

## Molina® Healthcare Medicare PRIOR AUTHORIZATION/PRE-SERVICE REVIEW GUIDE

**EFFECTIVE: 04/01/2022**

**REFER TO MOLINA'S PROVIDER WEBSITE OR PRIOR AUTHORIZATION LOOK-UP TOOL/MATRIX FOR SPECIFIC CODES THAT REQUIRE AUTHORIZATION ONLY COVERED SERVICES ARE ELIGIBLE FOR REIMBURSEMENT**

**\*\*NOTE: For Molina Medicare Members with Molina Medicaid (Including MMP/FIDE Plans), Please Refer to Your State Molina Medicaid PA Look-Up Tool for Additional Medicaid Benefit PA Requirements\*\***

**OFFICE VISITS TO CONTRACTED /PARTICIPATING PRIMARY CARE PROVIDERS DO NOT REQUIRE PA  
OFFICE VISITS TO NETWORK SPECIALIST DO NOT REQUIRE A REFERRAL FROM A PARTICIPATING PRIMARY CARE PROVIDER  
EMERGENCY SERVICES TO NOT REQUIRE PRIOR AUTHORIZATION**

- **Advanced Imaging and Specialty Tests**
- **Behavioral Health, Mental Health, Alcohol and Chemical Dependency Services:**
  - Inpatient, Partial Hospitalization
  - Electroconvulsive Therapy (ECT)
- **Chiropractic Care**
- **Cosmetic, Plastic and Reconstructive Procedures:** No PA required with Breast Cancer diagnosis
- **Durable Medical Equipment and Medical Supplies**
- **Elective Inpatient Admissions:** Acute hospital, Skilled Nursing Facilities (SNF), Rehabilitation, Long Term Acute Care (LTAC) Facility
- **Experimental/Investigational Procedures**
- **Genetic Counseling and Testing**
- **Healthcare Administered Drugs**
  - For Medicare Part B drug provider administered drug therapies, please direct Prior Authorization requests to Novologix via the Molina Provider Portal. You may also fax in a prior authorization at 800-391-6437
- **Hearing Aids**
  - Hearing aids require prior authorization
- **Home Healthcare Services (including homebased PT/OT/ST)**
- **Hyperbaric/Wound Therapy**
- **Long Term Services and Supports (LTSS):** Not a Medicare covered benefit\* (**\*Per state benefit if MMP**)
- **Miscellaneous & Unlisted Codes:** Molina requires standard codes when requesting authorization. Should an unlisted or miscellaneous code be requested, medical necessity documentation and rationale must be submitted with the prior authorization request
- **Neuropsychological and Psychological Testing**
- **Non-Par Providers/Facilities:** PA is required for office visits, procedures, labs, diagnostic studies, inpatient stays except for:
  - Emergency and Urgently needed Services
  - Professional fees associated with ER visits and approved Ambulatory Surgery Center (ASC) or inpatient stays
  - Dialysis when temporarily absent from service area.
  - Ambulance services dispatched through 911
  - PA is waived for all radiologists, anesthesiologist, and pathologist professional services when billed for POS 19, 21, 22, 23 or 24
  - PA is waived for professional component services or services billed with Modifier 26 in ANY place of service setting.
- **Occupational Physical, & Speech Therapy**
- **Outpatient Hospital/Ambulatory Surgery Center**
- **(ASC) Procedures**
- **Pain Management Procedures including Acupuncture**
- **Prosthetics/Orthotics**
- **Radiation Therapy and Radiosurgery**
- **Sleep Studies**
- **Supervised Exercise Therapy (SET)**
- **Transplants including Solid Organ and Bone Marrow** (Cornea transplant does not require authorization).
- **Transportation Services:** Non-Emergent Air Transportation

### Important Information for Molina Healthcare Medicare Providers

**Information generally required to support authorization decision making includes:**

- Current (up to 6 months), adequate patient history related to the requested services
- Relevant physical examination that addresses the problem
- Relevant lab or radiology results to support the request (including previous MRI, CT Lab or X-ray report/results).
- Relevant specialty consultation notes.
- Any other information or data specific to the request

**The Urgent/Expedited service request designation should only be used if the treatment is required to prevent serious deterioration in the member's health or could jeopardize their ability to regain maximum function. Requests outside of this definition will be handled as routine/non-urgent.**

- If a request for services is denied, the requesting provider and the member will receive a letter explaining the reason for the denial and additional information regarding the grievance and appeals process. Denials also are communicated to the provider by telephone, fax or electronic notification. Verbal, fax, or electronic denials are given within one business day of making the denial decision or sooner if required by the member's condition.
- Providers and members can request a copy of the criteria used to review requests for medical services.
- Molina Healthcare has a full-time Medical Director available to discuss medical necessity decision with the requesting physician.

