

August 2016

Molina Healthcare of New Mexico, Inc.

Behavioral Health Prior Authorization Update

This is to notify inpatient (IP) Behavioral Health (BH) providers who contract with Molina Healthcare of New Mexico, Inc. (Molina Healthcare) that **effective September 6, 2016**, Molina will be requesting medical records for members under certain circumstances, including, but not limited to: members ***who do not meet inpatient criteria*** as defined by the State of New Mexico and incomplete information to make a Medical Necessity determination.

1. Providers can complete a Prior Authorization (PA) form within 24 hours of admission and submit medical records for the initial BH IP intake. The PA form is located on the Molina Healthcare Provider Website at www.molinahealthcare.com, and can also be accessed by following this link: [BH Prior Authorization Form](#). *Telephonic notification of the admission will also be accepted.*
2. The PA form along with supporting medical records can be faxed to Molina Healthcare's BH Utilization Management (UM) Department at (505) 924-8237 or toll free at (888) 295-5494 or secure email: BHRequests@Molinahealthcare.com. Medical records may include admission notes/assessments, daily doctor notes, daily nursing and social work notes, history and physical, medications, treatment plans, discharge planning, or other relevant information.
3. Molina's clinical reviewers will notify the facility if medical records are required to confirm Medical Necessity during a member's admission. Medical records will be requested for the day in question. Medical records may also be required for subsequent days. In rare circumstances, Molina may require medical records for all inpatient days beginning with the day of admission.
4. Cases that do not meet Medical Necessity will be referred to the Medical Director for review and final determination.
5. The BH facility will be verbally notified of any adverse determination (denial) and will be responsible to notify the Member of the last covered day.

An alternative to faxing or emailing medical records is to provide Molina medical leadership limited access to your facility electronic medical records (EMR) for our Members.

If you have any questions and/or want to provide limited clinical staff access to your facility EMR, please contact your dedicated BH Provider Services Representative toll free at (800) 377-9594.

Behavioral Health Provider Services
Molina Healthcare of New Mexico, Inc.