

**Provider Relations | P: (833) 685-2103**
**Monday-Friday, 8 a.m.–5 p.m.**

Molina Healthcare of Nevada offers dedicated Provider Relations Representatives to support all providers. These representatives assist with claim inquiries, provider enrollment, demographic updates, provider education, and additional services. If you are unsure of your assigned representative, please contact the department at the email address provided below.

**Provider Relations Department**
[NVProviderRelations@MolinaHealthcare.com](mailto:NVProviderRelations@MolinaHealthcare.com)
**Brittany Lloyd**, Sr. Provider Relations Rep.

[Brittany.Lloyd@MolinaHealthcare.com](mailto:Brittany.Lloyd@MolinaHealthcare.com)

(725) 530-9457

**Jasmin Hoy**, Sr. Provider Relations Rep.

[Jasmin.Hoy@MolinaHealthcare.com](mailto:Jasmin.Hoy@MolinaHealthcare.com)

(725) 246-2090

**Lori Vogt**, Provider Relations Rep.

[Lori.Vogt@MolinaHealthcare.com](mailto:Lori.Vogt@MolinaHealthcare.com)

(725) 246-2094

**Tyler Ranville**, Sr. Provider Relations Rep.

[Tyler.Ranville@MolinaHealthcare.com](mailto:Tyler.Ranville@MolinaHealthcare.com)

(725) 246-2052

**Leslie Brown**, Director

[Leslie.Brown2@MolinaHealthcare.com](mailto:Leslie.Brown2@MolinaHealthcare.com)

(725) 258-4584

**Provider Contracting and SCAs**
[NVProviderContracting@MolinaHealthcare.com](mailto:NVProviderContracting@MolinaHealthcare.com)
**Member Services | P: (833) 685-2102 (TTY/TDD:711)**
**Monday-Friday, 8 a.m.–5 p.m.**
**Appeals and Grievances | P: (833) 685-2103**

Availability: Molina strongly encourages the use of the provider portal for claim reconsiderations, appeals, and disputes of claims. [availability.com](https://availability.com)

Mailing Address:

Molina Healthcare of Nevada, Inc,  
 ATTN: NV Appeals and Grievances  
 PO Box 182273  
 Chattanooga, TN 37422  
 Email: [NV\\_Member\\_Appeals@MolinaHealthcare.com](mailto:NV_Member_Appeals@MolinaHealthcare.com)

**Availability | Provider Portal | [availability.com/MolinaHealthcare/](https://availability.com/MolinaHealthcare/)**

Register for Availability here: [availability.com/MolinaHealthcare/](https://availability.com/MolinaHealthcare/)

Use Availability for: Eligibility verifications, prior authorization submissions, claim submissions, claim reconsiderations/appeals, and much more!

Training and demos are available under the Get Trained tab on the Availability home screen.

## Behavioral Health | P: (833) 685-2103

Behavioral Health Crisis Line: (833) 685-2102 or (833) 685-2104 (24 hr. Nurse Advise Line)

National Suicide Lifeline: 988

Behavioral Health Toolkit: [MolinaHealthcare.com/providers/nv/medicaid/home.aspx](https://MolinaHealthcare.com/providers/nv/medicaid/home.aspx)

To locate behavioral health services: Provider Directory [MolinaHealthcare.com/nv](https://MolinaHealthcare.com/nv) or call (833) 685-2103

## Care Management | [CareManagement\\_Molina\\_Nevada@MolinaHealthcare.com](mailto:CareManagement_Molina_Nevada@MolinaHealthcare.com)

Comprehensive care management is offered to members who meet specific criteria based on an assessment of their needs. Care managers coordinate care, services, and resources in collaboration with the member's primary care provider, specialists, and other relevant providers or resources.

Referrals should be made by the member's PCP or specialty provider by calling (833) 685-2103 or by emailing [CareManagement\\_Molina\\_Nevada@MolinaHealthcare.com](mailto:CareManagement_Molina_Nevada@MolinaHealthcare.com).

## Claims | P: (833) 685-2103

Electronic submissions through Availity or EDI clearinghouse, Payer ID MLNNV

Paper submissions by mail:

Molina Healthcare of Nevada, Inc,

PO Box 540

Long Beach, CA 90801

For claim reconsiderations and appeals, use Availity. [availity.com](https://www.availity.com)

## Clinical Practice Guidelines

[MolinaHealthcare.com/providers/nv/medicaid/health/guide\\_clinical.aspx](https://MolinaHealthcare.com/providers/nv/medicaid/health/guide_clinical.aspx)

## EDI / ERA / EFT

Clearinghouse: SSI/Claimsnet | P: (800) 356-0092 Payer ID: MLNNV

To register for EFT/ERA's – ECHO Health, Inc.:

[enrollments.echohealthinc.com/efteradirect/MolinaHealthcare](https://enrollments.echohealthinc.com/efteradirect/MolinaHealthcare)

Customer Support (888) 834-3511

## Forms | [MolinaHealthcare.com/providers/nv/medicaid/resources/forms.aspx](https://MolinaHealthcare.com/providers/nv/medicaid/resources/forms.aspx)

Commonly used forms are available on Molina's website.

