

Provider Memorandum

Prior Authorization Documentation Reminder

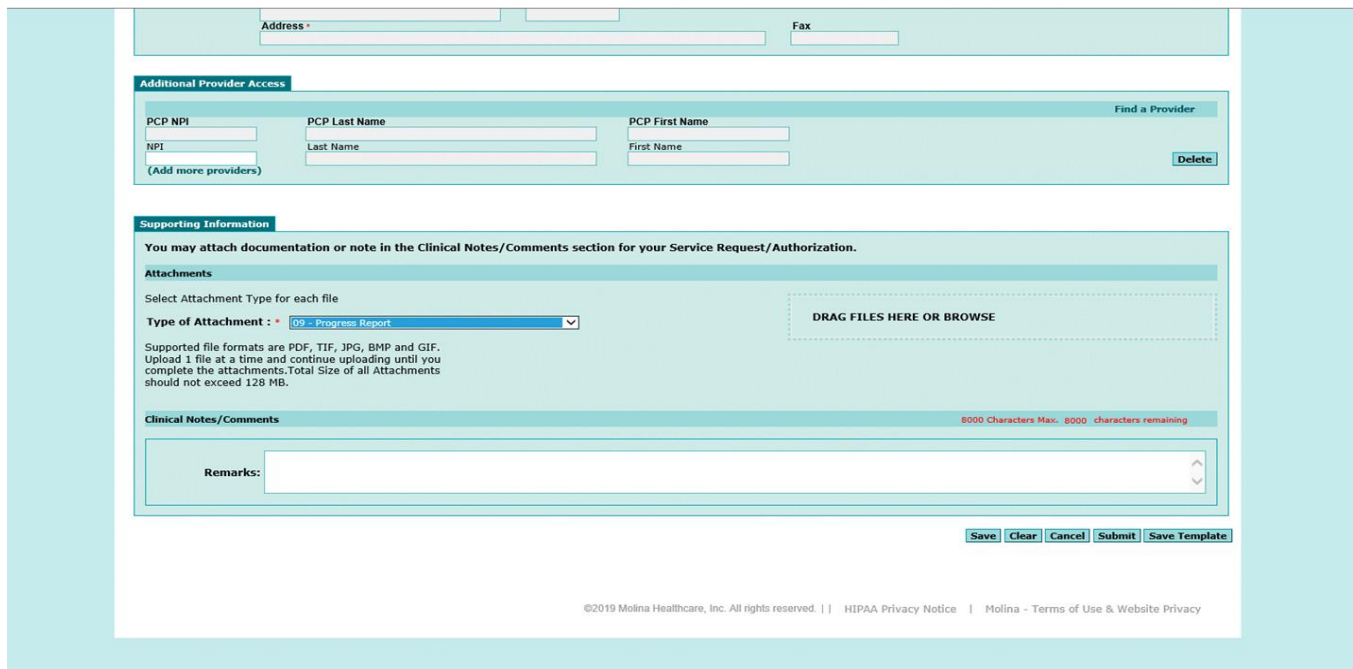
Molina Healthcare of Illinois (Molina) is reminding its contracted providers to submit prior authorization documentation through the Molina Provider Portal. The provider portal is more efficient and may result in less time for processing of transactions.

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 the Molina Provider Portal interface for a Prior Authorization 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 follows, with a heading 'You may attach documentation or note in the Clinical Notes/Comments section for your Service Request/Authorization.' It contains an 'Attachments' section with a 'Type of Attachment' dropdown menu (currently set to '09 - Progress Report') and a 'DRAG FILES HERE OR BROWSE' area. Below this is the 'Clinical Notes/Comments' section, which includes a 'Remarks' text area and a character count '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 of the page contains the copyright notice '©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 provider portal. At the top, there are input fields for 'Address' and 'Fax'. Below this is a section titled 'Additional Provider Access' containing 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 main section is titled 'Supporting Information' and includes a note: 'You may attach documentation or note in the Clinical Notes/Comments section for your Service Request/Authorization.' Under the 'Attachments' sub-section, it says 'Select Attachment Type for each file' and shows a dropdown menu with '09 - Progress Report' selected. A dashed box indicates 'DRAG FILES HERE OR BROWSE'. Below this, it lists supported file formats (PDF, TIF, JPG, BMP, GIF) and states 'Upload 1 file at a time and continue uploading until you complete the attachments. Total Size of all Attachments should not exceed 128 MB.' The 'Clinical Notes/Comments' section has a character limit of 8000 and a 'Remarks:' text area. At the bottom right 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.

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