# MOLINA® HEALTHCARE OF UTAH MARKETPLACE PRIOR AUTHORIZATION/PRE-SERVICE REVIEW GUIDE
# EFFECTIVE: 04/01/2024

**REFER TO MOLINA'S PROVIDER WEBSITE OR PRIOR AUTHORIZATION LOOK UP TOOL/MATRIX FOR SPECIFIC CODES THAT REQUIRE AUTHORIZATION**
**ONLY COVERED SERVICES ARE ELIGIBLE FOR REIMBURSEMENT**

**OFFICE VISITS TO CONTRACTED/PARTICIPATING (PAR) PROVIDERS & REFERRALS TO NETWORK SPECIALISTS DO NOT REQUIRE PRIOR AUTHORIZATION. EMERGENCY SERVICES DO NOT REQUIRE PRIOR AUTHORIZATION.**

- **Advanced Imaging and Specialty Tests**
- **Behavioral Health, Mental Health, Alcohol and Chemical Dependency Services:**
  - Inpatient, Transitional Residential Treatment for Substance Use, Partial Hospitalization, Day Treatment
  - Intensive Outpatient above 16 units
  - Electroconvulsive Therapy (ECT) and Transcranial Magnetic Stimulation (TMS)
  - Applied Behavioral Analysis (ABA) – for treatment of Autism Spectrum Disorder (ASD).
- **Cosmetic, Plastic and Reconstructive Procedures** No PA required with Breast Cancer Diagnoses.
- **Durable Medical Equipment**
- **Elective Inpatient Admissions**: Acute Hospital, Skilled Nursing Facilities (SNF), Acute Inpatient Rehabilitation, Long Term Acute Care (LTAC) Facilities
- **Experimental/Investigational Procedures**
- **Genetic Counseling and Testing** (Except for prenatal diagnosis of congenital disorders of the unborn child through amniocentesis and genetic test screening of newborns or as otherwise mandated by state regulations).
- **Healthcare Administered Drugs**
- **Home Healthcare Services (including home-based PT/OT/ST)**
- **Hyperbaric/Wound Therapy**
- **Inpatient Hospitalization:** (Except emergency services)
- **NICU Admissions – Contact Progeny Health** (Except emergency services)
- **Long Term Services and Supports (LTSS):** Not a covered benefit.
- **Miscellaneous & Unlisted Codes:** Molina requires standard codes when requesting authorization. Should an unlisted or miscellaneous code be requested, medical necessity documentation and rationale must be submitted with the prior authorization request.
- **Neuropsychological and Psychological Testing**
- **Non-Par Providers/Facilities:** **Except for some facility based professional services, receipt of ALL services or items from a non-contracted provider in all places of service require approval.**
  - Local Health Department (LHD) services
  - Hospital Emergency services
  - Evaluation and Management services associated with inpatient, ER, and observation stay, or facility stay (POS 21, 22, 23, 31, 32, 33, 51, 52,61)
  - Radiologists, anesthesiologists, and pathologists' professional services when billed in POS 19, 21, 22, 23, 24, 51, 52)
  - Other services based on State requirements.
- **Occupational, Physical & Speech Therapy:** After Initial evaluation + 12 visits (Benefit limit is 20 visits per calendar year)
- **Outpatient Hospital/Ambulatory Surgery Center (ASC) Procedures**
- **Pain Management Procedures**
- **Prosthetics/Orthotics**
- **Radiation Therapy and Radiosurgery**
- **Sleep Studies**
- **Transplants including Solid Organ and Bone Marrow** (Cornea transplant does not require authorization).
- **Transportation:** All non-emergent transportation.
- **Vision:** Pediatric Low Vision Optical Devices and Services: Please contact VSP (Vision Service Plan) at 1 (800) 877-7195 or visit their website at www.vsp.com/advantage

# IMPORTANT INFORMATION FOR MOLINA HEALTHCARE MARKETPLACE PROVIDERS

**Information generally required to support authorization decision making includes:**

- Current (up to 6 months), adequate patient history related to the requested services.
- Relevant physical examination that addresses the problem.
- Relevant lab or radiology results to support the request (including previous MRI, CT, Lab, or X-ray report/ results).
- Relevant specialty consultation notes.
- Any other information or data specific to the request.

