

Molina Sets New Page Number Limits for Clinical Information Submitted to Molina Via Fax

As of **4/15/2023**, the maximum clinical information fax size threshold Molina can accept is ***no more than 100*** pages for the total size of the fax transmission. If there is a complex or extenuating clinical situation, please contact the Healthcare Services Department or Provider Representative for further review and resolution. Please keep in mind the following when sending information to Molina.

- Molina requires copies of ***relevant*** clinical information to be submitted for documentation ***to ensure accurate and timely clinical decision making***.
- Clinical information includes, but is not limited to, ***pertinent*** physician emergency department notes, inpatient history/physical exams, discharge summaries, physician progress notes, physician office notes, physician orders, nursing notes, results of laboratory or imaging studies, therapy evaluations, and therapist notes.
- Providers are required to interact with Molina's Healthcare Services Department ***electronically*** whenever possible. Prior Authorizations/Service Requests and status checks can be easily managed electronically through the Availity Essentials Provider Portal, EDI transactions submitted to Molina, or fax. To access the Availity Essentials training go to: <https://availitylearning.learnupon.com/catalog>. If your organization is not yet registered for Availity Essentials and you're responsible for the registration, please visit Availity.com/MolinaHealthcare and click the **Register** button. For registration issues, call Availity Client Services at 1-800- AVAILITY (282-4548). Assistance is available Monday-Friday 8 a.m. to 8 p.m. ET.
- Molina does not accept clinical summaries, telephone summaries, or inpatient Care Manager criteria reviews as meeting the clinical information requirements unless state or federal regulations allow such documentation to be accepted.

If you have additional questions, please contact your Provider Service Representative directly or you can contact the Provider Services Department by phone at 947-622-1230 or by email at MHMProviderServicesMailbox@MolinaHealthcare.com.

Thank you for serving Molina members!