



**MOLINA<sup>®</sup> HEALTHCARE MARKETPLACE**  
**PRIOR AUTHORIZATION/PRE-SERVICE REVIEW GUIDE**  
**EFFECTIVE: 04/01/2020**

**REFER TO MOLINA'S PROVIDER WEBSITE OR PORTAL 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.**

- **Behavioral Health, Mental Health, Alcohol and Chemical Dependency Services:**
  - Inpatient, Transitional Substance Abuse Residential Treatment, Day Treatment, Partial hospitalization.
  - Electroconvulsive Therapy (ECT);
  - Applied Behavioral Analysis (ABA) – for treatment of Autism Spectrum Disorder (ASD).
- **Cosmetic, Plastic and Reconstructive Procedures (in any setting).** No PA Required with breast CA Dx (Z85.3)
- **Dental (Pediatric): For CA ONLY** (Please contact California Dental Network, Inc. a DentaQuest company at 1 (855) 230-5530)
- **Durable Medical Equipment**
- **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 mandated by state regulations).
- **Home Healthcare Services (including home-based OT/PT/ST):** All home healthcare services require PA after initial evaluation plus six (6) visits per calendar year.
- **Hyperbaric Therapy**
- **Imaging and Specialty Tests**
- **Elective Inpatient Admissions:** Acute hospital, Skilled Nursing Facilities (SNF), Rehabilitation, Long Term Acute Care (LTAC) Facility.
- **Long Term Services and Supports (Per State benefit)**
- **Neuropsychological and Psychological Testing**
- **Non-Par Providers/Facilities:**  
Office visits, procedures, labs, diagnostic studies, inpatient stays except for:
  - Emergency and Urgently Needed Services;
  - Professional fees associated with ER visit and approved Ambulatory Surgery Center (ASC) or inpatient stay;
  - Local Health Department (LHD) services;
  - Radiologists, Anesthesiologists, and Pathologists' professional services when billed for POS 19, 21, 22, 23 or 24.
- **Non-Par Providers/Facilities (continued):**
  - PA is waived for professional component services or services billed with Modifier 26 in ANY place of service setting.
  - Other services based on State requirements.
- **Office visits and office-based procedures do not require authorization, unless specifically included in another category that requires authorization even when performed in a participating provider's office**
- **Outpatient Hospital/Ambulatory Surgery Center (ASC) Procedures**
- **Pain Management Procedures:** except trigger point injections.
- **Physical and Occupational Therapy:** Configured to Marketplace benefit cap.
- **Prosthetics/Orthotics**
- **Radiation Therapy and Radiosurgery (for selected services only)**
- **Sleep Studies** Except Home (POS 12) sleep studies
- **Healthcare Administered drugs:** Auth required for all places of service.
- **Speech Therapy:** After initial evaluation plus six (6) visits for office and outpatient settings.
- **Transplants/Gene Therapy, including Solid Organ and Bone Marrow** (Cornea transplant does not require authorization).
- **Transportation:** Contact UM for all non-emergent transportation.
- **Unlisted & Miscellaneous 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.
- **Vision:** Pediatric Low Vision Optical Devices and Services: Please contact VSP at 1 (800) 877-7195 or visit their website at [www.vsp.com/advantage](http://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 (866) 814-2221.

Important Molina Healthcare Marketplace Contact Information							
(Service hours 8am-5pm local M-F, unless otherwise specified)							
SERVICE AREA	PHONE	FAX	SERVICE AREA	PHONE	FAX		
<b>Prior Authorizations:</b>	(844) 557-8434	(800) 811-4804	<b>Pharmacy Authorizations:</b>	(855) 322-4075	(866) 508-6445		
<b>Member Customer Service Benefits/ Eligibility:</b>	(888) 858-2150		<b>Provider Services:</b>	(888) 858-2150	(562) 499-0619		
<b>Behavioral Health Authorizations:</b>	(844) 557-8434	(800) 811-4804	<b>Dental:</b>	(877) 433-6825	(949) 830-1655		
<b>Radiology Authorizations:</b>	(855) 714-2415	(877) 731-7218	<b>Transportation:</b>	(855) 322-4075			
<b>Transplant Authorizations:</b>	(855) 714-2415	(877) 813-1206	<b>Vision:</b>	(800) 877-7195 (VSP): <a href="http://www.vsp.com/advantage">www.vsp.com/advantage</a>			
<p><b>Nurse Advice Line</b> (24 hours a day, 7 days a week): (888) 275-8750 (TTY: 711)</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• No referral or prior authorization is needed.</li> </ul>							
<p><b>Providers may utilize Molina Healthcare’s Website at:</b>  <a href="https://provider.molinahealthcare.com/Provider/Login">https://provider.molinahealthcare.com/Provider/Login</a></p> <p><b>Available features include:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>• Authorization submission and status</li> <li>• Download Frequently used forms</li> <li>• Provider Directory</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>• Claims submission and status</li> <li>• Member Eligibility</li> <li>• Nurse Advice Line Report</li> </ul> </td> </tr> </table>						<ul style="list-style-type: none"> <li>• Authorization submission and status</li> <li>• Download Frequently used forms</li> <li>• Provider Directory</li> </ul>	<ul style="list-style-type: none"> <li>• Claims submission and status</li> <li>• Member Eligibility</li> <li>• Nurse Advice Line Report</li> </ul>
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**Molina® Healthcare - Marketplace  
Prior Authorization Request Form  
Refer to Contact/FAX numbers above**

MEMBER INFORMATION			
State/Plan:		<input type="checkbox"/> Other:	
Member Name:		DOB:	/ /
Member ID#:		Phone:	( ) -
Service Type:	<input type="checkbox"/> Elective/Routine	<input type="checkbox"/> Expedited/Urgent*	

**\* Definition of Expedited/Urgent service request designation is when the treatment requested 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 should be submitted as routine/non-urgent.**

REFERRAL/SERVICE TYPE REQUESTED			
<b>Inpatient</b> <input type="checkbox"/> Surgical procedures <input type="checkbox"/> Admissions <input type="checkbox"/> SNF <input type="checkbox"/> LTAC	<b>Outpatient</b> <input type="checkbox"/> Surgical Procedure <input type="checkbox"/> Diagnostic Procedure <input type="checkbox"/> Infusion Therapy <input type="checkbox"/> Other: _____	<input type="checkbox"/> OT <input type="checkbox"/> PT <input type="checkbox"/> ST	<input type="checkbox"/> Home Health
		<input type="checkbox"/> Hyperbaric Therapy <input type="checkbox"/> Pain Management	<input type="checkbox"/> DME <input type="checkbox"/> Wheelchair <input type="checkbox"/> In Office
Diagnosis Code & Description:			
CPT/HCPC Code & Description:			
Number of visits requested:		DOS From:	/ / to / /

**Please send clinical notes and any supporting documentation**

PROVIDER INFORMATION			
Requesting Provider Name:		NPI#:	TIN#:
Servicing Provider or Facility Name:		NPI#:	TIN#:
Contact at Requesting Provider's office:			
Provider Phone Number:	( ) -	Provider Fax Number:	( ) -
<b>For Molina Use Only:</b>			

*Prior Authorization is not a guarantee of payment for services. Payment is made in accordance with a determination of the member's eligibility on the date of service (for Molina Marketplace members, this includes grace period status), benefit limitations/exclusions and other applicable standards during the claim review, including the terms of any applicable provider agreement. For additional information on a member's grace period status, please contact Molina Healthcare.*