**The Urgent / Expedited service request designation should only be used if the treatment is required to prevent serious deterioration in the member's health or could jeopardize their ability to regain maximum function. Requests outside of this definition will be handled as routine / non-urgent.**

- If a request for services is denied, the requesting provider and the member will receive a letter explaining the reason for the denial and additional information regarding the grievance and appeals process. Denials also are communicated to the provider by telephone, fax, or electronic notification. Verbal, fax, or electronic denials are given within one business day of making the denial decision or sooner if required by the member's condition.
- Providers and members can request a copy of the criteria used to review requests for medical services.
- Molina Healthcare has a full-time Medical Director available to discuss medical necessity decisions with the requesting physician at (855) 322-4078.

## Important Molina Healthcare Marketplace Contact Information

**Utah (Service hours 8am-5pm local M-F, unless otherwise specified)**

**Prior Authorizations including Behavioral Health Authorizations:**
Phone: (855) 322-4078
Fax: (833) 322-1061

**Vision:**
Phone: (800) 877-7195
Website: www.vsp.com/advantage

**Progeny Health- NICU Authorizations**
Phone: (888) 832-2006
Fax: (877) 301-6711

**Pharmacy Authorizations:**
Phone: (855) 322-4078
Fax: (866) 472-4578

**Member Customer Service, Benefits/Eligibility:**
Phone: (888) 295-7651/ TTY/TDD 711

**Radiology Authorizations:**
Phone: (855) 714-2415
Fax: (877) 731-7218

**Provider Customer Service:**
Phone: (855) 322-4078

**Transplant Authorizations:**
Phone: (855) 714-2415
Fax: (877) 813-1206

**24 Hour Nurse Advice Line (7 days/week)**
Phone: (888) 275-8750/TTY: 711
Members who speak Spanish can press 1 at the IVR (Interactive Voice Response) prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.
No referral or prior authorization is needed.

**Providers may utilize Molina Healthcare's Website at:** https://provider.molinahealthcare.com/Provider/Login
Available features include:

- Authorization submission and status
- Member Eligibility
- Provider Directory
- Claims submission and status
- Download Frequently used forms
- Nurse Advice Line Report

# Molina® Healthcare, Inc. – Prior Authorization Request Form

## MEMBER INFORMATION

| | | | | |
|---|---|---|---|---|
| **Line of Business:** | ☐ **Medicaid** | ☐ **Marketplace** | ☐ **Medicare** | **Date of Request:** |
| **State/Health Plan (i.e., CA):** | | | | |
| **Member Name:** | | | **DOB** (MM/DD/YYYY): | |
| **Member ID#:** | | | **Member Phone**: | |
| **Service Type:** | ☐ Non-Urgent/Routine/Elective<br>☐ Urgent/Expedited – Clinical Reason for Urgency **Required**:_____<br>☐ Emergent Inpatient Admission<br>☐ EPSDT/Special Services | | | |

## REFERRAL/SERVICE TYPE REQUESTED

| | | | |
|---|---|---|---|
| **Request Type:** | ☐ **Initial Request** | ☐ **Extension/ Renewal / Amendment** | **Previous Auth#:** |

| **Inpatient Services:** | **Outpatient Services:** | | |
|---|---|---|---|
| ☐ Inpatient Hospital | ☐ Chiropractic | ☐ Office Procedures | ☐ Pharmacy |
| ☐ Inpatient Transplant | ☐ Dialysis | ☐ Infusion Therapy | ☐ Physical Therapy |
| ☐ Inpatient Hospice | ☐ DME | ☐ Laboratory Services | ☐ Radiation Therapy |
| ☐ Long Term Acute Care (LTAC) | ☐ Genetic Testing | ☐ LTSS Services | ☐ Speech Therapy |
| ☐ Acute Inpatient Rehabilitation (AIR) | ☐ Home Health | ☐ Occupational Therapy | ☐ Transplant/Gene Therapy |
| ☐ Skilled Nursing Facility (SNF) | ☐ Hospice | ☐ Outpatient Surgical/Procedures | ☐ Transportation |
| ☐ Other Inpatient:_____ | ☐ Hyperbaric Therapy | ☐ Pain Management | ☐ Wound Care |
| | ☐ Imaging/Special Tests | ☐ Palliative Care | ☐ Other: _____ |

