

Provider Notice

Thank you for being a Molina Complete Care (MCC) network provider and helping us provide high quality healthcare services to our members. To reduce provider administrative burden and allow the Utilization Management department to promptly respond to required service authorization requests, we're implementing some process changes.

Effective immediately, we no longer require authorization for the following services:

- Maternity stays of ≤48 hours for vaginal delivery and ≤96 hours for caesarean delivery*
- Out-of-network observation

*Maternity stays of >48 hours for vaginal delivery and >96 hours for caesarean delivery will continue to require prior authorization. **Newborn notification is still required to ensure the appropriate support can be provided to mother and baby.** Please see below for submission of newborn notification forms.

We've established a new fax line for submitting documentation not related to authorization requests. Please fax the following documents to **423-591-9127**:

- [Newborn Notification Form](#)
- UAI
- IFSP
- Care Coordination requested documents
- Any other required documentation not associated with an authorization request

We've also established a new fax line for submission of long-term services & supports (LTSS) authorization requests. Effectively immediately, please fax **423-591-9124** for LTSS service requests related to:

- Personal care
- Respite
- DMAS 225, 97AB, 98, 99, 100
- Service facilitation

For faster processing of service requests, please submit your service authorization requests through Availity, MCC's provider portal. Please view our [Availity Portal Training](#) if you need help.

MCC Fax Numbers

Behavioral Health service authorization requests	1-855-339-8179
CCC Plus service authorization requests	1-866-210-1523
MCC of VA (HMO SNP) service authorization requests	1-888-656-2389
LTSS service authorization requests	1-423-591-9124
Medallion 4.0 service authorization requests	1-855-769-2116
Care Coordination Documents	1-423-591-9127

Please call Customer Care if you have any questions:

- CCC Plus: 1-800-424-4254
- Medallion 4.0: 1-800-424-4518