

Provider Services P: (800) 424-4518	
Provider Claims, Training, and Provider Complaints	Email: MolinaVA.ProviderInquiry@molinahealthcare.com
Demographic changes and Credentialing	
Provider Contracting	
Member Services A: 3829 Gaskins Rd. P: (800) 424-4518 (TTY: 711)	
Member Claims, Benefits, Eligibility/Identification, Pharmacy Inquiries, PCP changes, Member Complaints	
Provider portal	
Availability.com/molinahealthcare/	
Prior Authorization Look-up Tool	
Molinahealthcare.com/providers/va/medicaid/palookup.aspx	
Prior Authorization List	
Prior Authorization Code Matrix	
Download Authorization Form: Provider Forms Molina Healthcare of Virginia	
Service	Telephone number
Inpatient physical health	(866) 210-1523
Outpatient physical health	(855) 769-2116
Long Term Support Services (LTSS)	(800) 614-8207
Behavioral Health	(855) 339-8179
Maternity	(866) 210-1523
Advanced imaging	(877) 731-7218
Transplant	(877) 813-1206
Pharmacy	(844) 278-5731
Virginia DSNP Medicare	(888) 656-2389
Care coordination documents (newborn notification, UAI, IFSP, etc.)	(800) 614-7934

Fraud Waste Abuse

If you suspect cases of fraud, waste, or abuse, you must report it to Molina:

Online: molinahealthcare.alertline.com

Phone: (866) 606-3889

Nurse Advice Line P: (833) 541-1809

Members may call and connect to a Registered Nurse 24/7, 365 days per year.

Pharmacy CVS/Caremark ® P: (800) 424-4518 F: (844) 278-5731

Service Authorization Forms are available at

<https://www.molinahealthcare.com/providers/va/medicaid/resources/forms.aspx>

Claim Guidelines

Paper Submissions

Molina Healthcare

P.O Box 22615 Long Beach, CA 90801

F: 877-872-4716

EDI/ERA/EFT

Clearinghouse: The SSI Group

Website: thessigroup.com

Phone: (844) 750-4274

Payer ID: MCCO2

Registration: [Molina Registration Portal](#)

Appeals/Adjustments

Molina highly encourages the use of the following for clean claims, corrected claims, to appeal claims, and for adjustment requests.

Transportation

Emergency Transportation

When a Molina Healthcare Member's condition is life-threatening and requires use of special equipment, life support systems, and close monitoring, emergency transportation is required.

Non-Emergency Transportation

Covered through the State on a fee-for-service basis for Medicaid Managed Care and Molina Healthcare PLUS Members. Excluded: Child Health Plus (CHP) Members.

Utilization Management

Provider portal

availity.com/molinahealthcare

Prior authorization look-up tool

<https://www.molinahealthcare.com/members/va/en-us/health-care-professionals/home.aspx>

Appeals and Grievances

Mailing address:

Appeals & Grievance
Molina Healthcare, INC
PO Box 36030
Louisville, KY 40233-6030

Overpayments/Early Reversal Permission Forms

The Return of Overpayment an Early Reversal Permission Forms can be found [here](#).

Send Virginia Medicaid provider refund payments to:

Molina Healthcare of Virginia, LLC

Attn: Recoveries Lockbox
401 Market Street Box 780192
Philadelphia, PA 19178-0192

Availity

If you are the designated administrator for your organization, follow these steps to register with Availity:

1. First, you will need to register a user account. Go to Availity Essentials (Essentials) at availity.com and select **Register** in the top right.
2. Once you review and submit your user information, select **Create Account**. You will receive an email from Availity. Confirm your email address within 24 hours.
3. Log in to Essentials where you will receive a prompt to enroll in 2-step (multi-factor) authentication.
4. Once you confirm your 2-step method, log in to Essentials. You will have a notification to register your organization.
5. Select the blue button and go to **Manage My Organization**. Select **Register an Organization** and **Register a Provider/Billing Service**.
Molinahealthcare.com VA-ALL-PRV-11886-23
6. You will need to verify your identity either online or manually. Choose your preferred method and follow the instructions.
7. You can check the status of your registration any time by going to **Manage My Organization**. When your organization is approved, you will receive a message in Manage My Organization. You will also receive an email to the address you used during registration.

8. You can now add new users for your organization by going to My Account Dashboard from the Essentials home page.

Once your organization is registered and your administrator has set up your user account, you can register for training in the Availity Learning Center. From the Essentials home page, select **Help & Training > Get Trained**. Look for live training sessions for Molina Healthcare providers.

Need more registration help? Check out these online resources:

Registration training options: Availity	Availity Essentials
Availity reference guide for new users	https://www.availity.com/-/media/Files/Misc/Availity-Essentials-User-Guide.ashx
How Availity is working with Molina Healthcare	Molina Healthcare Availity

MolinaHealthCare.com