## PLEASE SEND CLINICAL NOTES AND ANY SUPPORTING DOCUMENTATION

**Primary ICD-10 Code:** **Description:**

| DATES OF SERVICE START | DATES OF SERVICE STOP | PROCEDURE/ SERVICE CODES | DIAGNOSIS CODE | REQUESTED SERVICE | REQUESTED UNITS/VISITS |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |

## PROVIDER INFORMATION

### REQUESTING PROVIDER / FACILITY:

| | | | |
|---|---|---|---|
| **Provider Name:** | **NPI#:** | **TIN#:** | |
| **Phone**: | **FAX**: | **Email**: | |
| **Address:** | **City:** | **State:** | **Zip:** |
| **PCP Name:** | **PCP Phone**: | | |
| **Office Contact Name:** | **Office Contact Phone**: | | |

### SERVICING PROVIDER / FACILITY:

| | | | | |
|---|---|---|---|---|
| **Provider/Facility Name (Required):** | | | | |
| **NPI#:** | **TIN#:** | **Medicaid ID# (If Non-Par):** | ☐**Non-Par** | ☐**COC** |
| **Phone**: | **FAX:** | **Email:** | | |
| **Address:** | **City:** | **State:** | **Zip:** | |

**For Molina Use Only:**

Obtaining authorization does not guarantee payment. The plan retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of the service, correct coding, billing practices and whether the service was provided in the most appropriate and cost-effective setting of care.

# Molina® Healthcare, Inc. – BH Prior Authorization Request Form

## Member Information

| | | | | |
|---|---|---|---|---|
| **Line of Business:** | ☐ **Medicaid** | ☐ **Marketplace** | ☐ **Medicare** | **Date of Request:** |
| **State/Health Plan (i.e., CA):** | | | | |
| **Member Name:** | | | **DOB** (MM/DD/YYYY): | |
| **Member ID#:** | | | **Member Phone**: | |
| **Service Type:** | ☐ Non-Urgent/Routine/Elective<br>☐ Urgent/Expedited – Clinical Reason for Urgency **Required**:_____<br>☐ Emergent Inpatient Admission | | | |

## Referral/Service Type Requested

| | | | |
|---|---|---|---|
| **Request Type:** | ☐ **Initial Request** | ☐ **Extension/ Renewal / Amendment** | **Previous Auth#:** |

| **Inpatient Services:** | **Outpatient Services:** | |
|---|---|---|
| ☐ Inpatient Psychiatric<br>☐Involuntary ☐Voluntary<br><br>☐ Inpatient Detoxification<br>☐Involuntary ☐Voluntary<br><br>If Involuntary, Court Date:_____ | ☐ Residential Treatment<br>☐ Partial Hospitalization Program<br>☐ Intensive Outpatient Program<br>☐ Day Treatment<br>☐ Assertive Community Treatment Program<br>☐ Targeted Case Management | ☐ Electroconvulsive Therapy<br>☐ Psychological/Neuropsychological Testing<br>☐ Applied Behavioral Analysis<br>☐ Non-PAR Outpatient Services<br>☐ Other: _____ |

## Please send clinical notes and any supporting documentation

**Primary ICD-10 Code for Treatment:** **Description:**

| Dates of Service | | Procedure/ Service Codes | Diagnosis Code | Requested Service | Requested Units/Visits |
|---|---|---|---|---|---|
| Start | Stop | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

## Provider Information

### Requesting Provider / Facility:

| | | | |
|---|---|---|---|
| **Provider Name:** | | **NPI#:** | **TIN#:** |
| **Phone**: | **FAX**: | **Email**: | |
| **Address:** | **City:** | **State:** | **Zip:** |
| **PCP Name:** | | **PCP Phone**: | |
| **Office Contact Name:** | | **Office Contact Phone**: | |

### Servicing Provider / Facility:

| | | | | |
|---|---|---|---|---|
| **Provider/Facility Name (Required):** | | | | |
| **NPI#:** | **TIN#:** | **Medicaid ID# (If Non-Par):** | ☐**Non-Par** | ☐**COC** |
| **Phone**: | **FAX:** | **Email:** | | |
| **Address:** | **City:** | **State:** | **Zip:** | |

**For Molina Use Only:**

Obtaining authorization does not guarantee payment. The plan retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of the service, correct coding, billing practices and whether the service was provided in the most appropriate and cost-effective setting of care.