Medicaid provider quick reference guide

Provider services

For provider claims, training, provider complaints, demographic changes and credentialing, provider contracting

Contact us:
Telephone:

- **CCC Plus:** (800) 424-4524
- **Medallion 4.0:** (800) 424-4518
- **Web:** MCCVA-Provider@MolinaHealthcare.com

Member services

For member claims, benefits, eligibility, identification, pharmacy inquiries, PCP changes, member complaints:

Contact us:

- CCC Plus: (800) 424-4524 (TTY 711)
- Medallion 4.0: (800) 424-4518 (TTY 711)

Utilization management

For prior authorizations:

Contact us:

- CCC Plus: (866) 210-1523
- Medallion 4.0: (855) 769-2116

Here are links to some helpful UM resources:

Provider portal:
availity.com/molinahealthcare

Prior authorization look-up tool:

molinahealthcare.com/members/va/en-us/health-care-professionals/home.aspx

Prior authorization list:
molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/va/Forms/Virginia-Medicaid-Prior-Auth-Code-Matrix_508c.pdf

Download authorization forms from:
molinahealthcare.com/providers/va/medicaid/resources/forms.aspx

Fax completed forms to appropriate number below.

Service requested for CCC Plus & Medallion	Fax number effective 7/1/2022
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
Maternity	(866) 210-1523
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

Fraud, waste and abuse

If you suspect cases of fraud, waste or abuse, you must report it to Molina:

Online: molinahealthcare.alertline.com
Molina Alert Line: (866) 606-3889

Nurse advice line

Members may call and connect to a Registered Nurse 24/7, 365 days per year at

- CCC Plus: (800) 424-4524 (TTY: 711)

- Medallion 4.0: (800) 424-4518 (TTY: 711)

Pharmacy – CVS/Caremark®

Call or fax the service authorization request form to:
- CCC Plus
    - **Phone:** (800) 424-4524 (TTY: 711)
    - **Fax:** (844) 278-5731
- Medallion 4.0

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- o **Phone:** (800) 424-4518 (TTY: 711)
- o **Fax:** (844) 278-5731

Service authorization forms are located at:
molinahealthcare.com/providers/va/medicaid/resources/forms.aspx

Transportation*

Non-emergency transportation services are provided by Molina Healthcare for getting covered services, carved out services and enhanced benefits.

Transportation may be provided if the member has no other means of transportation and needs to go to a physician or a health care facility for a covered service. For urgent or non- emergency medical appointments, the member can call the reservation line at (833) 273-7416. We require 72 hours advanced notice for transportation requests for routine appointments.

In case of a life-threatening emergency, call 911.

* Transportation benefits are not applicable to FAMIS members.

Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA)

To register for EFT/835s, please go to providernet.adminisource.com/Start.aspx.

Change Healthcare ProviderNet contact information:

- Phone: (877) 389-1160
- Email: wco.provider.registration@changehealthcare.com
- Website: providernet.adminisource.com/Start.aspx

Claim guidelines

Paper submissions

Date of service prior to 7/1/2022	Date of service on or after 7/1/2022	Split bill guidance*
Molina Healthcare Claims Service Center 1 Cameron Hill Circle, Suite 52 Chattanooga, TN 37402	Molina Healthcare PO Box 22656 Long Beach, CA 90801	If a rendered outpatient service includes dates of service falling prior to July 1, 2022 *and* after, then that professional claim submission must be treated as a split bill as follows: • Claims for dates of service on or before 6/30/2022 • Claims for dates of service on or after 7/1/2022

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* Institutional claims (i.e. inpatient services) are not applicable to split bill guidance.

Electronic submissions

New payer ID	Effective July 1, 2022, all claims submissions for Molina plan members must be submitted to payer ID MCC02. ***Note that the MCCVA payer ID will be terminated as of July 1, 2022.***
Split bill guidance	If a rendered outpatient service includes dates of service falling prior to July 1, 2022 *and* after, then that professional claim submission must be treated as a split bill as follows: - Claims for dates of service on or before 6/30/2022 - Claims for dates of service on or after 7/1/2022
Availity	Claims can also be submitted directly to MOLINA via Availity at availity.com/molinahealthcare

Appeals and grievances

Mailing address:

> Appeals & Grievance
> Molina Healthcare, INC
> PO Box 36030
> Louisville, KY 40233-6030

Payment cycle

	Date of service prior to 7/1/2022	Date of service on or after 7/1/2022
Frequency	Once weekly (Tuesday)	Twice weekly (Tuesday, Thursday)

Please note:

- Remittance advice will accompany each payment. Claims for dates of service before *and* after July 1, 2022 will be processed by different claims platforms and so their remit advice will look different.
- You may receive three (3) payments in weeks where claims for dates of service before and after July 1, 2022 are processed.

Claim overpayments/incorrect payments refunds

Please use the **Return of Overpayment Form**, which can be found on molinahealthcare.com under Provider Resources.

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Send Virginia Medicaid provider refund payments to:

Molina Healthcare of Virginia, LLC
Attn: Recoveries Lockbox
401 Market Street
Box 780192
Philadelphia, PA 19178-0192

Availity

If you are the designated administrator for your organization, follow these steps to register with Availity:

1. First, you will need to register a user account. Go to Availity Essentials (Essentials) at availity.com and select Register in the top right.
2. Once you review and submit your user information, select **Create Account**. You will receive an email from Availity. Confirm your email address within 24 hours.
3. Log in to Essentials where you will receive a prompt to enroll in 2-step (multi-factor) authentication.
4. Once you confirm your 2-step method, log in to Essentials. You will have a notification to register your organization.
5. Select the blue button, Go to **Manage My Organization**. Select **Register an Organization** and **Register a Provider/Billing Service**.
6. You will need to verify your identity either online or manually. Choose your preferred method and follow the instructions.
7. You can check the status of your registration any time by going to **Manage My Organization**. When your organization is approved, you will receive a message in Manage My Organization. You will also receive an email to the address you used during registration.
8. You can now add new users for your organization by going to My Account Dashboard from the Essentials home page.

Once your organization is registered and your administrator has set up your user account, you can register for training in the Availity Learning Center. From the Essentials home page, select **Help & Training** > **Get Trained**. Look for live training sessions for Molina Healthcare providers on **July 6** or **July 12**.

Need more registration help? Check out these online resources:

Registration training options
Apps.availity.com/availity/Demos/LP_AP_GetStarted/index.html#/

Availity reference guide for new users

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Availity.com/-/media/Files/Misc/Availity-Essentials-User-Guide.ashx

How Availity is working with Molina Healthcare
Availity.com/MolinaHealthcare

We appreciate the exceptional care you provide our members and look forward to continuing to support your practice. If you have questions about registering with Availity Essentials, contact Availity Client Services at (800) 282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday.

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