MOLINA HEALTHCARE | Molina Complete Care

Provider notice

Important utilization management/authorization updates

On July 1, 2022, Molina Complete Care's (MCC) Medicaid plans (Commonwealth Coordinated Care Plus [CCC Plus] and Medallion 4.0) will transition to Molina Healthcare systems. The new systems and the scale that comes with them will add additional efficiencies to our model. The current provider services phone numbers will remain in place until the rebranding to Cardinal Care is complete.

- CCC Plus: (800) 424-4524
- Medallion 4.0: (800) 424-4518

These changes impacting utilization management and authorization processes are outlined below. Your provider representative will schedule sessions in the upcoming weeks to demo and provide training for these changes.

Provider portal
Please use this new link to access your Molina payer spaces in the Availity Essentials portal as of July 1, 2022: https://availity.com/molinahealthcare.

Prior authorization look-up tool
The prior authorization (PA) look-up tool is an interactive tool to help providers, members, and MCC staff determine prior authorization requirements, including whether or not a code requires require prior authorization. You can find this tool on our provider website on July 1, 2022: https://www.molinahealthcare.com/members/va/en-us/health-care-professionals/home.aspx.

Prior authorization list
As part of our effort to ease provider administrative work and help our members live healthier lives, we continue to refine our PA requirements. We do this by adding and removing PA requirements for certain medications and services. Due to the number of changes that will go into effect July 1, 2022 we are making the entire PA list available here: https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/va/Forms/Virginia-Medicaid-Prior-Auth-Code-Matrix_508c.pdf

On July 1, 2022, you'll access this list on our provider site under the "Authorizations/Utilization Management" heading at https://www.molinahealthcare.com/providers/va/medicaid/resources/forms.aspx.

Fax requests for authorization
We have reconfigured our fax intake process based on services requested versus a member's plan in preparation for Cardinal Care. Please use the prior authorization request form for all fax requests, which you can find at:
https://www.molinahealthcare.com/providers/va/medicaid/resources/forms.aspx

Here are the new fax numbers, effective July 1, 2022:

CCC Plus and Medallion 4.0 services	New fax number effective, **July 1, 2022**
Inpatient physical health	(866) 210-1523
Outpatient physical health	(855) 769-2116
Long Term Support Services (LTSS)	(800) 614-8207
Behavioral health	(855) 339-8179
Advanced imaging	(877) 731-7218
Transplant	(877) 813-1206
Pharmacy	(844) 278-5731
Virginia DSNP Medicare	(888) 656-2389
Care coordination documents (newborn notification, UAI, IFSP, etc.)	(800) 614-7934
Maternity	(866) 210-1523

Maternity authorizations
Effective July 1, 2022, authorization will be required for all vaginal and caesarean deliveries. These requests should be submitted via fax to (866) 210-1523**,** or through the provider portal.

Appeals address change
Use this new address for all member and provider grievances and appeals received on or after July 1, 2022:

Appeals & Grievance
Molina Healthcare, Inc.
P.O. Box 36030
Louisville, KY 40233-6030