

**Molina® Healthcare Medicare
PRIOR AUTHORIZATION/PRE-SERVICE REVIEW GUIDE**

REFER TO MOLINA'S PROVIDER WEBSITE OR PRIOR AUTHORIZATION LOOK-UP TOOL/MATRIX FOR SPECIFIC CODES THAT REQUIRE AUTHORIZATION, ONLY COVERED SERVICES ARE ELIGIBLE FOR REIMBURSEMENT

****NOTE: For Molina Medicare Members with Molina Medicaid (Including MMP/FIDE/ CA EAE Plans), Please Refer to Your State Molina Medicaid PA Look-Up Tool for Additional Medicaid Benefit PA Requirements****

OFFICE VISITS TO CONTRACTED /PARTICIPATING PRIMARY CARE PROVIDERS DO NOT REQUIRE PA
OFFICE VISITS TO NETWORK SPECIALIST DO NOT REQUIRE A REFERRAL FROM A PARTICIPATING PRIMARY CARE PROVIDER
EMERGENCY SERVICES DO NOT REQUIRE PRIOR AUTHORIZATION

Important Information for Molina Healthcare Medicare Providers

- Information generally required to support authorization decision making includes:**
- Completed PA Form
 - 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
- Information generally required to support Home Health authorization decision making includes:**
- Completed PA Form
 - Signed MD order
 - Supporting clinical documentation from the certifying physician and
 - A plan of care
- Information generally required to support Durable Medical Equipment (DME) authorization decision making includes:**
- Completed PA Form
 - Signed MD order
 - An itemized quote, and
 - An assessment.
- Information generally required to support Therapy Services (PT, OT, OR ST) authorization decision making includes:**
- Completed PA Form
 - Signed MD order,
 - A therapy evaluation and
 - Concurrent evaluations
- Information generally required to support Behavioral Health authorization decision making includes:**
- Completed PA Form
 - A recent evaluation,
 - A treatment plan for the requested services.
- Information generally required to support Ablation/Ligation/Vein Stripping and Sclerotherapy authorization decision making includes:**
- Completed PA Form
 - Patient evaluation and complaints
 - Diagnosis studies (ultrasound or other imaging test) with results:
 - Documentation of vein size and reflux (if applicable)
 - Documentation of presence or absence of Deep vein thrombosis (DVT), aneurysm, and or tortuosity
 - Conservative treatment(s) tried and duration
 - Documentation of pulses
 - Treatment plan (include which extremity and vein will be treated)
- Information generally required to support Bariatric Surgery authorization decision making includes:**
- Completed PA Form
 - Patient evaluation with recent Surgeon's notes:
 - Weight, height
 - BMI
 - Past Medical History (Comorbidities)
 - Previously unsuccessful with medical treatment for obesity (Patient has tried and has failed to achieve and maintain sufficient weight loss with nonsurgical treatment including participation in a structured diet program)
 - Member is willing to participate and adhere to postoperative instructions
 - Patient is appropriate psychological/psychiatric candidate for bariatric surgery (Preoperative Psychological/Psychiatric Evaluation)
 - Surgeon Qualifications
 - Plan of care
- Information generally required to support External Defibrillator authorization decision making includes:**
- Completed PA Form
 - MD's order/prescription
 - Patient's evaluation and clinical notes including, but not limited to:
 - Cardiac history (history of cardiac arrest/Ventricular fibrillation or ventricular tachyarrhythmia)
 - Familial or inherited conditions
 - History of either prior myocardial infarction or dilated cardiomyopathy and a measured left ventricular ejection fraction
 - History of a previously implanted defibrillator
 - Coronary artery disease with a documented prior myocardial infarction with a measured left ventricular ejection fraction
 - Beneficiaries with ischemic dilated cardiomyopathy (IDCM), documented prior myocardial infarction (MI)
 - Beneficiaries with nonischemic dilated cardiomyopathy
 - NYHA Class
 - Implantation surgery is contraindicated
- Information generally required to support Pneumatic Compressor authorization decision making includes:**
- Completed PA Form
 - MD's order/prescription
 - Clinical documentation supporting member's diagnosis (Lymphedema/Chronic Venous Insufficiency)
 - Symptoms and objective findings, including measurements that establish severity of condition

