

Prior Authorization Extensions – COVID-19

To alleviate any burden on our providers, and to ensure our members have access to necessary services, Molina has proactively implemented a system change to automatically extend all Medicaid acute, therapy, DME and LTSS authorizations expiring in April through October 23, 2020.

Additionally, we have directed our staff to extend all Medicaid authorizations currently being processed to at least October 23, 2020, or longer as clinically appropriate. For Medicaid HCBS waiver services expiring at the end of April, May, June or July, Molina has extended services for 90 days to comply with HHSC's current guidance.

All services/tasks currently authorized remain the same. For an updated authorization, please refer to our provider portal.

If you have questions regarding any current authorizations or the authorization process, please contact Molina at (833) 322-4080, Monday to Friday, 8 a.m. – 5 p.m.