

Molina Healthcare of New Mexico, Inc. Provider Reconsideration Review and Appeal Submission Process Update

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) is excited to announce an enhancement to the Provider Reconsideration Review (PRR) and Appeals submission process. To assist providers with submission of PRRs and Appeals, and to allow Molina Healthcare to better receive and track, dedicated RightFax phone numbers were developed.

Beginning October 1, 2016, Molina Healthcare will require providers to submit **all** PRRs and Appeals to the following RightFax toll free numbers. It is important to note that providers are encouraged to use this submission process prior to this effective date.

PRR Dedicated Toll Free Fax Number: (855) 378-3642

Appeals Dedicated Toll Free Fax Number: (855) 378-3643

PRRs are initial disputes/disagreements with claim payments/denials. Examples of PRRs include:

- Disagreement with payment amount or denial of a claim; and/or
- Claim edit disputes.

Formal Appeals include:

- Denial of a claim due to a Utilization Management decision (denial of prior authorization); and/or;
- Disagreement with a PRR decision.

Please contact your designated Provider Service Representative with any questions regarding this new submission process: [Provider Service Representative Territory Grid](#)

Do you want to better understand the PRR or Appeals process? Your dedicated Provider Service Representative can assist you and your office staff with this process.

Thank you for the dedicated and high quality service you provide to Molina Healthcare's Members.

Helpful Hint! Do not file your corrected claims via the PRR process. These claims will be returned with a cover letter advising that corrected claims need to be submitted via WebPortal or directly to the claims department as indicated in the [Coding and Claim Tips and Reminders - June 2015](#) issue.