Molina Healthcare of New Mexico, Inc.
Prior Authorization Process

Do You Need to Obtain a Prior Authorization? The process is simple.

- **Provider Portal Process:** For faster turn-around times, when submitting a prior authorization (PA) request for outpatient services, there is a rules-based authorization submission process for many outpatient services, called "Clear Coverage." Clear Coverage allows providers to obtain an automatic authorization.

   Simply submit your PA request through Molina Healthcare's secure Provider Portal and receive Auto Approval for many outpatient services. This is a rules-based authorization process, and Auto Approval can be obtained if InterQual Criteria is met for many outpatient services. Please contact Provider Services for additional information.

- **Fax Process:** Simply complete a PA Request Form in its entirety for elective procedures/service requests;

   The PA Form can be located on the Molina Healthcare Provider Website at www.molinahealthcare.com. Simply fax your Centennial Care/Marketplace request toll free (888) 802-5711. For Medicare members please fax to (855) 278-0310 **OR** log on to the Molina Healthcare's secure Provider Portal.

   Please make sure that the form is completed in its entirety, and send clinical notes and supporting documentation. Molina Healthcare's average turn- around time to review Elective/Routine PA requests that have complete information is three (3) to four (4) business days.

   Do you have an Urgent Request? Please indicate by marking the Expedited/Urgent Box, or simply call toll free at (877) 262-0187. Definition of Urgent/Expedited service request designation is when the treatment requested is required to prevent serious deterioration in the Member's health or could jeopardize the Member's ability to regain maximum function. Requests outside of this definition should be submitted as routine/non-urgent

- **What Services Require Prior Authorization?**

   The PA Guide and 2015 Codification List provides a listing of all procedures/services that require PA, and can be located on the Molina Healthcare Provider website at www.molinahealthcare.com.

- **Questions/Training/More Information? If you have questions regarding prior authorization or to obtain additional information and training on Clear Coverage, please contact your dedicated Provider Service Representative toll free at (800) 377-9594.**