Provider Memorandum

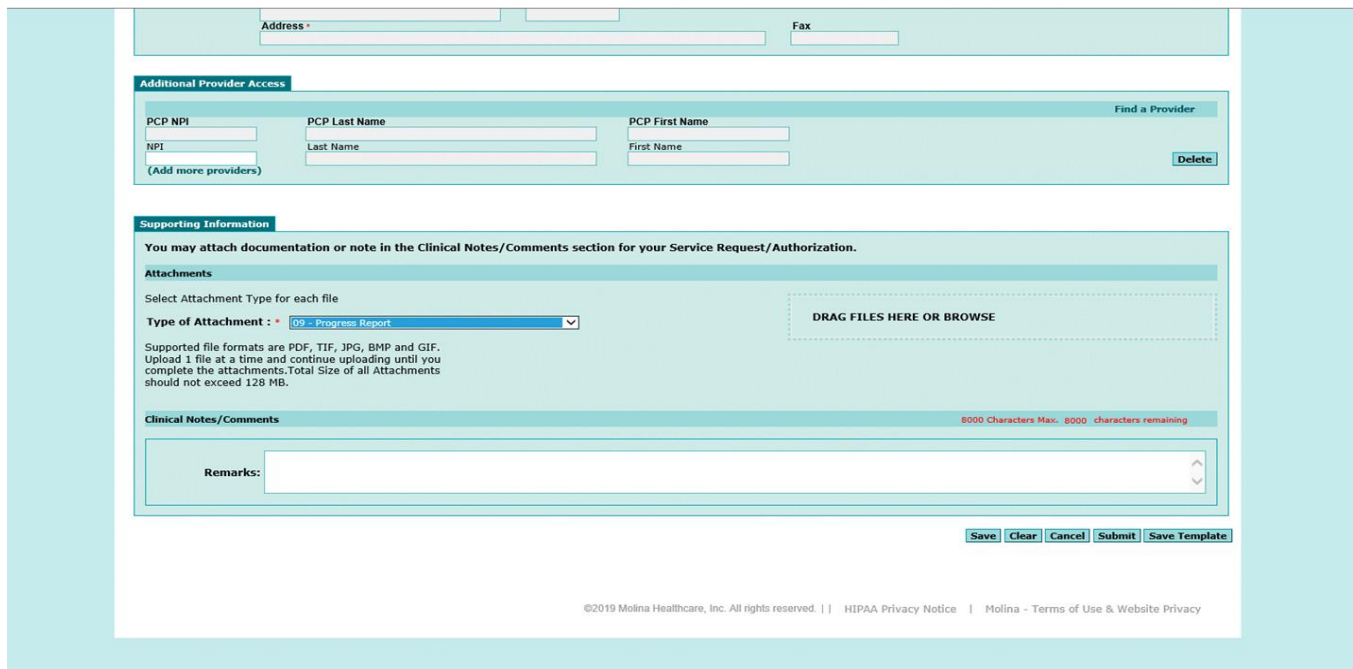**Prior Authorization Documentation Reminder**

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.

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.

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.

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