- A four-week trial of conservative therapy
- Previous treatments (including dates of trial and response of treatment)
- Plan of care including reason device is required

Information generally required to support Injections authorization decision making includes:

- Completed PA Form
- MD's orders/prescription
- Offices notes:
 - Patient's history of Lumbar, Cervical, or Thoracic radiculopathy (As applicable)
 - Patient's history on physical examination and imaging that supports pain due to 1 of the following: Discherniation, post-laminectomy syndrome, or acute herpes zoster.
 - Patient's pain severe enough to impact quality of life or function and assessed prior to the initial and subsequent injections and at each follow up.
 - Patient's pain with a duration of at least 4 weeks with failure of, or inability to tolerate noninvasive conservative care.
 - Patient's response to previous injection, if applicable.

Information generally required to support Hospital Beds authorization decision making includes:

- Completed PA Form
- MD's orders/prescription
- Offices notes:
 - Patient's condition requires body positioning that cannot be accomplished in ordinary bed
 - Patient's condition requires elevation of head of bed due to respiratory issues or risk for aspiration, and pillows and wedges are not sufficient.
 - Patient's condition requires special equipment that necessitates hospital bed use (e.g., traction equipment)
 - Patient/patient's caregiver status

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 their 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 by calling (800) 665-3086.
- Molina Healthcare has a full-time Medical Director available to discuss medical necessity decision with the requesting physician.

IMPORTANT MOLINA HEALTHCARE MEDICARE CONTACT INFORMATION

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

In-patient (IP) (Includes Behavioral Health Authorizations)

Phone: (800) 665-3086

Fax: (844) 834-2152

Peer to Peer: (866) 425-0786

For all Post-Acute requests (SNF, LTAC, Acute Rehab)

Phone: (800) 665-3086

Fax to: (833)912-4454

Peer to Peer: (866) 425-0786

Prior Authorizations (Includes Planned Inpatient and Behavioral Health Authorizations)

Phone: (800) 665-3086

Medicare Fax: (844) 251-1450

MMP/FIDE/CA EAE Fax: (844) 251-1451

Peer to Peer: (866) 425-0786

Pharmacy Authorizations Part D

Phone: (800) 665-3086

Fax: (866) 290-1309

Part B Healthcare Administered Drugs

Fax: (800) 391-6437

Advance Imaging

Authorizations

Phone: (855) 714-2415

Fax: (877) 731-7218

Transplant Authorizations

Phone: (855) 714-2415

Fax: (877) 813-1206

SEE BELOW FOR STATE SPECIFIC INFORMATION

ARIZONA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: DentaQuest (HMO D-SNP)

Member Services Phone: (844) 583-5033
Provider Services Phone: (800) 400-3408
Website: <https://www.dentaquest.com/members>

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711
Provider Services Phone: (877) 427-4788
Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service)

Member and Provider Services Phone: 877-208-9243 (mail order only)
Website: <http://molina.nationsbenefits.com>

Hearing: Nations Benefits

Member and Provider Services Phone: 877-208-9243
Website: molina.nationsbenefits.com/hearing

Vision: VSP

Phone: (855) 492-9028
Website: www.vsp.com

Non-Emergency Medical Transportation (NEMT): NationsBenefits (card)

Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits (card and service)

Phone: (877)-208-9243
Website: <https://www.nationsotc.com/molina>

Personal Emergency Response System (PERS): Best Buy Health /Critical Signal Technologies (CST)

Phone: 855-289-1072
Website: <https://healthcare.bestbuy.com>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

No referral or prior authorization is needed.

CALIFORNIA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: Delta Dental

Member Services Phone: (888) 818-7932, TTY: 711/Provider Services Phone: (888) 818-7932

Website: <https://www.deltadentalins.com/molinahealthcare>

7 days a week, 7 a.m. to 8 p.m., local time

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711/Provider Services Phone: (877) 427-4788

Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service)

Phone: 877-208-9243 (mail order only)

Website: <http://molina.nationsbenefits.com>

Hearing: Nations Benefits

Member Services Phone: (877) 208-9243/ Provider Services Phone: (877) 208-9243

Website: <http://molina.nationsbenefits.com>

Meals:

