



Your Extended Family.

Molina Marketplace - Quick Reference Guide Important Phone Numbers

<p>Member and Provider Contact Center Cameron, Collin, Dallas, El Paso, Harris, Hidalgo, Jefferson, Staar and Webb counties</p> <ul style="list-style-type: none"> • Claims Status • Member Eligibility • Benefit Verification • Complaint & Appeals Status 	<p>(855) 322-4080</p>
<p>Provider Online Portal</p> <ul style="list-style-type: none"> • Member Eligibility • Claims Submission and Status • Authorization Request Submission and Status • HEDIS® Scores 	<p>https://provider.molinahealthcare.com/Provider/Login</p>
<p>Behavioral Health Services Crisis Hotline Behavioral Health Services</p>	<p>(800) 818-5837 (888) 275-8750</p>
<p>Contracting</p> <ul style="list-style-type: none"> • How to join the network • Contract Clarifications • Fee Schedule Inquiries 	<p>Texasexpansioncontracting@MolinaHealthcare.com</p>
<p>Provider Complaints and Appeals Molina Healthcare</p>	<p>Phone: (855) 322-4080</p> <p>Molina Healthcare of Texas Attn: Complaints Department P.O. Box 165089 Irving, TX 75016</p>
<p>Electronic Claims Submission Vendors Availity, Zirmed, Practice Insight, SSI & Change Healthcare</p>	<p>Payor Identification For All: 20554</p>
<p>Paper & Corrected Claims</p>	<p>Molina Healthcare of Texas, Inc. P.O. Box 22719 Long Beach, CA 90801</p>
<p>Pharmacy Prior Authorizations, Assistance/Inquiries</p>	<p>(855) 322-4080</p>
<p>24-hour Nurse Advice Line Clinical Support for Members</p>	<p>(888) 275-8750 (English) (866) 648-3537 (Spanish)</p>

Member Complaints and Appeals	Phone: (888) 560-2025 Molina Healthcare of Texas 5605 N. MacArthur Blvd., Suite 400 Irving, TX 75038
Credentialing	(877) 665-4622 x 203141 or 203043 (Phone) (855) 671-1277 (Fax)
Healthcare Services (UM)	(855) 322-4080
NPI # Request	https://nppes.cms.hhs.gov (800) 925-9126
Texas Department of Insurance HMO Division HMO Complaint Consumer Division Consumer Hotline	(512) 322-4266 (800) 252-3439 (512) 463-6500 (800) 252-3439
Your Provider Service Coordinator Name: Email: Phone Number:	