PROVIDER BULLETIN

A bulletin for the Molina Healthcare of Ohio provider networks

Availity Authorizations Update
Information for all network providers

Effective Nov. 16, 2024, Molina Healthcare of Ohio, Inc., is transitioning to new functionality in Availity Essentials (Availity) for authorizations.

Based on this update, starting on Dec. 16, 2024, Molina will sunset the current Single Sign-On (SSO) Payer Space and replace it with a refreshed authorization module on the Availity Portal.

Take advantage of new Availity Portal tools, including:

- **Authorization Request**: Use an easy five-step form to request an inpatient or outpatient authorization. Verify if an authorization is required using the built-in Prior Authorization (PA) Lookup Tool. Create templates for your common request types to automatically populate information in your request.
- **Authorization Inquiry**: While Availity is the preferred method for authorization submission, you can view results of authorization requests submitted outside of Availity. You can also inquire about the status of an authorization request submitted by another organization.
- **Authorization Dashboard**: Check the status of all your authorization requests and inquiries from one central location. View results based on your preferences with robust filtering and sorting options. For easy access, any incomplete authorization requests are automatically saved in the drafts tab to resume and submit later.

On Thurs., Nov. 21, 2024, at 2 p.m., Availity will offer a free, live webinar: Authorization Request and Follow-Up for Molina Providers in Ohio.

- Learn how to tap into time-saving authorization tools in Availity, including how to submit and follow up on authorization requests for your Molina patients and how to monitor the request status from the dashboard.
- **Register**: Visit the Help & Training section on the Availity Portal or contact training@availity.com.

To register with Availity, visit availity.com/MolinaHealthcare/. For questions on Availity, contact Availity Client Services, Monday – Friday 8 a.m. to 8 p.m. at (800) 282-4548.

Reminder: Self-service training options, including authorizations, are available via the Get Trained section within the Availity dashboard.

Advanced Imaging PA Submission Change
Information for all network providers

As a reminder, effective Oct. 1, 2024, advanced imaging PA requests must be submitted via Availity utilizing MCG-Cite Auto Auth (CAA) functionality.

Benefits of Availity/MCG-CAA submission:
- Available 24 hours per day/7 days a week.
- Improves processing time from days to potentially minutes.

Questions?
Provider Services: (855) 322-4079
Mon-Fri: For Medicaid: 7 a.m. to 8 p.m., MyCare Ohio: 8 a.m. to 6 p.m. and 8 a.m. to 5 p.m. for other LOBs

Email us at OHProviderRelations@MolinaHealthcare.com

Visit our website at MolinaHealthcare.com/OhioProviders

- Reduces disruption 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.

If not currently registered, visit provider.MolinaHealthcare.com.