Provider Bulletin

Molina Healthcare of California molinahealthcare.com/members/ca/en-us/health-careprofessionals/home.aspx

September 27, 2024

Q4 2024 Prior Authorization Look-up Tool

Updates

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

What you need to know:

MHC has made the organizational decision to no longer post the PDF version of the PA Code Matrix to Availity (Provider Portal) and to Molina Health Plan's external website. The expectation is that all providers will utilize the Prior Auth Look-up Tool, which will be the single source of truth for both Molina's internal teams and providers.

MHC has updated our Prior Authorization Look-up Tool, and the primary updates include modifications to the following specialties/services for Medi-Cal, Medicare, Duals, and Marketplace:

- Experimental/Investigational
- Genetic Counseling & Testing
- Healthcare Administered Drugs
- Imaging & Special Tests
- Multiple Categories

When this is happening:

The Prior Authorization Look-up Tool is available online via the provider portal as well as our public website. Please note that this platform is updated at least quarterly and is subject to change. It is advised that you check this resource prior to PA submission as codes may be removed or added.

Office visits and/or procedures at Contracted/Network Providers and referrals to Contracted/Network Specialist do not require Prior Authorization. In addition, some codes/services may not be covered by Medicare, Medi-Cal, or Marketplace; please refer to each regulatory agency for specific non covered codes. Imperial
Riverside
San Bernardino
Los Angeles
Orange
Sacramento
San Diego

Provider Action

The Prior Authorization Look-up Tool has been updated for Q4 2024 and is available online for all Lines of Business (Medicare, Medicaid and Marketplace) at: molinahealthcare.com/members/ca/enus/health-care-professionals/home.aspx

Attached to this notification is a Quick Reference Guide (QRG) that outlines how to access the PA LookUp Tool and navigation.



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
	Clemente Arias	562-517-1014	Clemente.Arias@molinahealthcare.com
	Christian Diaz	562-549-3550	Christian.Diaz@molinahealthcare.com
Los Angeles County	Daniel Amirian	562-549-4809	Daniel.Amirian@molinahealthcare.com
	Anita White	562-980-3947	Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
	Johonna Eshalomi	279-895-9354	Johonna.Eshalomi@molinahealthcare.com
Sacramento County	Marina Higby	916-561-8550	Marina.Higby@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	562-549-3957	Patricia.Melendez@molinahealthcare.com
	Salvador Perez	562-549-3825	Salvador.Perez@molinahealthcare.com
San Diego / Imperial County	Dolores Ramos	562-549-4900	Dolores.Ramos@molinahealthcare.com
County	Lincoln Watkins	858-300-7722	Lincoln.Watkins@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
Imperial, San Diego & Sacramento	Teresa Suarez	562-549-3782	Teresa.Suarez2@molinahealthcare.com
Los Angeles & Orange	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino	Mimi Howard	562-549-3532	Smimi.Howard@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.

Molina Healthcare of California: 200 Oceangate, Suite 100, Long Beach, CA 90802

Prior Authorization Lookup Tool QRG



REFERENCE GUIDE

ACCESS	
Provider Website & Portal	
Option 1 Step 1	Showing Information For Ohio Ohio English Type Size: - + Coronavirus Chatbot
Go to molinahealthcare.com	Search Go Sign In Register
and choose the appropriate state from the dropdown	Become a Member Members Health Care Professionals Pharmacy Brokers About Molina
Option 1 Step 2	
Option 1 to access the Prior Authorization	Showing Information For Texas Texas English Type Size: Coronavirus Chatbot
Lookup Tool: 1) Hover over " Health	Search Go Sign In V Register
Care Professionals" and select "Prior	Become a Member Members Health Care Professionals Find a Doctor or Brokers About Molina
from the drop-down menu for quick access to the tool 2) This link is available to the public (Providers, Molina Staff, Members) and does not require user to login	Medicaid Medicare Marketplace Dual Options Provider Portal Select a line of business below for mor Prior Auth LookUp Tool
Option 2 Step 2	
Option 2 to access the Prior Authorization Lookup Tool:	Become a Member Members Health Care Professionals Find a Doctor or Pharmacy Brokers About Molina
 Hover over "Health Care Professionals" and select "Provider Portal" from the drop- down menu for quick access to the tool (this will open in a new browser tab) 	Medicaid Medicare Marketplace Dual Options Provider Portal Select a line of business below for more Prior Auth LookUp Tool
2) Login to the Provider Portal using your	
	1 of 5

