

Provider Memorandum

NICU Notification Reminders

Molina Healthcare of Illinois (Molina) partners with providers to deliver the best possible health care at the appropriate levels to our members/your patients. Molina is particularly invested in the success of our littlest members—babies in need of Neonatal Intensive Care Unit (NICU) service. This notice reminds providers of appropriate notification in circumstances surrounding NICU.

Important: Please send notification of Level 2 or higher NICU admission to Molina via our fax number: (866) 617-4971 or [Molina's Availity Provider Portal](#).

Higher Level of Care

Molina defines **NICU** as **Level 2 or higher newborn support**. Please remember that treating a baby who transitions from Nursery or Level 1 to a higher Level of Care **requires** notification to Molina for further review of Medical Necessity.

Hospital Transfers

Non-emergent transfer—If a baby needs to transfer for non-emergent care, please inform Molina of the transfer plans **in advance**. Molina's staff will work to support the transfer to an in-network provider/facility and the continuity of care. The accepting facility will notify Molina with updated clinical within 48 hours.

Emergent Transfers

If a baby needs to transfer to higher Level of Care emergently, please work to ensure that the transfer is to a provider/facility within the Molina network. This will help to expedite the transfer, as well as maintain continuity of care. Providers can consult [Molina's Provider Online Directory](#) (POD), or call Molina at (855) 866-5462. The accepting provider/facility will notify Molina with updated clinical within 24 hours.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox!
[Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.