Provider Bulletin

Molina Healthcare of California

https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

March 15, 2024

☒ Imperial
☒ Riverside
☒ San Bernardino
☒ Los Angeles
☒ Orange
☒ Sacramento
☒ San Diego

Payer Spaces

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

What you need to know:

California providers can access Prior Authorization (PA) services by logging into the Availity Essentials portal https://www.availity.com/molinahealthcare.

1. Select the Payer Spaces feature from the top navigation menu bar
2. Select "Molina Healthcare"
3. On the next screen page, select Prior Authorizations.
4. Fill in the required data fields. Use the training material handout as a guide.

For Prior Auth (PA) Submissions:

- The submitter must know the correct MEMBER ID, the Member must be Active/Eligible for the Molina benefit being requested.
- The "Refer From" provider is the Group or Individual provider that is requesting the AUTH Approval for the "Refer To" provider. The "Refer To" and "Refer From" can be the same.
- When there are Multiple providers with the same TINS and/or NPIs, knowing which one to use is essential in selecting, submitting, and retrieving AUTHs.
- To request or retrieve an AUTH, it is mandatory that the Member's benefit eligibility references the correct provider's TIN/NPI pair. Members can have benefits from multiple products – Medicaid, Medicare, Marketplace, and Medicare Advantage. The Member ID, Provider TIN, Provider NPI and Molina's internal provider ID are unique for each product and must match. **Knowledge of what product the member ID and the Provider IDs represent is essential for effective AUTH submissions and retrievals. If you are not certain of any IDs, contact your Availity Essentials admin for your organization or your Molina PSR representative for assistance.**

Provider Action

Using Availity Essentials Prior Auth vs Molina Prior AUTH (PA)

Availity Essentials offers two (2) versions of the Prior Auth services depending on your Health Plan provider

- Version (1) Payer Space SSO service PA application is accessed through an Availity Payer Space menu feature. The PA application is accessed via a connection to Molina's proprietary PA application.
- Version (2) Use Availity Essentials PA from the Essentials application menu. CA providers are currently setup to only use version (1). In the near future, CA providers will be switched to Version 2. A "How TO" guide for using version one (1) is available from by your Provider Service Rep after March 30th, 2024.

Please see below for more information on Payer Spaces.

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Payer Spaces

Prior Auths

Give Feedback · MOLINA HEALTHCARE

Organization
Molina Healthcare Inc

NPI (optional)
Enter NPI...

Tax ID ❓
Select TIN...

Your Tax ID is required to continue to application

State
California

Medicare
No

Provider ID ❓
Enter required fields first...

Once you've entered the TaxID, select the applicable provider

Service Request/Authorization Option ❓
Select...

Continue

Not able to add TIN?
If you don't have access or unable to adding a TIN, contact your organization administrator. If you don't know the organization administrator, contact
AVAILITY Client Services
800-282-4548
M-F 8a to 8p EST

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Tax ID - Entry
Select the Tax ID (TIN) in which you want to submit Prior Authorization submissions or inquiries. TIN is either your group or individual pay to TIN assigned to your organization.

Tax ID ❓
Select TIN...
01057
01061
01067
01077
01079

TIN Not Found?
To Add a new TIN, go to the Availity Essentials Add the TIN in the Availity "Manage My Organization" function.
Note: Newly added TINs require 24hrs to activate.

California ⌄ | ❓ Help & Training ⌄ | Account ⌄ | 🔒 Logout
My Account
Manage My Organization
Search 🔍
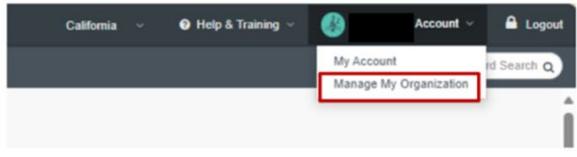
What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
California Hospital Systems (SNFs, LTSS, ICF/DD)	Teresa Suarez	562-549-3782	Teresa.Suarez2@molinahealthcare.com
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	Anita White	562-980-3947	Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	279-895-9354	Johonna.Eshalomi@molinahealthcare.com
	Marina Higby	916-561-8550	Marina.Higby@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com

If you are not contracted with Molina and wish to opt out of the MHC Provider Bulletin, email mhcproviderbulletin@molinahealthcare.com. Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

County	Name	Phone	Email
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