## IMPORTANT MOLINA HEALTHCARE MEDICARE CONTACT INFORMATION

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**In-patient (IP) Prior Authorizations (Includes Behavioral Health Authorizations)**

Phone: (800) 526-8196

Fax: (844) 834-2152

**Transplant Authorizations**

Phone: (855) 714-2415

Fax: (877) 813-1206

**Out-patient (OP) Prior Authorizations (Includes Behavioral Health Authorizations)**

Phone: (855) 322-4075

Medicare Fax: (844) 251-1450

MMP/FIDE Fax: (844) 251-1451

**Pharmacy Authorizations**

Phone: (800) 665-3086

Fax: (866) 290-1309

**Radiology Authorizations**

Phone: (855) 714-2415

Fax: (877) 731-7218

**SEE BELOW FOR STATE SPECIFIC INFORMATION**

## ARIZONA

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

**Phone:** (800)-424-4509, TTY: 711

Calls to this number are free. 8 a.m. to 8 p.m., Monday through Friday (from October 1-March 31, 7 days a week)

**Website:** <https://member.molinahealthcare.com>

**Provider Customer Service:**

**Phone:** (800) 424-5891

**Website:** <https://provider.molinahealthcare.com>

**Behavioral Health Authorizations:**

**Phone:** (800) 665-0898

**Vision: VSP**

**Phone:** (855) 492-9028

**Website:** [www.vsp.com](http://www.vsp.com)

## CALIFORNIA

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

**Phone:** (888) 858-2150, TTY: 711

**Website:** <https://member.molinahealthcare.com>

**Provider Customer Service**

**Phone:** (888) 858-2150

**Fax:** (562) 499-0619

**Website:** <https://provider.molinahealthcare.com>

**Dental: Delta Dental**

**Phone:** (888) 818-7932, TTY: 711

**Website:** <https://www.deltadentalins.com/molinahealthcare>

7 days a week, 7 a.m. to 8 p.m., local time

**Fitness: Silver & Fit**

**Phone:** (877) 427-4711

**Website:** [www.silverandfit.com](http://www.silverandfit.com)

**Meals: Mom's Meals NourishCare PurFoods, LLC dba**

**Phone:** (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: March Vision Care**

**Phone:** (844) 336-2724; TTY: 711 or (877) 627-2456

**Website:** <https://www.marchvisioncare.com>

**Hearing: HearUSA (Medicare)**

**Phone:** (800) 442-8231

**Website:** <https://www.hearusa.com/members/molina-medicare/>

**Hearing: Sonus Prodesi (Duals)**

**Phone:** (888) 574-6776

**Fax:** (714) 901-4058

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

**Phone:** (888) 557-4462

**OTC: Nations (services), WEX (card)**

**Phone:** (877)-208-9243

**Website:** <https://www.nationsotc.com/molina>

**Transportation: Access2Care (A2C) Molina Medicare Complete Care (HMO D-SNP)/ Molina Medicare Choice Care (HMO)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 994-4833 TTY: 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

**Transportation: American Logistics Molina Dual Options (Medicare-Medicaid Plan)**

**Phone:** (844) 644-6357

## FLORIDA

**Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

**Phone:** (866) 472-4585, TTY: 711

**Website:** <https://member.molinahealthcare.com>

**Provider Customer Service**

**Phone:** (855) 322-4076

**Website:** <https://provider.molinahealthcare.com>

**Dental: Delta Dental**

**Phone:** (888) 818-7932, TTY: 711

**Website:** <https://www.deltadentalins.com/molinahealthcare>

**Fitness: Silver & Fit**

**Phone:** (877) 427-4711

**Website:** [www.silverandfit.com](http://www.silverandfit.com)

**Meals: Mom's Meals NourishCare PurFoods, LLC dba**

**Phone:** (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: iCare**

**Phone:** (855) 373-7627

**Website:** <https://www.mycarehealth.com>

**Hearing: HearUSA**

**Phone:** (855) 823-4632

**Website:** <https://www.hearusa.com/members/molina-medicare/>

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

**Phone:** (888) 557-4462

**OTC: Nations (services), WEX (card) (Medicare)**

**Phone:** (877)-208-9243

**Website:** <https://www.nationsotc.com/molina>

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 276-4781Ma TTY: 711

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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## IDAHO

