

**Molina® Healthcare Medicare
PRIOR AUTHORIZATION/PRE-SERVICE REVIEW GUIDE**

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

****NOTE: For Molina Medicare Members with Molina Medicaid (Including MMP/FIDE/ CA EAE Plans), Please Refer to Your State Molina Medicaid PA Look-Up Tool for Additional Medicaid Benefit PA Requirements****

**OFFICE VISITS TO CONTRACTED /PARTICIPATING PRIMARY CARE PROVIDERS DO NOT REQUIRE PA
OFFICE VISITS TO NETWORK SPECIALIST DO NOT REQUIRE A REFERRAL FROM A PARTICIPATING PRIMARY CARE PROVIDER
EMERGENCY SERVICES DO NOT REQUIRE PRIOR AUTHORIZATION**

- **Advanced Imaging and Specialty Tests**
- **Behavioral Health, Mental Health, Alcohol and Chemical Dependency Services:**
 - Inpatient, Partial Hospitalization, Intensive Outpatient Program
 - Electroconvulsive Therapy (ECT)
- **Chiropractic Care**
- **Cosmetic, Plastic and Reconstructive Procedures:** No PA required with Breast Cancer diagnosis
- **Durable Medical Equipment and Medical Supplies**
- **Elective Inpatient Admissions:** Acute hospital, Skilled Nursing Facilities (SNF), Rehabilitation, Long Term Acute Care (LTAC) Facility
- **Experimental/Investigational Procedures**
- **Genetic Counseling and Testing**
- **Hearing Aids**
 - Hearing aids require prior authorization
- **Home Healthcare Services (including homebased PT/OT/ST)**
- **Hyperbaric/Wound Therapy**
- **Long Term Services and Supports (LTSS):** Not a Medicare covered benefit* (***Per state benefit if MMP**)
- **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:** PA is required for office visits, procedures, labs, diagnostic studies, inpatient stays except for:
 - Emergency and Urgently needed Services
 - Professional fees associated with ER visits and approved Ambulatory Surgery Center (ASC) or inpatient stays
 - Dialysis when temporarily absent from service area.
 - Ambulance services dispatched through 911
 - PA is waived for all radiologists, anesthesiologist, and pathologist professional services when billed for POS 19, 21, 22, 23 or 24
 - PA is waived for professional component services or services billed with Modifier 26 in ANY place of service setting.
- **Occupational Physical, & Speech Therapy**
- **Outpatient Hospital/Ambulatory Surgery Center**
- **(ASC) Procedures**
- **Pain Management Procedures including Acupuncture**
- **Prosthetics/Orthotics**
- **Radiation Therapy and Radiosurgery**
- **Sleep Studies**
- **Supervised Exercise Therapy (SET)**
- **Transplants including Solid Organ and Bone Marrow** (Cornea transplant does not require authorization).
- **Transportation Services:** Non-Emergent Air Transportation

Important Information for Molina Healthcare Medicare 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 by calling (800) 665-3086.
- Molina Healthcare has a full-time Medical Director available to discuss medical necessity decision with the requesting physician.

IMPORTANT MOLINA HEALTHCARE MEDICARE CONTACT INFORMATION

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

In-patient (IP) Prior Authorizations (Includes Behavioral Health Authorizations)

Phone: (800) 665-3086

Fax: (844) 834-2152

Peer to Peer: (866) 425-0786

For all Post-Acute requests (SNF, LTAC, Acute Rehab)

Phone: (800) 665-3086

Fax to: (833)912-4454

Peer to Peer: (866) 425-0786

Out-patient (OP) Prior Authorizations (Includes Behavioral Health Authorizations and CA EAE IPA Medicaid requests)

Phone: (800) 665-3086

Medicare Fax: (844) 251-1450

MMP/FIDE/CA EAE Fax: (844) 251-1451

Peer to Peer: (866) 425-0786

Pharmacy Authorizations Part D

Phone: (800) 665-3086

Fax: (866) 290-1309

Part B Healthcare Administered Drugs

Fax: (800) 391-6437

Radiology Authorizations

Phone: (855) 714-2415

Fax: (877) 731-7218

Transplant Authorizations

Phone: (855) 714-2415

Fax: (877) 813-1206

SEE BELOW FOR STATE SPECIFIC INFORMATION

ARIZONA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility Molina Medicare Choice Care

Phone: (800) 424-4509, TTY: 711

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (844) 424-5891

Website: <https://provider.molinahealthcare.com>

Behavior Health Authorizations

Phone: (800) 665-0898

Dental: DentaQuest (HMO D- SNP)

Phone: (833) 615-0428

Website: <https://www.dentaquest.com/members>

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Meals: Mom's Meals Nourish Care PurFoods, LLC dba (MAPD)

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Vision: VSP

Phone: (855) 492-9028

Website: www.vsp.com

OTC: Nations (services)/WEX (Medicare)

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed.

