

Provider Memorandum

Prior Authorization Documentation Reminder

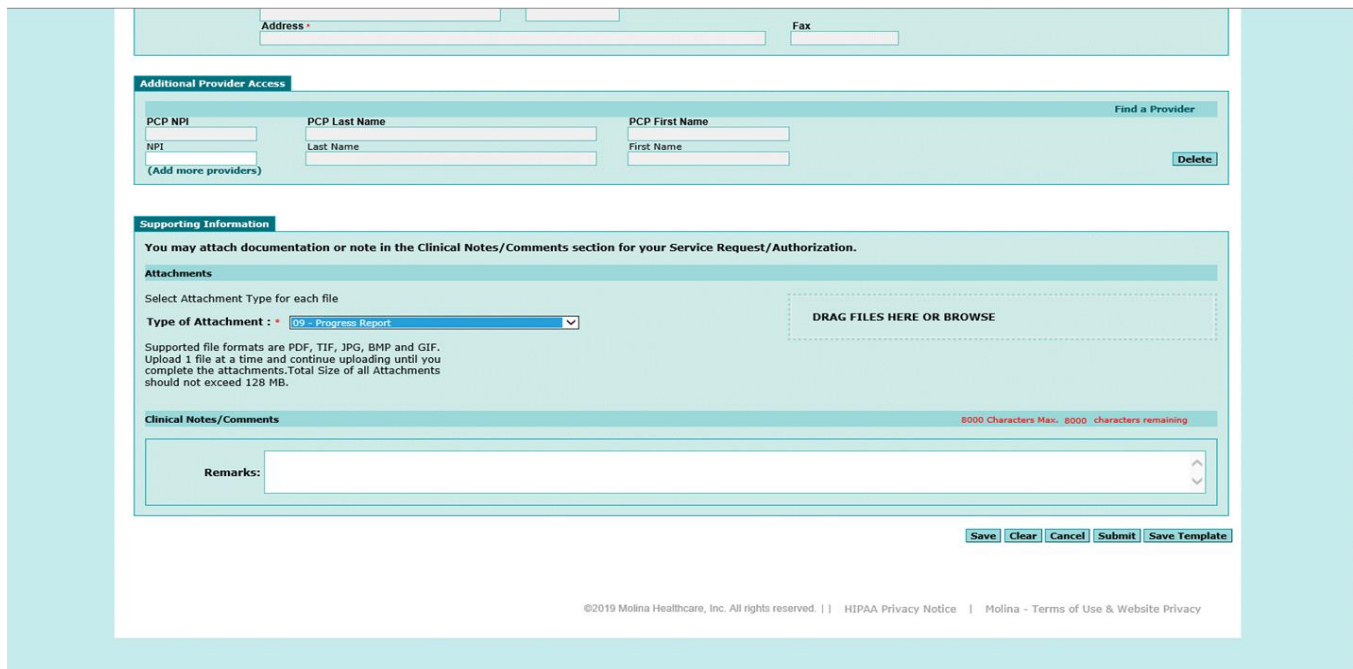
Molina Healthcare of Illinois (Molina) is reminding its contracted providers to submit prior authorization documentation through the Molina Provider Portal. The provider portal is more efficient and may result in less time for processing of transactions.

Requesting prior authorization through the provider portal can be completed in the following steps:

1. Log into the Provider Portal from www.MolinaHealthcare.com
2. On the left hand side of the screen, click on *Service Request/Authorization*
3. On the drop down – select *Create Service Request/Authorization*
4. Complete the entire Prior Authorization Request form

Once you fill out the entire Prior Authorization Request, go to the *Supporting Information* box at the bottom of the form. There are two ways you can attach the supporting information.

1. Copy and Paste – up to 8000 characters. Paste documents into the *Remarks* box.



The screenshot displays a web form with the following sections:

- Address:** A text input field for the address and a separate input field for the fax number.
- Additional Provider Access:** A section containing fields for PCP NPI, PCP Last Name, PCP First Name, NPI, Last Name, and First Name. It includes a "Find a Provider" button and a "Delete" button. A link "(Add more providers)" is also present.
- Supporting Information:** A section with a heading "You may attach documentation or note in the Clinical Notes/Comments section for your Service Request/Authorization."
 - Attachments:** A section for uploading files. It includes a "Select Attachment Type for each file" dropdown menu (currently set to "09 - Progress Report"), a "DRAG FILES HERE OR BROWSE" area, and a note: "Supported file formats are PDF, TIF, JPG, BMP and GIF. Upload 1 file at a time and continue uploading until you complete the attachments. Total Size of all Attachments should not exceed 128 MB."
 - Clinical Notes/Comments:** A section with a character count "8000 Characters Max. 8000 characters remaining" and a large text area labeled "Remarks:" for pasting text.

At the bottom of the form, there are buttons for "Save", "Clear", "Cancel", "Submit", and "Save Template".

©2019 Molina Healthcare, Inc. All rights reserved. | HIPAA Privacy Notice | Molina - Terms of Use & Website Privacy

2. Go to the *Attachments* section
 - Select the *Attachment Type* for each file.
 - Drag or browse to attach PDF, TIF, JPG, BMP or GIF files. Upload one file at a time and continue uploading until you complete the attachments. Total size of all attachments should not exceed 28MB.

The screenshot displays a web form for a service request. At the top, there are input fields for 'Address' and 'Fax'. Below this is the 'Additional Provider Access' section, which includes fields for 'PCP NPI', 'PCP Last Name', 'PCP First Name', 'NPI', 'Last Name', and 'First Name', along with a 'Find a Provider' button and a 'Delete' button. The 'Supporting Information' section contains a heading 'Attachments' and a dropdown menu for 'Type of Attachment' set to '09 - Progress Report'. A dashed box labeled 'DRAG FILES HERE OR BROWSE' is provided for file uploads. Below the attachments section is a 'Clinical Notes/Comments' section with a 'Remarks:' text area and a character count of '8000 Characters Max. 8000 characters remaining'. At the bottom right of the form are buttons for 'Save', 'Clear', 'Cancel', 'Submit', and 'Save Template'. The footer contains copyright information for Molina Healthcare, Inc. and links to HIPAA Privacy Notice and Terms of Use & Website Privacy.

3. Click *Submit* when the request is ready for submission. If not ready for submission, click *Save* and submit when ready.

For more information about the Provider Portal, review the Web Portal: Quick Reference Guide, www.MolinaHealthcare.com/webportaldocs/Providers/UserManual/Quick%20Reference%20Guide.pdf.pdf.

Questions

Providers who have questions, concerns or would like additional training, including how to use the Molina Provider Portal, may contact their provider network managers or email the Provider Network Management Department, MHILProviderNetworkManagement@MolinaHealthcare.com.

For help identifying your provider network manager, visit Molina's Service Area page at www.MolinaHealthcare.com.

Join Our New Email List

Join Molina's new provider email list! Be the first to receive news and updates about Molina services, delivered automatically to your inbox. Just click here, <https://molinahealthcare.activehosted.com/f/1>, fill out the form and submit to get started.