of service
  - Provider ID/NPI
  - Provider phone and fax
  - Detailed explanation of the appeal
  - Pricing sheet, if disputing payment amount
  - Supporting documents

Find the form at [MolinaHealthcare.com](https://MolinaHealthcare.com) under the “Forms” tab. (Paper submissions received by mail will not be processed and the provider will be notified.) Only one claim reconsideration submission will be accepted and reviewed per claim. Any additional submissions for the same dispute reason on the same claim will be denied and not subject to review; even if it includes new/additional information.

**Note:** According to Ohio regulations, health care providers are responsible for verifying eligibility and obtaining approval for those services that require prior authorization. Providers agree that under no circumstance shall a member be liable to the provider for any sums that are the legal obligation of Molina to the provider. Balance billing a member for covered services is prohibited, except for the member’s applicable copayment, coinsurance, and deductible amounts.

Date		Action
Effective Date	January 2019	Creation of Medicaid and Marketplace Authorization and Claim Reconsideration Guide
Revision Date	February 2022	Updated: NICU 30-day reconsideration process update due to ProgenyHealth partnership.
Revision Date	April 2022	Updated: New Century Health Peer-to-Peer, Authorization Reconsideration and Retro-Authorization processes updates due to the new partnership.
Revision Date	May 2022	Updated: Formatting and streamlined language.
Revision Date	February 2023	Split Marketplace and Medicaid into two separate documents. Updated: Name of team processing reconsiderations and the balance billing language. Removed: NICU and ProgenyHealth references as it only applies to the Medicaid line of business.
Revision Date	May 2023	Updated: Appeals & Grievances address changed from Columbus, OH to Chattanooga, TN.