# **Provider Bulletin**

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

December 20, 2024

# **Prior Authorization Look-Up Tool Update**

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 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:

- Durable Medical Equipment (DME)
- Healthcare Administered Drugs
- Hyperbaric and Wound Care
- Radiation Therapy & Radio Surgery
- Transplants/Gene Therapy

## Reminder:

MHC made the organizational decision to no longer post the PDF version of the PA Code Matrix to Availity (Provider Portal) or 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.

# 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. Imperial
Riverside
San Bernardino
Los Angeles
Orange
Sacramento
San Diego

# **Provider Action**

The Prior Authorization Look-up Tool has been updated for Q1 2025 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.

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.



#### 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
	Elias Gomez	562-517-0445	Elias.Gomez@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Secondaria County	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	Lincoln Watkins	858-300-7722	Lincoln.Watkins@molinahealthcare.com
County	Toree Johnson	858-974-1726	Toree.Johnson@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
San Diego & Sacramento, California Facilities	Dolores Ramos	562-549-4900	Dolores.Ramos@molinahealthcare.com
Los Angeles, California Facilities	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino, California Facilities	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com

If you are not contracted with Molina and your fax number is not shared with a contracted provider, and you wish to opt out of receiving the MHC Provider Bulletin, please email <a href="mailto:mhcproviderbulletin@molinahealthcare.com">mhcproviderbulletin@molinahealthcare.com</a>.

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 T HEALTHCARE Sitemap
and choose the appropriate state from the dropdown	Become a Members Members Health Care Professionals Pharmacy Brokers About Molina
Option 1 Step 2	
<b>Option 1</b> to access the Prior Authorization	Showing Information For Texas  Texas  English  Type Size: - + Coronavirus Chatbot
Lookup Tool: 1) Hover over " <b>Health</b>	MOLINA     Search     Go     Sign In       HEALTHCARE     Sitemap     Register
Care Professionals" and select "Prior Auth Look Up Tool"	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	
<b>Option 2</b> to access the Prior Authorization Lookup Tool:	Become a Member Members Health Care Professionals Find a Doctor or Pharmacy Brokers About Molina
<ol> <li>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)</li> </ol>	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 ID & Password)	Welcome to the Provider Portal!
<ul> <li>3) Upon successful login, select Code LookUp Tool in the center of the screen</li> </ul>	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:
	Provider Login         User [D:       Password:         Forgot Your Password? Account Unlock       Sign In         No account yet? It's simple to get one ] Register now         Provider already registered?   Request Access for new user
Step 2 Option 3	MOLINA Provider Self Services
<ul> <li>Option 3 to access the Prior Authorization Lookup Tool:</li> <li>1) Follow steps 1-3 in the Step 2 Option 2 section above</li> <li>2) Expand the Service Request/Authorization tab on the left</li> <li>3) Select Authorization Lookup Tool or select Create Service Request/ Authorization</li> </ul>	HEALTHCARE       Home Provider Search         Provider Portal       Messages and Announcements       Recent Activity         Member Eligibility       Value (2) new messages       Click here to view your recent Service Request/Authorizations         Service Request/Authorization       Value (2) new messages       Click here to view your recent Claims         Service Request/Authorization       Value (2) new messages       Click here to view your recent Claims         Service Request/Authorization       Value (2) new messages       Click here to view your recent Claims         Service Request/Authorization       Value (2) new messages       Click here to view your recent Claims         Service Request/Authorization       Value (2) new messages       Click here to view your recent Claims         Value to the COVID-19 declarations of emergency. Molina is providing premium payment extensions that may allow for coverage of services Center Cleier for assitance Thank you       Click here to view your recent Claims         Create Service       Request/Authorization       Quick Member Eligibility Search         Ger       Need an Authorization ?       Code Lookup Tool
Step 3	Welcome, Primary Admin User : uattesting1 Log Out Aug 07 2020 337:51 PM
1) Select <b>Lookup CPT</b> <b>Code</b> at the top of the Service Request/Authorization form	HEALTHCARE       Home Provider Search FAQ Training Contact Molina         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 lookup feature. Just type in your CPT code and our system will instantly let you know if authorization is required to use outpatient series must be authorized so this new feature is not applicable for inpatient series codes.         Icokup CPT code       Save Clear Cancel Save Template         Service Request/Authorization Form       Eligibility information is current as of Mar 14 2020 01:00:28 AM PST or use the service is the service search and the service is