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service, Benefits/Eligibility**

**Molina Medicare Choice Care**  
Phone: (844) 560-9811. TTY: 711

**Molina Medicare Complete Care**  
Phone: (844) 239-4913. TTY: 711  
7 days a week, 8 a.m. to 8 p.m., local time  
Website: <https://member.molinahealthcare.com>

**Provider Customer Service**  
Phone: (844) 239-4914  
Website: <https://provider.molinahealthcare.com>

**Dental: Careington**  
Phone: (800) 290-0523, TTY: 711  
Website: <https://molina.solutionssimplified.com/>

**Fitness: Silver & Fit**  
Phone: (877) 427-4711  
Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals: Mom's Meals NourishCare PurFoods, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: Careington (services), Wex (card)**  
Phone: (800)-877-7195; TTY: 711

**Hearing: HearUSA**  
Phone: (855) 823-4632  
Website: <https://www.hearusa.com/members/molina-medicare/>

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**OTC: Nations (services), WEX (card) (Medicare)**

Phone: (877)-208-9243  
Website: <https://www.nationsotc.com/molina>

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811  
Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## ILLINOIS

**Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

**Phone:** (877) 901-8181. TTY: 771

**Website:** <https://member.molinahealthcare.com>

**Provider Customer Service**

**Phone:** (855) 866-5462

**Website:** <https://provider.molinahealthcare.com>

**Dental: Avësis**

**Phone:** (855) 704-0433 (MMP)

**Phone:** (866)-857-8124 (Medicare)

**Website:** <https://www.fap.avesis.com/molinail/provider/search>

**Claims Department**

**Phone:** (855) 866-5462

**Fax:** (855) 502-4962

**Mailing Address:**

Molina Healthcare of Illinois

P.O. Box 540

Long Beach, CA 90801

**Vision: Avësis**

**Phone:** (855) 704-0433 (MMP)

**Phone:** (866)-857-8124 (Medicare)

**Case Manager**

**Phone:** (888) 858-2156

**Fax:** (855) 556-2073

For Assistance from a Molina Case Manager or to refer your patient to a program

**OTC: Nations (services), WEX (card) (Duals/MMP)**

**Phone:** (877)-208-9243

**Website:** <https://www.nationsotc.com/molina>

**Non-Emergency Transportation: MTM Inc.**

**Phone:** (844) 644-6353 or (855) 740-3105 to arrange for transportation

**Non-Emergency Behavioral Health Transportation: Advanced Medical Transportation (AMT)**

**Phone:** (877) 745-8357

## KENTUCKY

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service, Benefits/Eligibility**

Phone: (800) 578-0603, TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (800) 578-0775

Website: <https://provider.molinahealthcare.com>

**Dental: Avësis**

Phone: (866) 829-8857

Website: <https://www.fap.avesis.com/molinail/provider/search>

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals: Mom's Meals NourishCare PurFoods, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: March Vision Care**

Phone: (844) 516-2724; TTY: 711

Website: <https://www.marchvisioncare.com>

**Hearing: Tru-Hearing**

Phone: (855) 541-6174

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**OTC: Nations (services), WEX (card) (Medicare)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (855) 723-8795 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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## MASSACHUSETTS

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

**MAPD Phone:** (833) 685-2108; TTY: 711  
**MA (FIDE, SCO Only) Phone:** (888) 794-7268, TTY: 711  
**Website:** <https://member.molinahealthcare.com>

**Provider Customer Service**

**Phone:** (855) 838-7999  
**Website:** <https://provider.molinahealthcare.com>

**Dental: DentaQuest (HMO)**

**Phone:** (833) 615-0428  
**Website:** <https://www.dentaquest.com/members>

**Dental: DentaQuest (HMO D-SNP)**

**Phone:** (855)-343-4274  
**Website:** <https://www.dentaquest.com/members>

**Fitness: Silver & Fit**

**Phone:** (877) 427-4711  
**Website:** <https://www.silverandfit.com>

**Vision: VSP**

**Phone:** (888) 794-7268  
**Website:** [www.vsp.com](http://www.vsp.com)

**Over the Counter OTC: Nations (services), WEX (card)**

**Phone:** (877)-208-9243  
**Website:** <https://www.nationsotc.com/molina>

**Senior Whole Health (HMO-DSNP) and Senior Whole Health NHC (HMO D-SNP)**

**Phone:** (833) 569-2330. TTY: 711  
 Monday to Friday, 8 a.m. to 7 p.m., EST  
**Website:** <https://athome.medline.com/card>

