

# Provider Memorandum

## Advanced Imaging Requests – Urgent vs Standard Review Time

Molina Healthcare of Illinois (Molina) has seen an increase in the number of providers who are requesting urgent reviews for advanced imaging (CT scans, MRIs, etc.) that should be labeled as routine and reviewed in a standard time frame. Please note below, the definition of an Urgent Service Request.

### Definition

**Urgent Service Request:** When the delay of treatment could jeopardize the life or health of the patient, jeopardize the patient's ability to regain maximum function or subject the patient to severe pain that cannot be adequately managed without the care or treatment that is the subject of the request.

Please assess all service requests before submitting to ensure that the correct classification has been made.

To view Molina's prior authorization turnaround times, visit [HealthChoice Prior Authorization Times](#).

Providers who have questions or concerns may contact their Provider Network Manager or the Provider Network Manager Department at (630) 203-3965 or via email at [IllinoisProviders@MolinaHealthcare.com](mailto:IllinoisProviders@MolinaHealthcare.com).