![MOLINA HEALTHCARE logo]

# Provider Memorandum

**Your MMP Expansion Guide**

Illinois has expanded the Medicare-Medicaid Program (MMP) statewide, effective July 1, 2021. Molina Healthcare of Illinois (Molina) now offers MMP (also called Medicare-Medicaid Alignment Initiative and Dual Options Program) to members in all 102 counties.

**MMP Contact Information**

Molina maintains dedicated phone and fax numbers for various MMP provider services. Using the correct contact number will expedite the process for you. **Note**: The Provider Portal is **always** the preferred method over faxing.

| Service | Contact Method |
|---|---|
| Claims and Provider Network Management | Phone (855) 866-5462 |
| Claims Recovery | Fax (855) 260-8740 |
| Health Care Services | Phone (866) 409-2935 |
| Member Services | Phone (877) 901-8181 |
| Prior Authorizations (Medical) | Fax (866) 617-4971 |
| Prior Authorizations (Pharmacy) | Fax (855) 365-8112 |
| Prior Authorizations (Imaging and Special Tests) | Fax (877) 731-7218 |
| Prior Authorizations (Radiation and Specialized Services) | Fax (844) 251-1451 |
| Pre-Service Appeal for Imaging, Special Tests, Radiation, and Specialized Services | Fax (855) 502-5128 |
| Post-Service Appeal for Imaging, Special Tests, Radiation, and Specialized Services | Fax (855) 502-4962 |
| MTM Inc. for Non-Emergent Transportation | Phone (844) 644-6353 |
| MTM Inc. to Schedule Rides for Members | Phone (855) 740-3105 |

**MMP Provider Credentialing & Contracting**

MMP providers **must** be registered with the Illinois Department of Healthcare and Family Services (HFS). MMP providers **not** enrolled with HFS **must** enroll or complete Molina's credentialing process.

If you are not yet a Molina MMP provider, please visit the Join Our Network page to get started. It all begins with a Provider Contract Request Form. Your Provider Network Manager can also assist you in this process. **Note**: Medicaid providers are **not** automatically contracted for MMP.

**Questions?**

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit Molina's Service Area page at MolinaHealthcare.com.

**Join Our Email List**

Join Molina's provider email list! Be the first to receive news and updates about Molina services delivered automatically to your inbox. Simply click here, fill out the form, and click submit.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.