

July 1, 2024

Dear RALF Providers,

The Idaho Department of Health and Welfare (IDHW) provided updated RALF rates to Molina on June 26, 2024 with an effective date of July 1, 2024.

Molina is working diligently to change the end date on the current authorizations and to create the new authorization and updated rate. Our teams worked through the weekend, and expect to have these implemented within 10-14 business days.

Please note, the impact list is 900 members, and we appreciate your patience as we work through these. In an effort to reduce claims issues, please wait to submit any new claims until you receive your new rate/authorization number which can take up to 10-14 business days.

To reduce claims processing errors with overlapping authorizations, we recommend submitting claims with dates of service through 06/30/2024 separately from dates of service 07/01/2024 and forward.

As an additional reminder, claims will be paid based on rates submitted on the claims. Be sure to bill the correct rate for date of service to avoid underpayment.

Should you have immediate questions, please reach out to our Provider Services Contact Center at (844) 239-4914 or the MHID Provider Services Requests mailbox at MHIDProviderSvcReq@MolinaHealthCare.Com

Sincerely,

Marnie Packard

Marnie Packard
VP, Market Leader ID