- Purfoods LLC DBA Mom's Meals Nourishcare* (benefits covered through Medicaid) -

Phone: (866) 204-6111

- NationsBenefits-Phone: (877) 208-9243/ Website: <http://molina.nationsbenefits.com>

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT):

- Access2Care (A2C)-Phone: 888-994-4833/ Website: www.access2care.com
- American Logistics* (benefits covered through both Medicare and Medicaid) – Member Services
Phone: 844-292-2688/ Provider Services Phone: 888-808-2206/Website:
<https://molina.americanlogistics.com/>

OTC: NationsBenefits (card and service)

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST)

Member and Provider Services Phone: (855) 289-1072/Website: <https://healthcare.bestbuy.com>

Long Term Services and Supports (LTSS)

Fax: (800) 811-4804

Vision: VSP

Phone: (855) 492-9028

Website: www.vsp.com

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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No referral or prior authorization is needed

IDAHO

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental:

- **Delta Dental**

Member/Provider Services Phone: (888) 818-7932, TTY: 711

Website: <https://www.deltadentalins.com/molinahealthcare>

7 days a week, 7 a.m. to 8 p.m., local time

- **Idaho Smiles***

Member/Provider Services Phone: 855-233-6262

Website: <https://www.mcnaid.net/members>

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711

Provider Services Phone: (877) 427-4788

Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service)

Phone: 877-208-9243 (mail order only)

Website: <http://molina.nationsbenefits.com>

Hearing: Nations Benefits

Member /Provider Services Phone: (877) 208-9243

Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Phone: 877-208-9243

Website: <http://molina.nationsbenefits.com>

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT): NationsBenefits (card)

Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits (card and service)

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST)

Phone: 855-289-1072

Website: <https://healthcare.bestbuy.com>

Vision: VSP

Member Services Phone: (855) 492-9028/ Provider Services Phone: (888) 794-7268

Website: www.vsp.com

24 Hour Nurse Advice Line (7 days/week)

Phone: (844) 526-3188/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

No referral or prior authorization is needed.

ILLINOIS

Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: DentaQuest (Duals)

Member Service Phone:

844-284-8822 (Medicare) - 844-583-5037 (Medicaid)

Provider Service Phone: 800-508-6780

Website: <https://www.dentaquest.com/members>

Fitness: Silver & Fit (MAPD)

Member Service Phone: (877) 427-4711

Provider Service Phone: (877) 427-4788

Website: www.silverandfit.com

Meals: Nations Benefits

Member and Provider Service Phone: 877-208-9243

Website: <http://molina.nationsbenefits.com>

****Case Managers must enroll the member in the home delivered meal program giving them access to this benefit****

Non-Emergency Medical Transportation (NEMT): MTM (Duals)

Phone: 844-644-6353

OTC: NationsBenefits (card and service) (Duals)

Member/Provider Service Phone: (877)-208-9243

Website: <http://molina.nationsbenefits.com>

Vision: Avësis (Duals)

Member Service Phone: 588-704-0433 (option 1)

Provider Service Phone: 855-704-0433 (option 2)

Website: www.fap.avesis.com/molinail/provider/search

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.
No referral or prior authorization is needed.

KENTUCKY

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: DentaQuest

Member Service Phone: 800-508-2059

Provider Service Phone: 800-508-6787

Website: <https://www.dentaquest.com/members>

Fitness: Silver & Fit

Member Service Phone: (877) 427-4711

Provider Service Phone: (877) 427-4788

Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service)

Phone: 877-208-9243 (mail order only)

Website: <http://molina.nationsbenefits.com>

Hearing: Nations Benefits

Member/Provider Service Phone: 877-208-9243

Website: <http://molina.nationsbenefits.com>

Meals: Nations Benefits

Member/ Provider Service Phone: 877-208-9243

Website: <http://molina.nationsbenefits.com>

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT): NationsBenefits (card)

Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits

Member and Provider Service Phone: (877)-208-9243

Website: <http://molina.nationsbenefits.com>

Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)

Member and Provider Service Phone: 855-289-1072

Website: <https://healthcare.bestbuy.com>

Vision: VSP

Member Service Phone: (855) 492-9028

Provider Service Phone: 888-794-7268

Website: www.vsp.com

24 Hour Nurse Advice Line (7 days/week)

Phone: (800) 606-9880/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

No referral or prior authorization is needed.

