

**Important Molina Contacts**  
**Hours of Operations Medicaid/CHIP 8:00 a.m. – 5:00 p.m.**  
**Medicare/MMP 8:00 a.m. – 8:00 p.m.**

**Prior Authorizations:**

Medicaid/CHIP Phone: [855-322-4080]

Outpatient Services Fax: [866-420-3639]

Inpatient Admissions Fax: [833-994-1960]

Medicare/MMP Phone: [855-322-4080]

Outpatient Services Fax: 1 [844-251-1450]

Inpatient Admissions Fax: [833-994-1960]

LTSS Authorizations: Fax: 1 [844-304-7127]

Nursing Facilities (Medicaid/CHIP/MMP/Medicare):

Phone: 1 [855-322-4080] Fax: 1 [866-420-3639]

**Radiology Authorizations:**

Phone: 1 [855-714-2415] Fax: 1 [877-731-7218]

**NICU Authorizations:**

1 [855-322-4080] Fax: 1 [866-420-3639]

**Pharmacy Prior Authorizations:**

Medicaid/CHIP Prescription and J Code Request:

1 [855-322-4080] Fax: 1 [888-487-9251]

MMP/Medicare Prescriptions

1 [800-665-3086] Fax: 1 [866-290-1309]

Medicare J Code Requests Fax: 1 [800-391-6437]

MMP J Code Requests Fax: 1 [844-251-1451]

**Behavioral Health Authorizations:**

Phone: 1 [866-449-6849] Fax: 1 [866-617-4967]

**Transplant Authorizations:**

Phone: 1 [855-714-2415] Fax: 1 [877-731-7218]

**STAR+PLUS Service Coordination Line:**

Phone: 1 [866-409-0039]

**24 Hour Nurse Advice Line (24 hours a day, 7 days a week)**

Phone: 1 [888-275-8750] or [TTY:711]

Member who speak Spanish can press 1 at the IVR prompt; the nurse will arrange for an interpreter, as needed, for non-English speaking members.

No referral or prior authorization is needed.

**Member Customer Service including Benefits/Eligibility/Prior Authorization Assistance:**

*Medicaid:* 1 [866-449-6849] Fax: 1 [281-599-8916]

TTY/TDD: Relay Texas

English: 1 [800-735-2989 OR 711]

Spanish: 1 [800-662-4954]

**Provider Customer Service: 8:00 a.m. – 5:00 p.m.**

Phone: 1 [855-322-4080] Fax: 1 [281-599-8916]

**Vision Care: ([www.opticarevisionplans.com](http://www.opticarevisionplans.com))**

provrel@opticare.net

*CHIP* 1 [800-368-4790]

*STAR* 1 [866-492-9711]

*STAR+PLUS* 1 [877-832-4118 ]

Fax: [800-980-4002]

**Dental:**

**Dental: *Medicaid*** Liberty Dental

1 [888-359-1084]

**Transportation:**

*Medicaid:* Medical Transportation Program (*MTP*)

Dallas: 1 [855-687-3255] Houston: 1 [855-687-4786]

All other areas: 1 [877-633-8747 (877-MED-TRIP)]