Provider Login (User	Welcome to the Provider Portal!
ID & Password)	Take care of business on your schedule. The portal is yours to use 24 hours a day, seven days a week. It's an easy way for you to accomplish a number of tasks, including:
 Upon successful login, select Code LookUp Tool in the center of the screen 	Check member eligibility Check member eligibility Check member eligibility
	Want to learn more? <u>View our Quick Reference Guide</u>
	Provider Login User ID: Password: Password: Password: Password: Password: Password: Provider already register on and Provider already registered? Request Access for new user
Step 2 Option 3	Welcome, Priman
Option 5	HEALTHCARE Home Provider Search
Option 3 to access the Prior Authorization	Provider Portal Messages and Announcements Recent Activity
Lookup Tool:	Member Eligibility 🛛 You have (2) new messages
1) Follow steps 1-3 in	Claims There are no announcements Click here to view your recent Claims
the Step 2 Option 2	Service Request/Authorization Click here to view your ready for batch Claims
2) Expand the Service	Service Request/Automization Due to the COVID-19 declarations of emergency. Molina is providing premium payment extensions that may allow for coverage of services rendered at this time For the most up-to-date eligibility and coverage information for Marketplace Members please contact Provider Services Contact
Request/Authorization tab on the left 3) Select Authorization Lookup Tool or select Create Service Request/ Authorization	Create Service Request/Authorization Open Incomplete Service Request/Authorization Create Service Request/Authorization Template Authorization Lookup Tool
Step 3	Welcome, Primary Admin User : uattesting1 Log Out
	Provider Self Services Aug 07 2020 3.37.51 PM HEALTHCARE Home Provider Search FAQ Training Contact Molina
1) Select Lookup CPT Code at the top of the Service	Easy to use online outpatient authorization look up now available! We're making it easier than ever to look up which outpatient codes require authorization with our new online authorization lookup feature. Just type in your CPT code and our system will instantly let you know if authorization is required to updatent proceedings. Remember, all inpatient service codes.
Request/Authorization form	Save Clear Cancel Save Template Service Request/Authorization Form Required Flad Member Search
	Eligibility information is current as of Mar 14 2020 01:09:28 AM PST
	or Last Name: * First Name: * Date of Birth: * mmddyyyy

