

January 7, 2022

Attention Provider,

In an effort to ensure a smooth transition for both former Cigna Members and Providers, Molina reviewed our process for issuing prior authorizations for Respite services and determined that it differs from the process followed at Cigna. The current Molina process requires Respite service authorizations to be in place prior to services being rendered.

To alleviate administrative burden, Molina is proactively issuing authorizations for former Cigna members who received respite services in the past six months. You do not need to request a new authorization. These authorizations are currently being loaded into our system. Once loaded in the Molina system, authorizations will be available on [Molina's Provider Portal for your reference](#). If you have an issue locating your authorization on the portal, please be sure you are searching by the Refer To field rather than the Refer From field.

We appreciate your patience and partnership as we work to load these authorizations. If you have any questions, please contact your Provider Services Representative or email mhtxhomehealth@molinahealthcare.com

Sincerely,
Molina Healthcare