

Provider Notice

Thank you for being part of the Molina Complete Care (MCC) provider network and helping our members live healthier lives. This is an update to the [provider communication](#) that was sent on October 30, 2020 regarding untimely pre-certification requests.

Effective December 1, 2020, pre-certification requests for the services below must be submitted no later than three days after service start date.

This process applies to the following services:

- Outpatient procedures
- Outpatient diagnostic and laboratory
- Outpatient therapies
- Office visits
- Outpatient CMHRS
- Outpatient ARTS

The provider should submit untimely requests directly to claims for review. You can find information on submitting claims on the [Working with MCC](#) page of our website or in your provider handbook.

If you have any questions, send an email to UM_MCCofVA@mccofva.com or call us at 1-800-424-4524.