July 17, 2021

Dear Provider,

To allow you the quickest responses for questions regarding eligibility, claims or submitting authorizations, please refer to the Provider Portal at https://availity.com/molinacompletecare.

If you choose to submit authorizations via fax, review the following information carefully as we have been receiving information to the wrong fax numbers. In order to ensure your requests are addressed correctly and as quickly as possible please check your saved numbers to ensure they are as follows:

- Specialty Pharmacy fax: (888) 656-6101
- Medicaid Inpatient fax: (888) 656-2201
- Medicaid Outpatient fax: (888) 656-7501

Please submit each fax only one time to the appropriate number listed above.

When calling for questions, please call (800) 424-5891 and use the appropriate prompts to ensure you are directed to the correct departments.

- Eligibility press 3
- Claims press 2
- Authorizations press 1
- All other calls press 0

If you have any questions, as always, please reach out to your Provider Relations Representative, call 800 424 5891, or email MCCAZ-Provider@molinahealthcare.com

Sincerely,

Molina Complete Care Provider Relations

5055 E. Washington St.

Suite 210

Phoenix, AZ 85034