

# Provider Bulletin

Molina Healthcare of Nevada

January 2025

## Important Notice: Unblocking Molina Healthcare fax numbers for UM communications

Dear Provider,

We hope this message finds you well. We are contacting you about an important update regarding the delivery of outbound faxes from Molina Healthcare's Utilization Management (UM) services.

**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 specific overflow fax numbers not publicly listed as Molina Healthcare's known numbers. This may have impacted some providers' timely delivery of important patient care information and authorizations.

**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 on your system do not block unlisted numbers from Molina Healthcare.
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 Healthcare to your trusted or allowed list for incoming communications.

**Our commitment to you** We are dedicated to maintaining open and reliable communication with our health care partners. Unblocking these numbers helps ensure that critical faxes related to authorizations and patient care reach your office promptly.

If you have any questions or need assistance updating your phone system to allow these numbers, please do not hesitate to contact our support team at [NVProviderRelations@molinahealthcare.com](mailto:NVProviderRelations@molinahealthcare.com).

Sincerely,

Molina Healthcare of Nevada Provider Relations