

Provider Memorandum

Dear Providers,

It has been brought to our attention that calls are being misdirected as a result of selecting the incorrect option in our phone tree. To address the issue, we've included the scope of responsibilities and contact information for a few key departments:

Utilization Management (UM)

The Healthcare Services (HCS) department conducts concurrent review on inpatient cases and processes prior authorizations/service requests. Participating providers are required to interact with Molina's HCS department electronically whenever possible. Prior authorizations/service requests and status checks can be easily managed electronically.

These are some of the scenarios Utilization Management can assist with:

- Request an authorization (inpatient services, outpatient services, durable medical equipment (DME), skilled nursing facility (SNF), long term acute care (LTAC), acute rehab, behavioral health (BH) Inpatient and outpatient services, and home health (HH)
- A current authorization for the same services listed above
- Determine if a service requires authorization or it is a covered benefit
- Request additional days for existing inpatient cases to include acute, acute rehab, LTAC, SNF
- Discharge panning to another facility (SNF, LTAC, acute rehab, BH)
- Discharge needs to include DME, HH, intravenous (IV) infusion, wound care, physical therapy (PT), occupational therapy (OT), speech therapy (ST).

Inpatient stays

Care Review Clinicians (CRC) – facility assignment:

- Valley Health System, The Roses, out-of-state east region
– Deborah Jessup, R.N. (614) 942-3042
- UMC, Renown, St. Mary's, out-of-state, Midwest Region
– Debra Ball, R.N. (614) 516-4247
- All HCA facilities, North Vista, out-of-state West Region
– Victoria Franklin, R.N. (562) 491-5712
- All other behavioral health
– Iman Anderson, LCSW: (702) 541-4234



If you have questions or require action pertaining to the above scenarios contact **Utilization Management at (833) 685-2103**

Care Management (CM)

Molina's Care Management Team and support staff include licensed nurses and clinicians who may assist in coordinating care and communication among all providers of a member's treatment team.

Physical/Behavior Health case managers can assess members' needs, collaborate with members to create individualized care plans, assist with navigating through the continuum of care and address any identified needs or concerns.

Social Determinants of Health Team (SDOH):

This team collaborates with Care Management and may assist members in many ways including:

- Employment – finding a job, resume writing, interviews, and help getting important documents such as a driver's license, birth certificate, and social security card.
- Housing – finding housing (short-, long-term or transitional) and resources to help pay for housing and utilities.
- Justice System – resource guidance to minimize legal barriers to employment, housing, and stability.
- Chemical Dependency – provide options for both substance use disorder treatment and behavioral or mental health care
- Peer Support Specialists – support and guidance for those seeking recovery

Enclosed, you will also find a quick reference sheet for UM/CM department contact information.

If you have questions or require action pertaining to the above scenarios contact Molina's **Care Management department at (833) 685-2104.**

Molina UM/CM Department Contacts

Department/Program	Services	Phone Number
TTY/TDD 711		
Member Services	<ul style="list-style-type: none"> • Benefit and health plan questions • Choosing or changing a PCP • Help finding where to get care • Interpreter services 	(833) 685-2102
Provider Services	<ul style="list-style-type: none"> • Provider onboarding, education, and training • Claims questions and concerns • Molina provider portal 	(833) 685-2103
Globo	<ul style="list-style-type: none"> • Interpretive services 	(844) 549-9585
24-hour Nurse Advice Line	<ul style="list-style-type: none"> • 24-hour nurse assistance for non-emergencies 	(833) 685-2104
National Suicide Prevention Lifeline	<ul style="list-style-type: none"> • 24-hour crisis hotline 	(800) 273-8255 988
Teledoc	<ul style="list-style-type: none"> • 24-hour telehealth care with a doctor 	(800) 835-2362
Transportation	<ul style="list-style-type: none"> • Non-emergency transportation services 	(844) 879-7341
Health and Wellness (Health Management)	<ul style="list-style-type: none"> • Maternity program – pregnancy support • Condition support such as: asthma, depression, diabetes, COPD, heart failure, hypertension • Lifestyle programs such as tobacco cessation, weight management, and nutritional counseling 	(866) 891-2320
Health Education	<ul style="list-style-type: none"> • Tobacco cessation and weight management 	(866) 472-9483
Utilization Management (UM)	<ul style="list-style-type: none"> • Authorization requests and coverage determination • Inpatient stays – acute, acute rehab, LTAC, SNF • Discharge planning and needs – DME, Home Health, IV infusions, wound care, PT/OT/ST 	(833) 685-2103
Cardiology and Oncology	<ul style="list-style-type: none"> • Cardiology and oncology authorization requests • through New Century Health (NCH) provider portal 	(888) 999-7713
Radiology and Transplants	<ul style="list-style-type: none"> • Imaging authorization requests for radiology 	(855) 714-2415
Pharmacy	<ul style="list-style-type: none"> • Medications and pharmacy authorizations 	(833) 685-2103
Dental	<ul style="list-style-type: none"> • Dental care through Liberty Dental 	(866) 609-0418
High Risk OB (HROB)	<ul style="list-style-type: none"> • High risk and pregnant member support 	(833) 685-2102

Molina UM/CM Department Contacts

Care Management (CM)	<ul style="list-style-type: none"> • Member care and coordination 	(833) 685-2103
Social Determinants of Health (SDOH)	<ul style="list-style-type: none"> • Chemical dependency, employment, housing, and justice system support 	(833) 685-2103
Enrollment and Growth	<ul style="list-style-type: none"> • Prospective member support 	(833) 685-2109
Health Risk Assessment (HRA)	<ul style="list-style-type: none"> • Health risk assessment support 	(833) 685-2118
Health Plan Renewals (HPR)	<ul style="list-style-type: none"> • Redeterminations and benefit renewals 	(833) 685-2116
Value added benefits	<ul style="list-style-type: none"> • Extra services for members at no cost 	(833) 685-2117
Welcome calls	<ul style="list-style-type: none"> • Outreach to new members 	(833) 685-2113