



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Molina Healthcare and Confluence Health New Claims and Authorization Instructions Effective January 1, 2019

Molina Healthcare would like to notify our provider partners of a contract change between Confluence Health and Molina that will impact your prior authorization and billing practices. Molina and Confluence will be transitioning to an updated, value-based relationship. Confluence and Molina continue to enjoy a close relationship in service to our shared patients/members. Overall, this transition should be seamless to members.

Effective January 1, 2019 (for dates of service in 2019):

- All services requiring prior authorization to be provided to Molina Apple Health members must be pre-approved by Molina, per Molina prior authorization guidelines
- All services rendered to Molina Apple Health members must be billed directly to Molina

Q. How should providers submit claims to Molina?

Molina requires providers to submit claims electronically through a clearinghouse or Molina’s secure provider portal. Claims submitted electronically must use EDI payer ID number 38336. To verify the status of your claim, please use the provider portal or call our Provider Contact Center representatives at the number listed below. Contact Center representatives are available from 7:30 a.m. to 6:30 p.m., Monday through Friday, excluding State holidays.

Claims
EDI Payer ID: 38336
Phone: (855) 322-4082
Fax: (800) 816-3778

Q. How will prior authorizations work?

All services requested on or after January 1, 2019 requiring prior authorization per Molina prior authorization guidelines must be pre-approved by Molina and billed directly to Molina.

Q. How will existing approved service authorizations with a date range into 2019 work?

Confluence Health and Molina are working together to transfer existing approved service authorizations **with a date range into 2019**. Molina will honor service authorizations already approved by Confluence Health for 90 days.

Q. How can providers submit service authorizations to Molina?

Online: <https://provider.molinahealthcare.com/>

Fax:

- Medical/Behavioral Health (800) 767-7188
- Advanced Imaging (877) 731-7218
- Inpatient Census (800) 413-3806
- NICU (877) 731-7220
- Transplant (877) 813-1206

For service authorization questions, please contact:

Molina: (800) 869-7185, Confluence: (509) 433-3799

Member Communications

Molina Member ID Card -- Molina will mail members a new Member ID Card with updated contact information for claims/billing and utilization/prior authorization requests.

Case Management and the Health Home Program – These services will be transitioned to Molina. Confluence Health and Molina will be working together to ensure a smooth transition in care coordination for members/patients.

If you have any questions, please contact your Molina Provider Service Representative or our Contact Center at (800) 869-7165.

Thank you for continued service to our members.