CALIFORNIA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Phone: (800) 665-0898, TTY: 711

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (888) 858-2150

Fax: (562) 499-0619

Website: <https://provider.molinahealthcare.com>

Dental: Delta Dental

Phone: (888) 818-7932, TTY: 711

Website: <https://www.deltadentalins.com/molinahealthcare>

7 days a week, 7 a.m. to 8 p.m., local time

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Long Term Services and Supports (LTSS)

Fax: (800) 811-4804

Meals: Mom's Meals NourishCare PurFoods, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Vision: VSP

Phone: (855) 492-9028

Website: www.vsp.com

Hearing: Hear USA

Phone: (800) 442-8231

Website: <https://www.hearusa.com/members/molina-medicare/>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST) Phone: (888) 557-4462

OTC: Nations (services)/WEX (Medicare)

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed

Transportation: Access2Care (A2C) Molina Medicare Complete Care (HMO D-SNP)/ Molina Medicare Choice Care (HMO) where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (888) 994-4833 TTY: 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

IDAHO

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Molina Medicare Choice Care

Phone: (844) 560-9811. TTY: 711

Molina Medicare Complete Care

Phone: (844) 239-4913. TTY: 711

7 days a week, 8 a.m. to 8 p.m., local time

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (844) 239-4914

Website: <https://provider.molinahealthcare.com>

Dental: Delta Dental

Phone: (888) 818-7932, TTY: 711

Website: <https://www.deltadentalins.com/molinahealthcare>

7 days a week, 7 a.m. to 8 p.m., local time

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Meals: Mom's Meals Nourish Care PurFood, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Vision: Careington/WEX

Phone: (800)-877-7195; TTY: 711

Website: <https://molina.solutionssimplified.com/>

Hearing: Hear USA

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST)

Phone: (888) 557-4462

OTC: Nations (services)/WEX (Medicare)

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed.

ILLINOIS

Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Phone: (877) 901-8181. TTY: 771

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (855) 866-5462

Website: <https://provider.molinahealthcare.com>

Case Manager

Phone: (888) 858-2156

Fax: (855) 556-2073

For Assistance from a Molina Case Manager or to refer your patient to a program

Dental: DentaQuest (Duals)

Phone: (833) 615-0428

Website: <https://www.dentaquest.com/members>

Vision: Avësis (Duals)

Phone: (855) 704-0433, TTY: 711

Website: <https://molina.solutionssimplified.com/>

Vision: VSP (MAPD)

Phone: (855) 492-9028

Website: www.vsp.com

OTC: Nations (services)/WEX

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

Meals: Mom's Meals Nourish Care PurFoods, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Fitness: Silver & Fit (MAPD)

Phone: (877) 427-4711

Website: www.silverandfit.com

Hearing: Hear USA (MAPD)

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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No referral or prior authorization is needed.

Non-Emergency Transportation: MTM Inc. (Duals)

Phone: (844) 644-6353 or (855) 740-3105 to arrange for transportation

Non-Emergency Behavioral Health Transportation: Advanced Medical Transportation (AMT)

Phone: (877) 745-8357

KENTUCKY

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Phone: (800) 578-0603, TTY: 711

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (800) 578-0775

Website: <https://provider.molinahealthcare.com>

Dental: DentaQuest

Phone: (833) 615-0428

Website: <https://www.dentaquest.com/members>

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Meals: Mom's Meals Nourish Care PurFoods, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Vision: VSP

Phone: (855) 492-9028

Website: Website: www.vsp.com

Hearing: Tru-Hearing

Phone: (855) 541-6174

**Personal Emergency Response System (PERS):
Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

OTC: Nations(services)/WEX(Medicare)

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.
No referral or prior authorization is needed.

