

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

December 31, 2024

Important Notice: Unblocking Molina Healthcare fax numbers for UM communications

We are reaching out to inform you about an important update regarding the delivery of outbound faxes from Molina Healthcare's Utilization Management (UM) services.

Why you're receiving this notice: We have identified that some of our outgoing faxes have been unable to reach our providers due to phone service providers blocking certain overflow-fax numbers not publicly listed as Molina Healthcare's known numbers. This may have impacted the timely delivery of important patient care information and authorizations to some providers.

How you can help: To ensure uninterrupted communication and efficient processing of patient requests, we kindly ask you to take the following steps:

1. **Verify** that any phone or fax number filters in place on your system do not block unlisted numbers from Molina Healthcare.
2. **Unblock** the following specific fax numbers that may be used for overflow or high-volume fax transmissions:
 - (732) 313-0795
 - (732) 813-8693
 - (732) 813-8694
 - (732) 813-8696
 - (732) 813-8698
 - (732) 813-8726
3. **Add** Molina Healthcare to your trusted or allowed list for incoming communications.

Our commitment to you: We are dedicated to maintaining open and reliable communication with our health care partners. By unblocking these numbers, you help ensure that critical faxes related to authorizations and patient care reach your office promptly.

If you have any questions or need assistance with updating your phone system to allow these numbers, please email MHNM.ProviderServices@Molinahealthcare.com. Thank you for your attention to this matter and for your continued partnership in delivering quality care to our members.