

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

May 16, 2025

Upcoming Changes: Adult Accredited Residential Treatment Care (H0017, H0018, H0019)

Molina Healthcare of New Mexico (Molina) is changing our policy for members with Medicaid Turquoise Care for some Adult Accredited Residential Treatment Center (AARTC) codes. Effective June 16, 2025, providers must now **notify** Molina of placement for the first five days for H0017, H0018, and H0019. It is important to note that prior authorization for these codes is **required after the initial five days**:

Code	Code Description	Notification of Services Required (Initial five days)	Authorization Required (Six days or more)
H0017	Behavioral health; residential (hospital residential treatment program), without room and board, per diem	Yes	Yes
H0018	Behavioral health; short-term residential (non-hospital residential treatment program), without room and board, per diem	Yes	Yes
H0019	Behavioral health; long-term residential (non-medical, non-acute care in a residential treatment program where stay is typically longer than 30 days), without room and board, per diem	Yes	Yes

It has come to our attention that some claims received from July 1, 2024, to current, including the specified codes above, were mistakenly denied during the initial five-day period. Clean claims that meet coverage, member eligibility, and benefits requirements but were denied in error due to this policy will be reprocessed within the next 60 calendar days.

Helpful Resources for Submitting Notification of Services and Authorization Requests:

- Availability Essentials: [Welcome to Molina Healthcare, Inc - ePortal Services](#)
- Molina Prior Authorization Form: [Molina Healthcare of New Mexico, Inc. Prior Authorization Request Form Medical/Behavioral Health/Pharmacy](#)
- Molina Provider Contact Center: 855-322-4078

Our Provider Relations Team is also available to provide support and address any questions or concerns you may have. We understand that changes of this nature can be complex, and we are here to assist you through this change. If you are unsure whom to contact, please visit: [New Mexico Providers Home](#) or [Molina Healthcare of New Mexico Provider Network Contacts 2025](#).