MASSACHUSETTS

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: DentaQuest (DSNP)

Member and Provider Services Phone: 855-343-4274

Website: <https://www.dentaquest.com/members>

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711

Provider Services Phone: (877)427-4788

Website: <https://www.silverandfit.com>

Food and Produce: NationsBenefits (card and service)

Phone:877-208-9243 (mail order only)

Website: <http://molina.nationsbenefits.com>

Non-Emergency Medical Transportation (NEMT): ModivCare

Phone: (844) 544-1391

Website: www.modivcare.com

OTC: Nations Benefits

Member and Provider Services Phone: (877)-208-9243

Website: <http://molina.nationsbenefits.com>

Vision: VSP

Member Services Phone: 855-492-9028

Provider Service Phone: 888-794-7268

Website: www.vsp.com

24 Hour Nurse Advice Line (7 days/week)

Senior Whole Health (HMO D-SNP) and Senior Whole Health NHC (HMO D-SNP)

Toll Free: [\(888\) 794-7268](tel:8887947268) /TTY: [711](tel:711)

Senior Whole Health Medicare Choice Care (HMO) and Senior Whole Health Medicare Choice Care Select(HMO) -Toll Free: [\(833\) 685-2108](tel:8336852108)/TTY: [711](tel:711)

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members. No referral or prior authorization is needed.

MICHIGAN

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: DentaQuest

Member Services Phone: (844) 583-6156 (Duals) or (833) 206-6302 (DNSP)

Provider Services Phone: 844-870-3977

Website: www.dentaquest.com

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711

Provider Services Phone: (877) 427-4788

Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service) (DNSP)

Phone: 877-208-9243 (mail order only)

Website: <http://molina.nationsbenefits.com>

Hearing: NationsBenefits (DNSP)

Member and Provider Services Phone: 877-208-9243

Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Member and Provider Services Phone: 877-208-9243

Website: <http://molina.nationsbenefits.com>

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT): Access2Care (A2C)

Phone: 888-616-4841

Website: www.access2care.com

OTC: NationsBenefits (card and service)

Member and Provider Services Phone: (877)-208-9243

Website: <http://molina.nationsbenefits.com>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST)

Member and Provider Services Phone: (855) 289-1072

Website: <https://healthcare.bestbuy.com>

Vision: VSP

Member Services Phone: (855) 855-492-9028

Provider Services Phone: (888) 794-7268

Website: <https://www.vsp.com>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt.

The nurse will arrange for an interpreter,
as needed, for non-English/Spanish speaking members.

No referral or prior authorization is needed

MISSISSIPPI

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711

Provider Services Phone: (877) 427-4788

Website: www.silverandfit.com

Food and Procedure: NationsBenefits (card and service)

Phone: 877-208-9243 (mail order only)

Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Member and Provider Services Phone: 877-208-9243

Website: <http://molina.nationsbenefits.com>

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT): NationsBenefits (card)

Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits

Member and Provider Services Phone: (877)-208-9243

Website: <http://molina.nationsbenefits.com>

**Personal Emergency Response System (PERS):
Best Buy Health/Critical Signal Technologies (CST)**

Member and Provider Services Phone: (855) 289-1072

Website: <https://healthcare.bestbuy.com>

Vision: VSP

Member Services Phone: (855) 855-492-9028

Provider Services Phone: (888) 794-7268

Website: <https://www.vsp.com>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt.

The nurse will arrange for an interpreter,
as needed, for non-English/Spanish speaking members.

No referral or prior authorization is needed

NEBRASKA

(Service Hours: 8am to 5pm local time to Friday, unless otherwise specified)

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711

Provider Services Phone: 877-427-4788

Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service)

Phone: 877-208-9243 (mail order only)

Website: <http://molina.nationsbenefits.com>

Hearing: NationsBenefits

Member and Provider Services Phone: 877-208-9243

Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Member and Provider Services Phone: 877-208-9243

Website: <http://molina.nationsbenefits.com>

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT): NationsBenefits (card)

Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits

Member and Provider Services Phone: (877)-208-9243

Website: <http://molina.nationsbenefits.com>

Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)

