

# Provider Memorandum

## **Molina Healthcare issues Update to Prior Authorizations Process due to Coronavirus**

Molina Healthcare of Illinois (Molina) is monitoring developments related to Coronavirus (COVID-19). As a result, and due to COVID-19, Molina has implemented the following changes in procedure for its providers.

- 1) Any prior authorization which is time-limited for a procedure that was found to be medically necessary and approved, may be extended until May 31, 2020 without need for further review. This includes Evicore authorizations. Molina will continue to monitor this situation.
2. Any therapy (PT/ST/OT) which has been approved may also be extended without additional review. NOTE: No additional visits may be approved. However, the same number of visits may be extended with the authorizations not to expire before May 31, 2020.
3. UM for new procedures, not previously approved, and physical therapy requests must go through the normal approval process but should not expire before May 31, 2020.
4. For medical necessity review for inpatient stays and concurrent review, providers should follow normal processes.

### **Join Our Email List**

Join Molina's provider email list! Be the first to receive news and updates about Molina services, delivered automatically to your inbox. Just click here, <https://molinahealthcare.activehosted.com/f/1>, fill out the form and submit to get started.

### **Questions**

Providers who have questions, concerns or would like additional training, including how to use the Molina Provider Portal, may contact their provider network managers or email the Provider Network Management Department at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com).

For help identifying your provider network manager please visit Molina's Service Area page at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).