

# MOLINA HEALTHCARE – NEW MEXICO

## MARKET PLACE PRIOR AUTHORIZATION/PRE-SERVICE REVIEW GUIDE

### EFFECTIVE: 05/01/2017

**THIS PRIOR AUTHORIZATION/PRE-SERVICE GUIDE APPLIES TO ALL MOLINA HEALTHCARE MARKETPLACE MEMBERS ONLY**  
**REFER TO MOLINA'S PROVIDER WEBSITE OR PORTAL FOR SPECIFIC CODES THAT REQUIRE AUTHORIZATION**  
**ONLY COVERED SERVICES ARE ELIGIBLE FOR REIMBURSEMENT**

**OFFICE VISITS TO CONTRACTED/PARTICIPATING (PAR) PROVIDERS & REFERRALS TO NETWORK SPECIALISTS DO NOT REQUIRE PRIOR AUTHORIZATION**

- **Behavioral Health: Mental Health, Alcohol and Chemical Dependency Services:**
  - Inpatient, Transitional Substance Abuse Residential Treatment, Partial hospitalization.
  - Electroconvulsive Therapy (ECT);
  - Applied Behavioral Analysis (ABA) – for treatment of Autism Spectrum Disorder (ASD).
- **Cosmetic, Plastic and Reconstructive Procedures (in any setting).**
- **Dental: Scion Dental**
- **Durable Medical Equipment:** Refer to Molina's Provider website or portal for specific codes that require authorization.
- **Experimental/Investigational Procedures.**
- **Genetic Counseling and Testing** except for prenatal diagnosis of congenital disorders of the unborn child through amniocentesis and genetic test screening of newborns mandated by state regulations.
- **Home Healthcare and Home Infusion (Including Home PT, OT and ST):** After initial evaluation plus six (6) visits per calendar year.
- **Hyperbaric Therapy.**
- **Imaging, Advanced and Specialty Imaging:** Refer to Molina's Provider website or portal for specific codes that require authorization.
- **Inpatient Admissions:** Acute hospital, Skilled Nursing Facilities (SNF), Rehabilitation, Long Term Acute Care (LTAC)
- **Neuropsychological and Psychological Testing.**
- **Non-Par Providers/Facilities:** Office visits, procedures, labs, diagnostic studies, inpatient stays except for:
  - Emergency Department Services;
  - Professional fees associated with ER visit and approved Ambulatory Surgery Center (ASC) or inpatient stay;
  - Local Health Department (LHD) services;
  - Other services based on State requirements.

- **Occupational Therapy:** After initial evaluation plus twelve (12) visits per calendar year for office and outpatient settings.
- **Office visits and office-based procedures do not require authorization, unless specifically included in another category, i.e. advanced imaging requires authorization even when performed in a participating provider's office.**
- **Outpatient Hospital/Ambulatory Surgery Center (ASC) Procedures:** Refer to Molina's Provider website or portal for specific codes that require authorization.
  - Site of Service Authorizations – Some procedures require authorization when performed in an outpatient hospital setting rather than an Ambulatory Surgery Center. Refer to Molina's Provider website or portal for specific codes requiring authorization based on Site of Service.
- **Pain Management Procedures:** except trigger point injections.
- **Physical Therapy:** After initial evaluation plus twelve (12) visits per calendar year for office and outpatient settings.
- **Prosthetics/Orthotics:** Refer to Molina's Provider website or portal for specific codes that require authorization.
- **Radiation Therapy and Radiosurgery (for selected services only):** Refer to Molina's Provider website or portal for specific codes that require authorization.
- **Sleep Studies:** (Except Home Sleep Studies).
- **Specialty Pharmacy drugs:** Refer to Molina's Provider website or portal for specific codes that require authorization. Auth required for all places of service.
- **Speech Therapy:** After initial evaluation plus six (6) visits for office, outpatient and home settings.
- **Transplants including Solid Organ and Bone Marrow** (Cornea transplant does not require authorization).
- **Unlisted & Miscellaneous 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.
- **Vision:** VSP

## IMPORTANT INFORMATION FOR MOLINA HEALTHCARE MARKET PLACE 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 the enrollee’s 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 decisions with the requesting physician at 1 (505) 348-0284.