**Transportation: Access2Care (A2C) Senior Whole Health Medicare Choice Care (HMO)**

where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (855)-639-4696 TTY: 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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**Transportation: ModivCare Senior Whole Health (HMO D-SNP)/ Senior Whole Health NHC (HMO D-SNP)**

**Phone:** (844) 544-1391



## MICHIGAN

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

Phone: (888) 898-7969, TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 322-4077

Fax: (248) 925-1784

Website: <https://provider.molinahealthcare.com>

**Dental: Delta Dental (Medicare)**

Phone: (888) 818-7932, TTY: 711

Website: <https://www.deltadentalins.com/molinahealthcare>

**Dental: SKYGEN (Duals/MMP)**

Phone: (855) 735-5604

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: VSP**

Phone: (844) 853-6294; TTY: 711 (Medicare)

Phone: (800) 877-7195; TTY: 711 (Duals/MMP)

Website: <https://www.vsp.com>

**Hearing: HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**OTC: Nations (services), WEX (card) (Medicare)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 616-4841 TTY: 711

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**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

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## NEW MEXICO

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

Phone: (800) 580-2811

Fax: (505) 342-0595

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (800) 825-9266

Fax: (505) 342-4711

Website: <https://provider.molinahealthcare.com>

**Dental: Careington**

Phone: (800) 290-0523

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals: Mom's Meals NourishCare PurFoods, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: Careington**

Phone: (800) 877-7195

**Hearing: HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**Acupuncture: American Specialty Health**

Phone: (800) 678-9133

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

## NEW YORK

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service, Benefits/Eligibility**

Phone: (833) 671-0440

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (877) 635-3101 and (877) 353-9819

Website: <https://provider.molinahealthcare.com>

**Dental: DentaQuest**

Phone: (855) 343-4274, TTY: 711

Website: <https://www.dentaquest.com/members>

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals: Home Delivered Meals**

Phone: (833) 671-0440

\*\*Case Manager must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: VSP**

Phone: (877) 353-0185, TTY: (800) 428-4830

Website: <https://www.vsp.com>

**Hearing: HearUSA (Medicare)**

Phone: (800) 442-8231

Website: <https://www.hearusa.com>

**OTC: Nations (services), WEX (card)**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**Transportation: Transportation NY**

Phone: (855) 558-1638, TTY (866) 288-3133

Reservation: Ride Assist (Where's My Ride): (877) 718-4220

Facility Line: (866) 428-2351

## OHIO

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service, Benefits/Eligibility**

Medicare Phone: (866) 472-4584, TTY: 711  
MyCare Ohio Opt-In Phone: (855) 665-4623, TTY: 711  
MyCare Ohio Opt-Out Phone: (855) 687-7862, TTY: 711  
Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 322-4079  
Fax: (888) 296-7851  
Website: <https://provider.molinahealthcare.com>

**Meals: Mom's Meals NourishCare PurFoods, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Dental: SKYGEN (MyCare Ohio)**

Phone: (855) 665-4623

**Dental: Careington (Medicare)**

Phone: (800) 290-0523

**Fitness: Silver & Fit**

Phone: (877) 427-4711  
Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: Careington (services), Wex (card) (Medicare)**

Phone: (800) 877-7195, TTY: 711

**Vision: March Vision Care (MMP)**

Phone: (844) 756-2724, TTY: 711  
Website: <https://www.marchvisioncare.com>

**Hearing: HearUSA**

Phone: (855) 823-4632  
Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC: Nations (services), WEX (card)**

Phone: (877) 208-9243  
Website: <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**Transportation: Access2Care** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (844) 491-4761 TTY: 711