Member and Provider Services Phone: 855-289-1072

Website: <https://healthcare.bestbuy.com>

Vision: VSP

Phone: 855-492-9028

Website: www.vsp.com/advantageonly

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

No referral or prior authorization is needed

NEW MEXICO

(Service Hours: 8am to 5pm local time to Friday, unless otherwise specified)

Dental: DentaQuest

Member Services Phone: 800-516-0120
Provider Services Phone: 855-343-4276
Website: www.dentaquest.com

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711
Provider Services Phone: 877-427-4788
Website: www.silverandfit.com

Food and Produce: NationsBenefits

Member and Provider Services Phone: 877-208-9243
Website: <http://molina.nationsbenefits.com>

Hearing: NationsBenefits

Member and Provider Services Phone: 877-208-9243
Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Member and Provider Services Phone: 877-208-9243
Website: <http://molina.nationsbenefits.com>

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT): Superior

Member Services Phone: 505-341-0042 or toll free 833-707-7100
Provider Services Phone: 505-836-7995
Website: www.superior-nm.com

OTC: NationsBenefits

Member and Provider Services Phone: (877)-208-9243
Website: <http://molina.nationsbenefits.com>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST)

Member and Provider Services Phone: 855-289-1072
Website: <https://healthcare.bestbuy.com>

Vision: VSP

Member Services Phone: 855-492-9028
Provider Services Phone: 888-794-7268
Website: www.vsp.com/advantageonly

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.
No referral or prior authorization is needed

NEVADA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: DentaQuest

Member and Provider Services Phone: 888-818-7932

Website: <https://www.deltadentalins.com/molinahealthcare/>

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711

Provider Services Phone: (877) 427-4788

Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service)

Phone: 877-208-9243 (mail order only)

Website: <http://molina.nationsbenefits.com>

Hearing: NationsBenefits

Phone: 877-208-9243

Website: molina.nationsbenefits.com/hearing

Meals: NationsBenefits

Member and Provider Services Phone: 877-208-9243

Website: <http://molina.nationsbenefits.com>

Non-Emergency Medical Transportation (NEMT): NationsBenefits (card)

Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits

Member and Provider Services Phone: (877) 208-9243

Website: <http://molina.nationsbenefits.com>

Personal Emergency Response System (PERS): Best Buy Health / Critical Signal Technologies (CST)

Member and Provider Services Phone: 855-289-1072

Website: <https://healthcare.bestbuy.com>

Vision: Superior Vision

Member Services Phone: (855) 492-9028

Provider Services Phone: (888) 794-7268

Website: www.vsp.com/advantageonly

24 Hour Nurse Advice Line (7 days/week)

Phone: 855-685-2104/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

No referral or prior authorization is needed

NEW YORK

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: DentaQuest

Member Services Phone: 833-206-6304

Provider Services Phone: 888-308-2508

Website: <https://www.deltadentalins.com/molinahealthcare/>

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711

Provider Services Phone: (877) 427-4788

Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service)

Member /Provider Services Phone: 877-208-9243 (mail order only)

Website: <http://molina.nationsbenefits.com>

Meals: God's Love We Deliver* (benefits covered through Medicaid)

Non-Emergency Medical Transportation (NEMT): NationsBenefits (card)

Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits

Member and Provider Services Phone: (877) 208-9243

Website: <http://molina.nationsbenefits.com>

Vision: Superior Vision

Member Services Phone: (800) 879-6901

Provider Services Phone: (877) 235-5317

Website: www.superiorvision.com

24 Hour Nurse Advice Line (7 days/week)

Phone: 877-353-0185 /TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

No referral or prior authorization is needed

OHIO

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: SKYGEN

Member Services Phone: 262-288-1897
Provider Services Phone: 855-322-4079
Website: www.dentalhub.com/molina

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711
Provider Services Phone: (877) 427-4788
Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service) (DSNP)

Member/Provider Services Phone: 877-208-9243 (mail order only)
Website: <http://molina.nationsbenefits.com>

Hearing: NationsBenefits (DSNP)

Member and Provider Services Phone: (877) 208-9243
Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Member and Provider Services Phone: (877) 208-9243

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT)

Access2Care (A2C) (MMP)- Phone: 844-491-4761
NationsBenefits (card) (DSNP) - Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits (card and service)

