



PROVIDER BULLETIN

A bulletin for the Molina Healthcare of Ohio provider networks

Unblocking Molina Fax Numbers for Utilization Management Communications

Information for all network providers

Molina Healthcare of Ohio, Inc., is reaching out with an important update regarding the delivery of outbound faxes from Molina's Utilization Management (UM) department.

Why you're receiving this notice: We have identified that some of our outgoing faxes have been unable to reach providers' offices due to phone service providers blocking certain overflow fax numbers not publicly listed as Molina's known numbers. This may have impacted the timely delivery of important patient care information and authorizations to some providers.

How you can help: To ensure uninterrupted communication and efficient processing of patient requests, we kindly ask you to take the following steps:

1. **Verify** that any phone or fax number filters in place on your system do not block unlisted numbers from Molina.
2. **Unblock** the following specific fax numbers that may be used for overflow or high-volume fax transmissions:
 - (732) 313-0795
 - (732) 813-8693
 - (732) 813-8694
 - (732) 813-8696
 - (732) 813-8698
 - (732) 813-8726
3. **Add** Molina to your trusted or allowed list for incoming communications.

Our commitment to you: Molina is dedicated to maintaining open and reliable communication with our health care partners. By unblocking these numbers, you help ensure that critical faxes related to authorizations and patient care reach your office promptly.

If you have any questions or need assistance with updating your phone system to allow these numbers, please do not hesitate to contact Provider Relations at OHProviderRelations@MolinaHealthcare.com.

Thank you for your attention to this matter and for your continued partnership in delivering quality care to our members.

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Questions?

Provider Services: (855) 322-4079
Mon-Fri: For Medicaid: 7 a.m. to 8 p.m., MyCare Ohio: 8 a.m. to 6 p.m. and 8 a.m. to 5 p.m. for other LOBs

Email us at OHProviderRelations@MolinaHealthcare.com

Visit our website at MolinaHealthcare.com/OhioProviders