### Important Molina Healthcare Market Place Contact Information

<p><b>Prior Authorizations:</b> 8:00 a.m. – 5:00 p.m. Local Time Phone: 1 (877) 262-0187      Fax: 1 (888) 802-5711</p> <p><b>Member Customer Service Benefits/Eligibility:</b> Phone: 1 (800) 580-2811      Fax: 1 (505) 342-0595 TTY/TDD: 1 (800) 346-4128</p> <p><b>Behavioral Health Authorizations:</b> Phone: 1(855) 315-5677      Fax: 1 (888) 295-5494</p> <p><b>NICU Authorizations:</b> Phone: 1 (855) 714-2415      Fax: 1 (877) 731-7220</p> <p><b>Pharmacy Authorizations:</b> Phone: 1(800)377-3594 ext 186336 Fax: 1 (866)472-4578</p> <p><b>Radiology Authorizations:</b> Phone: 1 (855) 714-2415      Fax: 1 (877) 731-7218</p> <p><b>Transplant Authorizations:</b> Phone: 1 (855) 714-2415      Fax: 1 (877) 813-1206</p>	<p><b>Provider Customer Service:</b> 8:00 a.m. – 5:00 p.m. Local Time Phone: 1 (888) 825-9266      Fax: 1 (505) 342-4711</p> <p><b>24 Hour Nurse Advice Line</b> English: 1 (888) 275-8750 [TTY: 1 (866)735-2929] Spanish: 1 (866) 648-3537 [TTY: 1 (866) 833-4703]</p> <p><b>Dental: Scion</b> Phone: 1 (800) 580-2811</p> <p><b>Transportation: N/A</b></p> <p><b>Vision Care (VSP):</b> Pediatric Low Vision Optical Devices and Services: Phone: 1 (800) 877-7195 or visit their website at <a href="http://www.vsp.com/advantage">www.vsp.com/advantage</a>.</p>
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**Providers may utilize Molina Healthcare’s Website at:**

<https://provider.molinahealthcare.com/Provider/Login>

**Available features include:**

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| <ul style="list-style-type: none"> <li>• Authorization submission and status</li> <li>• Download Frequently used forms</li> <li>• Provider Directory</li> </ul> | <ul style="list-style-type: none"> <li>• Claims submission and status</li> <li>• Member Eligibility</li> <li>• Nurse Advice Line Report</li> </ul> |
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**Molina Healthcare – New Mexico  
Market Place Prior Authorization Request Form  
Phone Number: 1 (877) 262-0187  
Fax Number: 1 (888) 802-5711**

MEMBER INFORMATION			
<b>Plan:</b>	<input type="checkbox"/> Molina Market Place	<input type="checkbox"/> Other:	
<b>Member Name:</b>		<b>DOB:</b>	/ /
<b>Member ID#:</b>		<b>Phone:</b>	( ) -
<b>Service Type:</b>	<input type="checkbox"/> Elective/Routine	<input type="checkbox"/> Expedited/Urgent*	

**\*Definition of Expedited/Urgent service request designation is when the treatment requested is required to prevent serious deterioration in the member's health or could jeopardize the enrollee's ability to regain maximum function. Requests outside of this definition should be submitted as routine/non-urgent.**

REFERRAL/SERVICE TYPE REQUESTED			
<b>Inpatient</b> <input type="checkbox"/> Surgical procedures <input type="checkbox"/> Admissions <input type="checkbox"/> SNF <input type="checkbox"/> LTAC	<b>Outpatient</b> <input type="checkbox"/> Surgical Procedure <input type="checkbox"/> Diagnostic Procedure <input type="checkbox"/> Infusion Therapy <input type="checkbox"/> Other: _____	<input type="checkbox"/> OT <input type="checkbox"/> PT <input type="checkbox"/> ST	<input type="checkbox"/> Home Health
		<input type="checkbox"/> Hyperbaric Therapy <input type="checkbox"/> Pain Management	<input type="checkbox"/> DME <input type="checkbox"/> Wheelchair
Diagnosis Code & Description:			
CPT/HCPC Code & Description:			
Number of visits requested:		DOS From:	/ / to / /

**Please send clinical notes and any supporting documentation**

PROVIDER INFORMATION			
Requesting Provider Name:		NPI#:	TIN#:
Servicing Provider or Facility:		NPI#:	TIN#:
Contact at Requesting Provider's office:			
Phone Number:	( ) -	Fax Number:	( ) -
<b>For Molina Use Only:</b>			

Prior Authorization is not a guarantee of payment for services. Payment is made in accordance with a determination of the member's eligibility, benefit limitation/exclusions, evidence of medical necessity and other applicable standards during the claim review.