Member and Provider Services Phone: (877) 208-9243
Website: <https://www.NationsOTC.com/Molina>

Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)

Member and Provider Services Phone: 855-289-1072
Website: <https://healthcare.bestbuy.com>

Vision:

- **March Vision Care (MMP)**

Member and Provider Services Phone: (844) 706-2724
Website: <https://www.marchvisioncare.com>

- **VSP (DSNP)**

Member and Provider Services Phone: 855-492-9028
Website: www.vsp.com/advantageonly

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711 (Medicare)

Phone: (855) 665-4623 (English & Español) /TTY: 711 (Molina Dual Options MyCare Ohio)

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

No referral or prior authorization is needed

SOUTH CAROLINA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: NationsBenefits (MMP)

Website: <http://molina.nationsbenefits.com>

Dental: Delta Dental (DSNP)

Member and Provider Services Phone: 888-818-7932

Website: <https://www.deltadentalins.com/molinahealthcare/>

Fitness: Silver & Fit (DSNP)

Member Services Phone: (877) 427-4711

Provider Services Phone: (877) 427-4788

Website: www.silverandfit.com

Food and Produce (DSNP): NationsBenefits (card and service)

Member and Provider Services Phone: 877-208-9243 (mail order only)

Website: <http://molina.nationsbenefits.com>

Hearing: NationsBenefits

Member and Provider Services Phone: 877-208-9243

Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Member and Provider Services Phone: (877) 208-9243

Website: <http://molina.nationsbenefits.com>

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT) (DSNP): NationsBenefits (card)

Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits

Member and Provider Services Phone: (877) 208-9243

Website: <http://molina.nationsbenefits.com>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST)

Member and Provider Services Phone: 855-289-1072

Website: <https://healthcare.bestbuy.com>

Vision: NationsBenefits (MMP)

Website: <http://molina.nationsbenefits.com>

Vision: VSP(DSNP)

Member Services Phone: (855) 492-9028

Provider Services Phone: (888) 794-7268

Website: www.vsp.com

24 Hour Nurse Advice Line (7 days/week)

Phone: 844-800-5155/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt.

The nurse will arrange for an interpreter,

as needed, for non-English/Spanish speaking members.

No referral or prior authorization is needed

TEXAS

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: Denta Quest

Member Services Phone: 833-206-6303 TTY: 711 (DSNP)
Member Services Phone: 833-479-0205 (MMP)
Provider Services Phone: 888-308-9345
Website: <https://www.dentaquest.com>

Fitness: Silver & Fit

Member Services Phone: 877-427-4711
Provider Services Phone: 877-427-4788
Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service) (DSNP)

Member and Provider Services Phone: 877-208-9243 (mail order only)
Website: <http://molina.nationsbenefits.com>

Hearing: NationsBenefits

Member and Provider Services Phone: 877-208-9243
Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Member and Provider Services Phone: 877-208-9243
Website: <http://molina.nationsbenefits.com>

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT): Access2Care (A2C)

Member and Provider Services Phone: 888-616-4846
Website: www.access2care.com

OTC: NationsBenefits

Member and Provider Services Phone: (877) 208-9243
Website: <http://molina.nationsbenefits.com>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST)

Member and Provider Services Phone: 855-289-1072
Website: <https://healthcare.bestbuy.com>

Vision: VSP

Member Services Phone: 855-492-9028
Provider Services Phone: 888-794-7268
Website: www.vsp.com

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750 (English)
(866) 648-3537 (Spanish)
24-Hours a day, Monday to Sunday
TTY: 711 or (866) 735-2929

UTAH

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: Delta Dental

Member and Provider Services Phone: (888) 818-7932, TTY: 711
Website: <https://www.deltadentalins.com/molinahealthcare>

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711
Provider Services Phone: (877) 427-4788
Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service)

Member and Provider Services Phone: (877-208-9243 (mail order only)
Website: <http://molina.nationsbenefits.com>

Hearing: NationsBenefits

Member and Provider Services Phone: 877-208-9243
Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Member and Provider Services Phone: 877-208-9243

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT): NationsBenefits (card)

Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits

Member and Provider Services Phone: (877) 208-9243
Website: <http://molina.nationsbenefits.com>

