

# Provider Bulletin

Molina Healthcare of California

<https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx>

December 27, 2023

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

## Advanced Imaging: ePortal Submission

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

### **What you need to know:**

Molina is moving to ePortal submissions! Do you want to reduce administrative burden and improve patient care? Then, ePortal submission for Molina Clinical Services (MCS) Advanced Imaging (AI) prior authorization (PA) is the way to go!

#### Benefits of ePortal submission:

- Improve processing time from days to potentially minutes!
- Reduces disruptions to member care.
- Real-time authorization.
- Eliminates phone wait time and manual faxes.
- Clinical documentation can be submitted electronically.
- Automated tools improve efficiency and HIPAA compliance.
- Transparency on prior auth status.

#### MCG Cite AutoAuth for AI

We have also partnered with MCG Health to offer Cite AutoAuth (CAA) self-service for high-cost AI PA requests.

#### What is CAA, and how does it work?

By attaching the relevant care guideline content to each PA request and sending it directly to Molina, providers can receive an expedited – often immediate – response. CAA matches Molina’s specific criteria to the clinical information and attached guideline content through a customized rules engine to potentially automatically authorize the procedure.

Self-service available in the CAA tool include, but are not limited to:

- MRIs
- CTs
- PET scans

## Provider Action

To see the complete list of imaging codes requiring PA, please refer to our PA Code LookUp Tool by visiting [MolinaHealthcare.com](https://www.molinahealthcare.com) and clicking the Health Care Professionals tab.

CAA can be accessed 24 hours a day, 7 days a week in the provider portal at: [Provider.MolinaHealthcare.com](https://Provider.MolinaHealthcare.com). You can also learn more by watching our MCG CAA video online at: [youtube.com/watch?v=Lmjvwx16QOo](https://youtube.com/watch?v=Lmjvwx16QOo).



## What is needed for advanced imaging requests?

To process your advanced imaging PA requests promptly, please review and follow these best practices:

### **Do's**

- Utilize our ePortal platform for faster review.
- Utilize the CAA within the ePortal platform.
- Attach all clinical notes within the past six months, including:
  - Specialist consultants and/or physical or occupational therapists.
  - Any lab test results.
  - Any previous imaging results such as ultrasounds, echocardiograms, x-rays, CT, MRI, or PET scan report(s).
  - Reports of any investigative or therapeutic procedures such as endoscopy, biopsies, or surgery.

### **Don'ts**

- Submit requests without clinical notes or limited clinical notes (high risk of denial).
- Submitting late on Friday evenings as urgent/expedited.
- Incorrectly marking as urgent/expedited yet not meeting the definition (involving a severe threat to the member's health).
- Refaxing/resubmitting requests causing duplicative reviews.

## What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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If you are not contracted with Molina and wish to opt out of the MHC Provider Bulletin, email [MHCProviderJusttheFax@MolinaHealthcare.com](mailto:MHCProviderJusttheFax@MolinaHealthcare.com). Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.