Transportation: Access2Care (A2C) where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (855) 723-8795 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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MASSACHUSETTS

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

MAPD Phone: (833) 685-2108; TTY: 711
 MA (FIDE, SCO Only) Phone: (888) 794-7268, TTY: 711
 Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (855) 838-7999
 Website: <https://provider.molinahealthcare.com>

Senior Whole Health (HMO-DSNP) and Senior Whole Health NHC (HMO D-SNP)

Phone: (833) 569-2330. TTY: 711
 Monday to Friday, 8 a.m. to 7 p.m., EST
 Website: <https://athome.medline.com/card>

Dental: DentaQuest (HMO)

Phone: (833) 615-0428
 Website: <https://www.dentaquest.com/members>

Fitness: Silver & Fit

Phone: (877) 427-4711
 Website: <https://www.silverandfit.com>

Vision: VSP

Phone: (888) 794-7268
 Website: www.vsp.com

OTC: Nations (services/WEX)

Phone: (877)-208-9243
 Website: <https://www.nationsotc.com/molina>

Meals: Mom's Meals Nourish Care PurFoods, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711
 Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.
No referral or prior authorization is needed.

Transportation: ModivCare Senior Whole Health (HMO D-SNP)/ Senior Whole Health NHC (HMO D-SNP)
 Phone: (844) 544-1391

Transportation: Access2Care (A2C) HMO

where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (855) 723-8795 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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MICHIGAN

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Phone: (888) 898-7969, TTY: 711

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (855) 322-4077

Fax: (248) 925-1784

Website: <https://provider.molinahealthcare.com>

Dental: DentaQuest

Phone: (844) 583-6156

Website: www.dentaquest.com/en/providers/michigan

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Vision: VSP

Phone: (844) 853-6294; TTY: 711 (Medicare)

Phone: (800) 877-7195; TTY: 711 (Duals/MMP)

Website: <https://www.vsp.com>

Hearing: Hear USA

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**Personal Emergency Response System (PERS):
Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

OTC: Nations (services)/WEX (Medicare)

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

Meals: Mom's Meals Nourish Care PurFoods, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed

Transportation: Access2Care (A2C) where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (888) 616-4841 TTY: 711

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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NEVADA

(Service Hours: 8am to 5pm local time to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Phone: (833) 685-2101, TTY: 711

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (833) 685-2103, TTY: 711

Website: <https://provider.molinahealthcare.com>

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Meals: Mom's Meals Nourish CarePur Foods, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Hearing: Hear USA

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**Personal Emergency Response System (PERS);
Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

OTC: Nations (services)/WEX

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed

NEW YORK

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Phone: (833) 223-7242, TTY: 711

Website: <https://member.molinahealthcare.com>

Provider Customer

Service Phone: (877) 872-4716

Website: <https://provider.molinahealthcare.com>

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Vision: Superior Vision

Phone: (877) 2355317

Website: <https://www.provider.superiorvision.com>

OTC: Nations(services)/WEX

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed

OHIO

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Medicare Phone: (866) 472-4584, TTY: 711
MyCare Ohio Opt-In Phone: (855) 665-4623, TTY: 711
MyCare Ohio Opt-Out Phone: (855) 687-7862, TTY: 711
Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (855) 322-4079
Fax: (888) 296-7851
Website: <https://provider.molinahealthcare.com>

Meals: Mom's Meals Nourish Care PurFood, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Dental: SKYGEN

Phone: (855) 665-4623

Fitness: Silver & Fit

Phone: (877) 427-4711
Website: www.silverandfit.com

Vision: VSP

Phone: (888) 794-7268
Website: www.vsp.com

Vision: March Vision Care (MMP)

Phone: (844) 756-2724, TTY: 711
Website: <https://www.marchvisioncare.com>

Hearing: Hear USA

Phone: (855) 823-4632
Website: <https://www.hearusa.com/members/molina-medicare/>

OTC: Nations (services)/WEX(card)

Phone: (877) 208-9243
Website: <https://www.NationsOTC.com/Molina>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST) Phone: (888) 557-4462

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.
No referral or prior authorization is needed

Transportation: Access2Care where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (844) 491-4761 TTY: 711

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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SOUTH CAROLINA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Phone: (855) 882-3901, TTY: 711

Hours: 8 a.m. to 6 p.m., Monday-Friday

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (855) 237-6178, TTY: 711

Website: <https://provider.molinahealthcare.com>

Meals: Mom's Meals Nourish Care PurFood, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Dental: Careington/WEX

Phone: (800) 290-0523

Website: <https://molina.solutionssimplified.com/>

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Vision: VSP

Phone: (888) 794-7268

Website: www.vsp.com

Hearing: Hear USA

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

OTC: Nations (services)/WEX(card)

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST) Phone: (888) 557-4462

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed

Transportation: Access2Care (A2C) where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