**Personal Emergency Response System (PERS):
Best Buy Health/Critical Signal Technologies (CST)**

Member and Provider Services Phone: 855-289-1072
Website: <https://healthcare.bestbuy.com>

Vision: VSP

Member Services Phone: (855) 492-9028
Provider Services Phone: (888) 794-7268
Website: www.vsp.com

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt.
The nurse will arrange for an interpreter,
as needed, for non-English/Spanish speaking members.
No referral or prior authorization is needed

VIRGINIA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: DentaQuest

Member Services Phone: 844-583-5049 TTY:711
Provider Services Phone: 844-876-7915
Website: <https://www.dentaquest.com>

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711
Provider Services Phone: (877) 427-4788
Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service)

Member and Provider Services Phone: 877-208-9243 (mail order only)
Website: <http://molina.nationsbenefits.com>

Hearing: NationsBenefits

Member and Provider Services Phone: 877-208-9243
Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Member and Provider Services Phone: 877-208-9243

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT)

Access2Care (A2C) -Phone: 877-375-0041 or
NationsBenefits (card) -Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits (card and service)

Member and Provider Services Phone: 877-208-9243 (mail order only)
Website: <http://molina.nationsbenefits.com>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST)
Member and Provider Services Phone: (855) 289-1072

Transportation: Access2Care

Member and Provider Services Phone: 877-375-0041

Vision: VSP

Member Services Phone: 888-7947268
Provider Services Phone: (888) 794-7268
Website: www.vsp.com

24 Hour Nurse Advice Line (7 days/week)

Phone: 800-424-4524/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt.
The nurse will arrange for an interpreter,
as needed, for non-English/Spanish speaking members.
No referral or prior authorization is needed

WASHINGTON

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: Delta Dental

Member and Provider Services Phone: 888-818-7932
Website: <https://www.deltadentalins.com/molinahealthcare/>

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711
Provider Services Phone: (877) 427-4788
Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service)

Member and Provider Services Phone: 877-208-9243 (mail order only)

Hearing: NationsBenefits

Member and Provider Services Phone: 877-208-9243
Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Member and Provider Services Phone: 877-208-9243

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT): Nationsbenefits (card)

Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits

Member and Provider Services Phone: (877) 208-9243
Website: <http://molina.nationsbenefits.com>

**Personal Emergency Response System (PERS):
BestBuyHealth/Critical Signal Technologies (CST)**

Member and Provider Services Phone: 855-289-1072

Vision: VSP

Member Services Phone: 855-492-9028
Provider Services Phone: (888) 794-7268
Website: www.vsp.com

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt.

The nurse will arrange for an interpreter,
as needed, for non-English/Spanish speaking members.

No referral or prior authorization is needed

WISCONSIN

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Dental: SKYGEN

Member Services Phone: 844-621-4580
Provider Services Phone: 800-508-4890
Website: pwp.skygenusystems.com

Fitness: Silver & Fit

Member Services Phone: (877) 427-4711
Provider Services Phone: (877) 427-4788
Website: www.silverandfit.com

Food and Produce: NationsBenefits (card and service)

Member and Provider Services Phone: 877-208-9243 (mail order only)
Website: <http://molina.nationsbenefits.com>

Hearing: NationsBenefits

Phone: 877-208-9243
Website: <http://molina.nationsbenefits.com>

Meals: NationsBenefits

Member and Provider Services Phone: 877-208-9243

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Non-Emergency Medical Transportation (NEMT): NationsBenefits

Website: <http://molina.nationsbenefits.com>

OTC: NationsBenefits

Member and Provider Services Phone: (877) 208-9243
Website: <http://molina.nationsbenefits.com>

**Personal Emergency Response System (PERS):
BestBuyHealth/Critical Signal Technologies (CST)**

Member and Provider Services Phone: 855-289-1072

Vision: VSP

Member and Provider Services Phone: 855-492-9028
Website: www.vsp.com

24 Hour Nurse Advice Line (7 days/week)

Phone: (877) 373-8985 /TTY: 711

Members who speak Spanish can press 1 at the IVR prompt.
The nurse will arrange for an interpreter,
as needed, for non-English/Spanish speaking members.
No referral or prior authorization is needed