



Frequently Asked Questions: Molina Healthcare of New York, Inc. (Molina)

| Question | Answer |
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| What is the notification I received from Superior Vision*? | As of November 1, 2021 , Superior Vision will manage routine vision and Medical Optometry benefit for Medicaid/HARP, CHP, and Essential Plan members on behalf of Molina in New York. Therefore, any professional routine vision and eyewear claims should be filed with Superior Vision upon the effective date of the plan. |
| What services are being covered by Superior Vision? | Superior Vision will manage routine vision and Medical Optometry benefits for Molina Healthcare of New York. |
| What is the impact of this change? | As a result of this change, Molina Healthcare of New York will no longer manage the benefit for routine vision and Medical Optometry for Molina Medicaid/HARP, CHP, and Essential Plan members in New York on or after November 1, 2021 . |
| What do I need to do to be included in the Superior Vision network? | If you have not done so already, we encourage you to contract with Superior Vision directly as soon as possible. If you have any questions, please contact Superior Vision's Network Development Department at: (877) 235-5317 or, go to our website https://superiorvision.com/eye-care-professionals/join and fill out the form to submit your request. |
| I received the notification late due to administrative and/or office changes during the COVID-19 pandemic. Can I still join the network for the 11/1/2021 , effective date? | Yes, you can still join the network. For information on how to join the network, please contact Superior Vision's Network Development Department at: (877) 235-5317 or, go to our website https://superiorvision.com/eye-care-professionals/join and fill out the form to submit your request. |
| Who do I contact to find out more about the Superior Vision network? | If you have any questions regarding this program or participation in Superior Vision's network, then please contact Superior Vision's Network Development Department at: (877) 235-5317 or, go to our website https://superiorvision.com/eye-care-professionals/join and fill out the form to submit your request. |
| I have already signed a contract with Superior Vision, what is my status? | If you already signed a contract with Superior Vision and need to know the status of your credentialing, then please contact Superior Vision's Customer Service at (877) 235-5317 . |
| I am still not credentialed with Superior Vision, what do I do? | Please contact Superior Vision regarding your participation status. You can reach Superior Vision's Customer Service at (877) 235-5317 . |
| What happens if I do not enter into an agreement with Superior Vision? | If you do not enter into an agreement with Superior Vision, then you will be considered an out-of-network provider for all specific lines of business to Superior and Molina. |
| What if I am already a provider with Superior Vision? Do I have to sign a new contract? | Please contact Superior Vision to verify your panel participation. You can reach Superior Vision's Customer Service at (877) 235-5317 . Please note that you must have a Medicaid number to provide services to Molina members. |
| How do I review eligibility and submit claims? | You will be able to review eligibility and submit claims through the Provider Portal located at www.SuperiorVision.com once you have signed up. Claims can also be submitted through a clearinghouse. The clearinghouse Superior Vision uses is Change Healthcare (formerly RelayHealth). Their payor ID is 41352 (formerly 3402). |



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| What services require prior authorization? | For a list of all services that require prior authorizations, please contact Superior Vision's Customer Service at (877) 235-5317 or log into your provider portal for a complete list. |
| How will I receive prior authorization for services? | To request prior authorization for services please fax your request with supporting clinical information regarding the member's condition to the following number: 855.313.3106 or secure e-mail to ecs@superiorvision.com . This information can also be found in the Superior Vision Provider Manual. All prior authorizations will be sent back within the state regulatory timeframe. For expedited requests where the patient's condition warrants immediate care (appointment scheduled immediately), please mark urgent or expedited on the prior authorization form. |
| Will I be required to have referrals? | No. Superior Vision does not require referrals. |
| How do I update my provider information with Superior Vision? | If you are adding locations or updating any other demographic information, then please complete the Provider Information Change form located on the Provider Portal at www.SuperiorVision.com or call Superior Vision's Customer Service at (877) 235-5317 . |