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	HEALTHCARE	Home Provider Search FAQ Training Contact Molena
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General Disclaimer"	Claims	THIS TOOL IS NOT TO BE UTILIZED TO MAKE BENEFIT COVERAGE DETERMINATIONS.
	Service Request/Authorization	FOR ANY PA CHANGES DUE TO REGULATORY GUIDANCE RELATED TO COVID 19 - PLEASE SEE PROVIDER
	Member MEDIS Profile	NOTIFICATIONS AND MOST CORRENT INFORMATION ON THE PROVIDER FORTAL.
	Reports	we attempt to provide the most current and accurate information on this PA Lobor up root. Prior Authorization is not a guarantee of payment for services. Payment is dependent on Member Eligibility, Benefit Coverage and limitations,
	Links	please refer to your Provider Manual or submit a PA Request form.
	Forms	This Look-Up tool is for Out-Patient Services only. All Elective In-Patient Admissions to Acute Hospitals, Skilled Nursing Evolution (CMP), Debabilitation Evolution (AD) and Loop Term Arche Care Manifelia (TACH) require Dire Arthronization
	 Account Tools 	No. PA is required for office visits at Participation (PAR). Network Providers: All NON-PAR Providers require authorization
		regardless of services provided or codes submitted, except for Emergency Services.
		State Line of Business CPT / HCPCS Code
		*When Prior Authorization is 'Required' click <u>SRA Create</u> to create Service Request/Authorization
		02020 Motina Healthcare, Inc. All rights reserved. HDHAA Pelvacy Notice Holina - Terms of Use & Industre Pelvacy
Step 2		
	Prior Authorization LookUp To	O loc
Select the State from the		
Irop-down menu	Medicaid:	
	All Home Health Care Services: PA	for visits 1 through 36 per calendar year, including home-based OT/PT & ST. Initial evaluation does not require PA.
Note: If the selected State	OT/PT/ST Therapy: PA not required	for initial evaluation. DA required for continued vicint
lealth Plan and	one nati merapy. PA not required	In musicerelation, FA required for continues thats.
OB contains specific	Sleep Studies: Home Sleep Studies /	(POS 12) Do Not Require PA.
lisclaimers, the Specific		
Disclaimer will display	LTSS: Standard Medicaid benefit doe	es not cover LTSS services.
Inder the General		
Disclaimer after the LOB	EPSDT State Medicaid Eligible Men	nbers: Codes listed as Non-Covered (NC) may be considered for coverage under EPSDT Special Services and requires submission for Medical Necessity revie
s selected. Health Plan		
OB specific disclaimers	All Outpatient Oxygen and Related	3 Therapies: May require PA; Consult MS Division of Medicaid "Envision Downloadable Fee Schedule": https://www.ms-medicaid.com/msenvision/index.do
	State	Health Plan LOB CPT / HCPCS Code Unline Healthcare of Florida Medicaid
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Are important to note before utilizing the PA Lookup Tool. Select the Line of Business, enter sode into CPT/HCPCS Code field and click the blue Lookup button	State California	Health Plan LOB CPT / HCPCS Code V Molina Healthcare of Californ V Medicaid V 22222 Lookup

All the possible options are listed below in the "Results" section.

RESULTS

Refer to the following table for a crosswalk between Current PA Matrix statuses and those from the PA LookUp Tool:

	Current PA Matrix	PA LookUp Tool
Y: PA Requir	ed	Required
N: No PA Re	quired	Prior Authorization Not Required
NC: Not cove	ered	Non-Covered
Other: Notes	s for Vendors requirements	Other
Prior Authorization Status: Required Output Code Description MHI Note LOB Note	State Health Plan LOB Washington Molina Healthcare of Washiny Medicaid Prior Authorization Status: Required Code Description OSTEOTOMY SPINE W/DSKC ANT APPR 1 VRT SGM THRC	CPT / HCPCS Code 22222 Lookup PA Required Updated for testing Notes Place the notes in the disclaimer. The disclaimer is poplulating with a space issue.
Prior Authorization Status: Prior Authorization Not Required *Exclusions Apply	State Health Plan LOB Florida Molina Healthcare of Florida Medicaid Prior Authorization Status: Prior Authorization Not Required *Exclusions Apply	CPT / HCPCS Code COO3m *Exclusions: Non-Participating Provider Requests Non-Covered State Codes Request for Elective Inpatient Admissions to Acute Hospitals, Skilled Nursing Facilities (SNF), Rehabilitation Facilities (SNF), Rehabilitation Facilities (AIR), or Long-Term Acute Care Hospitals (LTACH) Generic, Miscellaneous or Not Otherwise Specified (NOS) codes *The presence of a code on this tool should not be used to determine whether a service is covered. Refer to your regulatory agency for benefit coverage and non-covered codes. *Prior Authorization is not a guarantee of payment for services.
Prior Authorization Status: Required by a Vendor	State Health Plan LOB Arizona Molina Healthcare of Arizona Medicaid Prior Authorization Status: *see note Code Description SKILLS TRAINING AND DEVELOPMENT PER 15 MINUTES	CPT / HCPCS Code Cookup Arizona Test Vendor performs utilization Management services on behalf of Molina Healthcare of Arizona. Please send your Prior Authorization request directly to Arizona Test Vendor at www.ATV.com

Katus: Jon-Covered Image: Covered I	Authorization	State	ite specialty plan Health Plan	LO	8	CPT / HCPCS Code		
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