Molina Healthcare of Florida, Inc.	Provider Services: **(855) 322-4076**
Behavioral Health Services – Region I Access BH (Auths)	Availity authorization request submissions: provider.MolinaHealthcare.com
Behavioral Analysis (BA) Services Region I	Fax: (866) 440-9791

<mark>Molina Healthcare will honor a 120-day continuity of care (COC) period, ending on 5/31/2025, during which participating providers can continue seeing members with approved prior authorizations. Non-participating providers will no longer be reimbursed after 6/1/2025. Molina members can find a participating provider in the online provider directory, by calling the Member Services Department, or by receiving a referral from Molina for services as needed.</mark>

Verifying Member Eligibility

The Availity Essentials Portal offers the following features:

- Verify member eligibility, covered services and HEDIS gaps
- Submit Professional (CMS1500) and Institutional (UB04) Claims with attached files, correct/void claims, add attachments to previously submitted claims
- View Electronic Remittance Advice (ERA) and Explanation of Payment (EOP)

- Create and submit a Claim Appeal with attached files
- Check claim status
- Prior Authorizations/Service Requests: submit requests and check status
- Download forms and documents
- Send/receive secure messages to/from Molina

Billing & Reimbursement

Molina will provide the appropriate reimbursement in accordance with the Medicaid Behavioral Analysis Fee Schedule (listed below):

- https://ahca.myflorida.com/content/download/25137/file/Behavior%20Analysis%20Fee%20Schedule%20October%201,%202024.pdf

Paper Claims can be submitted here:
Molina Healthcare Inc
PO BOX 22812
Long Beach, CA 90801

Electronic Claims can be submitted through Availity:
EDI Claims Submission – Payer ID# 51062; Availity Portal provider.MolinaHealthcare.com

Authorizations

Molina offers the following electronic Prior Authorizations/Service Requests submission options:
- Submit requests directly to Molina via the Availity Essentials Portal.
- Submit requests via 278 transactions.
- Molina Healthcare's Prior Authorization Guide/Authorization Form and Prior Authorization Look Up Tool, available on our website: MolinaHealthcare.com/medicaid/providers/fl/forms/Pages/fuf.aspx

See the EDI transaction section of Molina's website for Availity Essentials Portal guidance.

<u>Modes of Submission</u>
- **Online**: Availity Portal: provider.MolinaHealthcare.com.
- **Fax:** (866) 440-9791

Case Management

Members with high-risk psychiatric, medical, or psychosocial needs may be referred by a Behavioral Health Provider to the CM program. Members with high-risk medical conditions and/or other care needs may be referred by their PCP or specialty care provider to the CM program.	Referrals to the CM program may be made by contacting Molina by: Phone:(855) 322-4076 Fax: (866) 440-9791 Email: MFLCaseManagement@Molinahealthcare.com

Molina Healthcare Resources

- Contact us for assistance with BA servicing, billing and reimbursement questions, and concerns:
    - Contact Molina Healthcare of Florida
- Billing Guidelines:
    - Provider Billing Guidelines
- Additional training materials for billing and reimbursement (outside of the continuity of care period):
    - Resources & Training
- Behavioral Health Tool Kit:
    - MolinaHealthcare.com/providers/common/medicaid/bh_toolkit/bh_toolkit.aspx
- Psych Hub offers the largest mental health education resources with customized clinical tools for behavioral health practitioners, educators, school resource officers, caregivers and first responders:
    - Resources.psychhub.com/molina