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Jpon accessing the <b>PA</b> _ookUp Tool read the General Disclaimer"	Provider Portal  Member Eligibility  Caams  Service Requestivationization  Member  MEDIS Profile  Reparts  Forms  Account Tools  Provider Tools  Provider Source Conflict Services, Payment is dependent on Member Eligibility, Benefit Coverage and limitations, Physical Tools Account Tools  Member  MEDIS Profile  Reparts  Account Tools  Provider Manual Conflict Services, Payment is dependent on Member Eligibility, Benefit Coverage and limitations, Physical Tools Account Tools  Member  MEDIS Profile  Reparts  Member
Step 2	* When Prior Authorization is 'Required', cick <u>SSA. Create</u> to one of Strive Request Authorization d2020 Mone Healthcare, Inc. Al rights reserved.    HDRA. Privacy footice:   Holina - Terms of Use & Website Privacy Prior Authorization LookUp Tool
Select the State from the drop-down menu Note: If the selected State Health Plan and OB contains specific Disclaimers, the Specific Disclaimer will display under the General Disclaimer after the LOB s selected. Health Plan OB specific disclaimers are important to note before utilizing he PA Lookup Tool.	Medicald: 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. OT/PT/ST Therapy: PA not required for initial evaluation. PA required for continued visits. Sleep Studies: Home Sleep Studies (POS 12) Do Not Require PA. LTSS: Standard Medicaid benefit does not cover LTSS services. EPSDT State Medicaid Eligible Members: Codes listed as Non-Covered (NC) may be considered for coverage under EPSDT Special Services and requires submission for Medicai Necessity ret All Outpatient Oxygen and Related Therapies: May require PA: Consult MS Division of Medicaid "Envision Downloadable Fee Schedule": https://www.ms-medicaid.com/msenvision/index.co ETATE Medicaid Eligible Members: Code Interapies: May require PA: Consult MS Division of Medicaid "Envision Downloadable Fee Schedule": https://www.ms-medicaid.com/msenvision/index.co ETATE Medicaid Eligible Members: Or Florida Wedicaid Wedicaid "Envision Downloadable Fee Schedule": https://www.ms-medicaid.com/msenvision/index.co Medicaid Wedicaid Wedicaid V Medicaid V Medi
Select the Line of Business, enter code into CPT/HCPCS Code field and click the	State     Health Plan     LOB       California     V     Molina Healthcare of Californ V     Medicald     22222

#### 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 Washiniv       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         Code Description       LUVER DIS 10 ASSAYS SERUM ALGORITHM W/NASH	<ul> <li>CPT / HCPCS Code</li> <li>C003m</li> <li>*Exclusions:</li> <li>Non-Participating Provider Requests</li> <li>Non-Covered State Codes</li> <li>Request for Elective Inpatient Admissions to Acute Hospitals, Skilled Nursing Facilities (SNF), Rehabilitation Facilities (AIR), or Long-Term Acute Care Hospitals (LTACH)</li> <li>Generic, Miscellaneous or Not Otherwise Specified (NOS) codes</li> <li>*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.</li> <li>*Prior Authorization is not a guarantee of payment for services.</li> </ul>
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          Cold       Lookup         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.

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uthorization atus:	State     Health Plan     LOB     CPT / HCPCS Code       Florida     V     Molina Healthcare of Florida     V     0015m     Lookup
on-Covered	
	Prior Authorization Status: Non-Covered The code entered does not appear to be a covered benefit. If in doubt, please submit a Prior Authorization request.
	Code Description Notes
	ADRNL CORTCL TUM BCHM ASY State Note Test for FL
or	Note: This result populates when an inaccurate code is entered.
thorization atus:	Will need to differentiate specialty plan
accurate ode	State Health Plan LOB CPT / HCPCS Code
	Florida    Molina Healthcare of Florida    Medicaid    00    Lookup
	This appears to be an inaccurate code. Please re-enter a valid code or submit a Prior Authorization Request.
letermination of	code is not found in the PA LookUp Tool, please utilize the following resources to make the combenefits: Provider materials, state documents, coverage benefits, state guideline, Medicare benefits material(s), Medicaid benefit material(s), etc.
determination of	benefits: Provider materials, state documents, coverage benefits, state guideline, Medicare bene
determination of	benefits: Provider materials, state documents, coverage benefits, state guideline, Medicare bene
determination of	benefits: Provider materials, state documents, coverage benefits, state guideline, Medicare bene
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