

Prior Authorization Fax Number Change for LTSS Services

Molina Healthcare of Texas is updating the prior authorization fax number used for LTSS services.

Effective March 1, 2024, all authorization requests for STAR+PLUS LTSS services submitted via fax should be sent to **(866) 420-3639**.

This dedicated fax number will ensure prompt processing of LTSS authorization requests and assist in routing other requests to the proper department for timely responses.

Service Coordination communications, such as attendant communications, schedule changes, Emergency response test and activation messages and communications regarding annual budgets should continue to be sent to (844) 304-7127.

If you have questions regarding this change, please contact your Provider Relations Representative or email

MHTXHomeHealth@MolinaHealthcare.com.