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

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## SOUTH CAROLINA

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

**Phone:** (855) 882-3901, TTY: 711

**Hours:** 8 a.m. to 6 p.m., Monday-Friday

**Website:** <https://member.molinahealthcare.com>

**Provider Customer Service**

**Phone:** (855) 237-6178, TTY: 711

**Website:** <https://provider.molinahealthcare.com>

**Meals: Mom's Meals NourishCare PurFoods, LLC dba**

**Phone:** (866) 224-9485

**\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\***

**Dental: Careington**

**Phone:** (800) 290-0523

**Website:** <https://molina.solutionssimplified.com/>

**Fitness: Silver & Fit**

**Phone:** (877) 427-4711

**Website:** [www.silverandfit.com](http://www.silverandfit.com)

**Vision: Careington**

**Phone:** (800) 877-7195

**Hearing: HearUSA**

**Phone:** (855) 823-4632

**Website:** <https://www.hearusa.com/members/molina-medicare/>

**OTC: Nations (services), WEX (card)**

**Phone:** (877) 208-9243

**Website:** <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

**Phone:** (888) 557-4462

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## TEXAS

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service, Benefits/Eligibility**

Phone: (866) 440-0012, TTY: 711 (Medicare)  
Phone: (866) 856-8699, TTY 711 (Duals, MMP)  
Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 322-4080  
Fax: (281) 599-8916  
Website: <https://provider.molinahealthcare.com>

**Meals: Mom's Meals NourishCare PurFoods, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Dental: Delta Dental (Medicare)**

Phone: (888) 818-7932, TTY: 711  
Website: <https://www.deltadentalins.com/molinahealthcare>

**Dental: DentaQuest (Duals/MMP)**

Phone: (833) 479-0205 TTY: 711  
Website: <https://www.dentaquest.com>

**Fitness: Silver & Fit**

Phone: (877) 427-4711  
Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: March Vision Care (Medicare)**

Phone: (844) 976-2724 or (877) 627-2456, TTY: 771  
Website: <https://www.marchvisioncare.com>

**Vision: Envolve (Duals/MMP)**

Phone: (866) 449-6849

**Hearing: HearUSA**

Phone: (855) 823-4632  
Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC: Nations (services), WEX (card)**

Phone: (877) 208-9243  
Website: <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 616-4846, TTY 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## UTAH

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

Molina Medicare Complete Care

Phone: (888) 557-4462, TTY: 711

Website: <https://member.molinahealthcare.com>

Molina Medicare Choice Care

Phone: (877) 644-0344, TTY: 711

7days a week, 7 a.m. to 8 p.m., local time

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 322-4081

Website: <https://provider.molinahealthcare.com>

**Meals: Mom's Meals NourishCare**

PurFoods, LLC dba

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Dental: Careington**

Phone: (800) 290-0523, TTY: 711

Website: <https://molina.solutionssimplified.com/>

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: Careington (services), WEX (card)**

Phone: (800) 877-7195

**Hearing: HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**Pharmacy Authorizations**

Phone: (800) 665-3086

Fax: (866) 290-1309

**PERS: Best Buy health, dba Critical Signal Technologies, Inc.**

Phone: (888) 557-4462, TTY: 711

24 hours a day, 7 days a week

\*\*Benefit is covered for qualifying members when authorized/ordered by the Case Manager. Benefit is not available on the Molina Medicare Choice Care Plan\*\*

**In-Home Safety Assessment**

Administered by utilizing a Home Vendor. Only available to qualified Molina Medicare Choice Care Members

**OTC: Nations (services), WEX (card)**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**Transportation: Access2Care (Benefit for DSNP Members) (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## VIRGINIA

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

Phone: (800) 424-4495 TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (800) 424-4461

Website: <https://provider.molinahealthcare.com>

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**Transportation: Veyo**

Phone: (800) 424-4495



## WASHINGTON

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

Phone: (800) 869-7185, TTY: 711

Fax: (800) 816-3378

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 322-4082

Fax: (877) 814-0342

Website: <https://provider.molinahealthcare.com>

**Meals: Mom's Meals NourishCare PurFoods, LLC dba**

Phone: (866) 224-9485

*\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\**

**Dental: Careington (Medicare)**

Phone: (800) 290-0523: TTY 711

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: Careington**

Phone: (800) 665-1029 TTY: 711

**Hearing: HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC: Nations (services), WEX (card)**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

## WISCONSIN

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service, Benefits/Eligibility**

Phone: (855) 315-5663, TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 326-5059

Website: <https://provider.molinahealthcare.com>

**Meals: Mom's Meals NourishCare PurFoods, LLC dba**

Phone: (866) 224-9485

*\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\**

**Dental: Delta Dental**

Phone: (888) 818-7932: TTY 711

Website: <https://www.deltadentalins.com/molinahealthcare>

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: March Vision Care**

Phone: (855) 516-2724 TTY: 711

Website: <https://www.marchvisioncare.com>

**Hearing: HearUSA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC: Nations (services), WEX (card)**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS): Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.