



Just the Fax

A fax bulletin from Molina Healthcare of Utah, Inc. April 1, 2026

Important Announcement - Electronic Utilization Management

Molina has moved to a digital solution for submitting UM requests. Prior authorization requests will no longer be accepted through faxing and will need to be submitted through the Availity Essentials Portal. This change will improve processing speed, enhance security, and allow for real-time status tracking.

However, there are some facilities (i.e. Hospital, Skilled Nursing, Inpatient Rehabilitation, Long Term Acute Care) that have unique authorization needs that will still need to be faxed, which will fall under Facility Exceptions.

Facility Exceptions (i.e. Hospital, Skilled Nursing, Inpatient Rehabilitation, Long Term Acute Care):

The cases below in which prior authorization may still be faxed to (866) 472-0589 are:

1. Continued Stay Review include requests for ongoing admissions
2. Discharge Notification and/or Discharge Summaries
3. Skilled Nursing transition to Custodial Care, occurs when member exhausts day in skilled care

Feedback Request:

At Molina, we are committed to making it easier for our provider partners to do business with us. Your feedback is a critical component of this process. We encourage you to communicate any questions and concerns to our feedback channels including: Availity Essentials Portal & your dedicated Provider Relations Representative to be promptly addressed.

Thank you for serving Molina Members!