TEXAS

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Phone: (866) 440-0012, TTY: 711 (Medicare)
 Phone: (866) 856-8699, TTY 711 (Duals, MMP)
 Website: <https://member.molinahealthcare.com>

Provider Customer

Service Phone: (855) 322-4080
Fax: (281) 599-8916

Website: <https://provider.molinahealthcare.com>

Meals: Mom's Meals Nourish Care PurFood, LLC

dba Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Dental: Denta Quest Phone:

(833) 479-0205 TTY: 711

Website: <https://www.dentaquest.com>

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Vision: VSP (Medicare)

Phone: (888) 794-7268

Website: www.vsp.com

Vision: Envolve (Duals/MMP) Phone: (866) 449-6849

Hearing: Hear USA

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

OTC: Nations (services)/WEX(card)

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST) Phone: (888) 557-4462

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed

Transportation: Access2Care (A2C) where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (888) 616-4846, TTY 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

UTAH

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Molina Medicare Complete Care

Phone: (888) 557-4462, TTY: 711

Website: <https://member.molinahealthcare.com>

Molina Medicare Choice Care

Phone: (877) 644-0344, TTY: 711

7 days a week, 7 a.m. to 8 p.m., local time

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (855) 322-4081

Website: <https://provider.molinahealthcare.com>

Meals: Mom's Meals Nourish Care PurFood, LLC dba

Phone: (866) 224-9485

****Case Managers must enroll the member in the home delivered meal program giving them access to this benefit****

Dental: Delta Dental

Phone: (888) 818-7932, TTY: 711

Website: <https://www.deltadentalins.com/molinahealthcare>

7 days a week, 7 a.m. to 8 p.m., local time

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Vision: VSP

Phone: (888) 794-7268

Website: www.vsp.com

Hearing: Hear USA

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

Personal Emergency Response System (PERS):

Best Buy Health/Critical Signal Technologies (CST) Phone: (888) 557-4462

24 hours a day, 7 days a week

****Benefit is covered for qualifying members when authorized/ordered by the Case Manager. Benefit is not available on the Molina Medicare Choice Care Plan****

OTC: Nations (services)/WEX(card)

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed

Transportation: Access2Care (Benefit for DSNP Members) (A2C) where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

VIRGINIA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Phone: (800) 424-4495 TTY: 711

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (800) 424-4461

Website: <https://provider.molinahealthcare.com>

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Dental: DentaQuest

Phone: (833) 479-0205 TTY: 711

Website: <https://www.dentaquest.com>

**Personal Emergency Response System (PERS):
Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

Meals: Mom's Meals Nourish Care PurFood, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Vision: VSP

Phone: (888) 794-7268

Website: www.vsp.com

Hearing: Hear USA

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed

Transportation: Veyo

Phone: (800) 424-4495

WASHINGTON

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Phone: (800) 869-7185, TTY: 711

Fax: (800) 816-3378

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (855) 322-4082

Fax: (877) 814-0342

Website: <https://provider.molinahealthcare.com>

Meals: Mom's Meals Nourish CarePur Foods, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Dental: Delta Dental

Phone: (888) 818-7932, TTY: 711

Website: <https://www.deltadentalins.com/molinahealthcare>

7 days a week, 7 a.m. to 8 p.m., local time

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Vision: VSP

Phone: (888) 794-7268

Website: www.vsp.com

Hearing: Hear USA

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

OTC: Nations (services)/WEX

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS):
Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed

Transportation: Access2Care (Benefit for DSNP Members) (A2C) where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

WISCONSIN

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

Member Customer Service Benefits/Eligibility

Phone: (855) 315-5663, TTY: 711

Website: <https://member.molinahealthcare.com>

Provider Customer Service

Phone: (855) 326-5059

Website: <https://provider.molinahealthcare.com>

Meals: Mom's Meals Nourish CarePur Foods, LLC dba

Phone: (866) 224-9485

Case Managers must enroll the member in the home delivered meal program giving them access to this benefit

Dental: SKYGEN

Phone: (855) 665-4623

Fitness: Silver & Fit

Phone: (877) 427-4711

Website: www.silverandfit.com

Vision: VSP

Phone: (888) 794-7268

Website: www.vsp.com

Hearing: Hear USA

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

OTC: Nations (services).WEX(card)

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS):
BestBuyHealth/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

24 Hour Nurse Advice Line (7 days/week)

Phone: (888) 275-8750/TTY: 711

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

No referral or prior authorization is needed

Transportation: Access2Care (A2C) where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (888) 597-4833 TTY: 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.