![MOLINA HEALTHCARE logo]

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

Molina Healthcare will honor a 120-day continuity of care (COC) period during which all approved prior authorizations for services will be honored, and providers will be reimbursed for services provided on or after 2/1/2025. Molina Healthcare will also honor prior authorizations for behavior analysis services for a minimum of 120 days, extending any expiring authorizations for the remainder of the COC period. Non-participating providers will be reimbursed at the rate they received prior to the enrollee's transition for 90 days. For enrollees changing plans during the COC period, Molina Healthcare will coordinate with the previous plan to ensure existing authorizations are honored.

Verifying Member Eligibility

The Availity Essentials Portal offers the following features:

• Verify member eligibility, covered services and HEDIS gaps	• Create and submit a Claim Appeal with attached files
• Submit Professional (CMS1500) and Institutional (UB04) Claims with attached files, correct/void claims, add attachments to previously submitted claims	• Check claim status
	• Prior Authorizations/Service Requests: submit requests and check status
• View Electronic Remittance Advice (ERA) and Explanation of Payment (EOP)	• 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):
- Within twenty (20) days after receipt of the claim, pay the claim or notify the provider or designee that the claim is denied or contested. The notification to the provider of a contested claim shall include an itemized list of additional information or documents necessary to process the claim.
- 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.

Modes of Submission
- **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