## Fraud Waste Abuse | P: (866) 606-3889 | F: (855) 366-5462

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

Online: [MolinaHealthcare.alertline.com](https://MolinaHealthcare.alertline.com)

Mail: ATTN: Compliance Officer

200 Oceangate, Suite 100

Long Beach, CA 90802

## Nurse Advice Line | P: (833) 685-2104 (TTY: 711)

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

## Pharmacy | P: (833) 685-2103 | Pharmacy Prior Authorization F: (844) 259-1689

Pharmacy benefits, limitations, drug formulary, pharmacy network: [MolinaHealthcare.com/NV](https://MolinaHealthcare.com/NV)  
Medication prior authorization form located here: [MolinaHealthcare.com/NV](https://MolinaHealthcare.com/NV)

## Pregnancy Notifications | F: (866) 440-9791

Primary Care Provider (PCP) or OB/GYN should submit the Pregnancy Notification Report form to us via fax one business day from the first prenatal visit and/or positive pregnancy test.

Pregnancy notification form can be found here: [MolinaHealthcare.com/providers/nv/medicaid/resources/forms](https://MolinaHealthcare.com/providers/nv/medicaid/resources/forms)

## Prior Authorizations | P: (833) 685-2103 | Prior Auth Fax: (775) 460-4900

Molina prefers submission of all prior authorizations through Availity: [availity.com](https://availity.com)  
Authorization decisions are available to providers through fax notifications and Availity.  
Prior authorization code look-up tool:

[MolinaHealthcare.com/providers/nv/medicaid/home.aspx](https://MolinaHealthcare.com/providers/nv/medicaid/home.aspx)

- Standard/Non-Urgent: Decision within 3 business days of receipt of necessary information but no more than 14 days of request.
- Urgent/Expedited: Decision within 72 hours of receipt of expedited request.
  - Urgent/Expedited service request designation should only be used if the treatment is required to prevent serious deterioration in the member's health or could jeopardize their ability to regain maximum function. Requests outside of this definition will be handled as routine/non-urgent.

Disputes about adverse authorization decisions should be made in Availity.

## Provider Directory | [MolinaProviderDirectory.com/NV](https://MolinaProviderDirectory.com/NV)

Visit Molina's online provider directory to locate participating primary care providers, specialists and other service providers.

## Provider Services Manual

Medicaid Provider Services Manual

[MolinaHealthcare.com/providers/nv/medicaid/resources/provider-materials.aspx](https://MolinaHealthcare.com/providers/nv/medicaid/resources/provider-materials.aspx)

Medicare Provider Services Manual

[MolinaHealthcare.com/providers/common/medicare/medicare](https://MolinaHealthcare.com/providers/common/medicare/medicare)

Marketplace Provider Services Manual

[molinamarketplace.com/marketplace/nv/en-us/Providers](https://molinamarketplace.com/marketplace/nv/en-us/Providers)

Or email: [NVProviderRelations@MolinaHealthcare.com](mailto:NVProviderRelations@MolinaHealthcare.com)

## Quality Improvement | P: (833) 685-2103

For information on Molina's Quality Improvement (QI) Program, contact (833) 685-2103.

## Translation Services | P: (833) 685-2103

Molina can arrange an interpreter for members in almost any language. Written materials are also available in different languages and formats.

## Transportation | MTM Transportation P: (844) 879-7341 | Member Services P: (833) 685-2102

Emergency Transportation	When a member's condition is life-threatening and requires use of special equipment, life support systems, close monitoring, emergency transportation is required.
Non-Emergency Transportation	<p>Medically necessary non-emergency transportation is authorized and arranged through MTM, DHCFP's non-emergency transportation broker. Requires a written prescription from the member's doctor. Prior authorization is required.</p> <p>Members should contact MTM directly or Molina Member Services at least 5 business days prior to scheduled appointments.</p> <p>Phone number to schedule transportation or report if ride is late: (844) 879-7341. Website: <a href="http://mtm-inc.net/nevada/">mtm-inc.net/nevada/</a></p>

## You Matter to Molina | [MolinaHealthcare.com/providers/nv/medicaid/communications](http://MolinaHealthcare.com/providers/nv/medicaid/communications)

The You Matter to Molina program is designed with a provider-centric approach, offering prompt and effective resolutions to concerns, comprehensive educational opportunities, and access to practical tools and resources. The initiative also facilitates avenues for providers to share feedback regarding enhancements to technology, tools, and processes, all aimed at optimizing the health plan experience. Providers are encouraged to participate in focus groups, town halls, and the Provider Advisory Council, which foster productive engagement with health plan leadership on industry matters.

Visit our website to access our library of provider bulletins, training materials, registration for live and on demand training sessions, provider resources and tools, provider satisfaction surveys, success stories and more.