

# IMPORTANT!

## Molina Provider Tips:



### **\*\*Reminder\*\***

## **PCP Referral and Outpatient Hospital Services**

A Primary Care Physician (PCP) is a member's first point of contact for routine medical care. Referrals are not just the next step in the member's care delivery, but an efficient referral could lead them on the path to recovery. **PCP referrals are required for members to receive specialty care. PCPs are member advocates and are expected to take an active role in facilitating the referral process for the member.**

### **Specialist Referrals**

A PCP should refer members to specific specialists and provide the member with the specialist's name, phone number, and practice location. If a PCP needs assistance identifying a specialist in the Molina network, the PCP should visit [www.molinahealthcare.com](http://www.molinahealthcare.com) and view the Provider Directory. Members should not be expected to obtain a specialist on their own accord.

### **Diagnostic Referrals**

Members should be referred to participating freestanding diagnostic centers by their PCP. The PCP should provide the member with the diagnostic center's phone number and location. Members should not be expected to locate a diagnostic center on their own accord.

Many studies (x-rays, mammograms, ultrasounds, labs) will **not** require a prior authorization from Molina **if done at a diagnostic center or participating laboratory** (Quest and Labcorp). Prior authorization **is required** for studies done **in the hospital setting** and supporting medical documentation must be provided.

Referrals can be provided to the member on practice letterhead, on a prescription pad note, or via the Molina provider portal at <https://provider.molinahealthcare.com>. You may also check the status of the referral on the provider portal.

### **Specialty Services That Do Not Require Referral**

Obstetrics and Gynecology, Dermatology, Chiropractic, Behavioral Health, and Podiatry

### **Advanced Imaging Studies**

Prior authorization is **always required** for advanced imaging studies (CT/MRI/PET) whether at a diagnostic center (preferred) or at a hospital. If performed in the hospital setting, supporting medical documentation must be provided.

### **Outpatient Hospital Services**

Prior authorization **is required for all** outpatient hospital services. Supporting medical documentation must be provided in order to ensure that the hospital is the most clinically appropriate setting for the services to be rendered.

If you have questions, please contact Molina Healthcare at 855-322-4076. We are here to help you.

Thank you for your continued care to our members!

Molina Healthcare of Florida