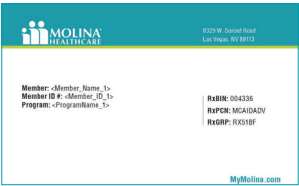


Service area	Contact information
Molina Healthcare of Nevada, lines of business Medicaid Medicare Advantage <ul style="list-style-type: none"> • Molina Medicare Choice Care (HMO) • Molina Medicare Complete Care (HMO D-SNP) Marketplace	
Provider relations <ul style="list-style-type: none"> • Hours of operation: Monday – Friday, 8 a.m. – 5 p.m. • Contact for provider services, education, claims escalations and provider updates. • For provider updates, including provider additions, terms, credentialing applications, address changes, complete and submit the Provider Information Update Form (PIF) to your provider relations representative or NVProviderRelations@MolinaHealthcare.com. • To find out who your provider relations representative is, please contact NVProviderRelations@MolinaHealthcare.com. 	Phone: (833) 685-2103 Email: NVProviderRelations@MolinaHealthcare.com The PIF is available online at MolinaHealthcare.com/Providers/NV/Medicaid/Resources/Forms . For contracting inquiries, contact NVProviderContracting@MolinaHealthcare.com
Availity Essentials provider portal <ul style="list-style-type: none"> • View member eligibility, ID and out-of-pocket expenses. • Create, submit, correct and monitor claims. • Create, submit, and monitor prior authorizations/ service requests. • Retrieve and compare HEDIS® scores. • Submit claim reconsiderations and appeals. 	Provider portal: Availity.com
Credentialing <ul style="list-style-type: none"> • Submit credentialing applications to your provider relations representative or to the Provider Relations email address. • Molina reviews credentialing applications within 90 days of submission. • Providers should not serve Molina members until credentialing has been approved. 	Email: NVProviderRelations@MolinaHealthcare.com
Prior authorizations <ul style="list-style-type: none"> • The provider portal lets you: <ul style="list-style-type: none"> ◦ Use the Prior Authorization Look-Up tool to see if an authorization is required. ◦ Submit and monitor prior authorization requests. • Advanced Imaging via Cite AutoAuth lets you check authorizations for services, such as CT, MRI, ultrasound or cardiac imaging. This is available through the provider portal or via fax. • Molina processes expedited requests within 72 hours of the request. • Molina processes standard authorizations within 15 days of the request. 	Preferred submission via provider portal at Availity.com Alternative: Fax: (775) 460-4900 Phone: (833) 685-2103 Advanced Imaging via Cite AutoAuth: Preferred: Availity.com Alternative: Fax: (877) 731-7218 Phone: (855) 714-2415

Service area	Contact information
<p>Peer-to-peer review</p> <ul style="list-style-type: none"> • Reviews are available within five business days following a denial decision. • For inpatient admissions, the request may be granted five business days following discharge. • Provide the name, date of birth and case number. <ul style="list-style-type: none"> o Expect a return call within two business days. 	<p>Phone: (833) 685-2103</p>
<p>Claims</p> <ul style="list-style-type: none"> • For electronic claims submissions, use the Availity provider portal or your regular EDI clearinghouse, making sure to use EDI Payer ID: MLNNV • Mail paper claims. 	<p>Provider portal: Availity.com</p> <p>Mail: Molina Healthcare of Nevada, Inc. PO Box 540 Long Beach, CA 90801</p>
<p>Claim reconsiderations and appeals</p> <ul style="list-style-type: none"> • Submit claim reconsiderations/appeals via the Availity provider portal. • Or, complete the Claims Request Reconsideration form with supporting documentation and submit via email or mail. • Molina renders decisions within 30 days of receipt. 	<p>Provider portal: Availity.com Email: NV_Member_Appeals@MolinaHealthcare.com</p> <p>Mail: Molina Healthcare, Inc. NV Appeals and Grievances PO Box 182273 Chattanooga, TN 37422</p> <p>Web: MolinaMarketplace.com/Marketplace/NV/en-us/Providers/Provider-Forms.aspx</p>
<p>Member services Hours of operation: Monday – Friday, 8 a.m. – 6 p.m.</p>	<p>Phone: (833) 671-0051 (TTY/TDD: 711)</p>
<p>Member ID card</p>  <p>Member Services: (833) 671-0051 (TTY/TDD: 711)</p>	
<p>Pharmacy</p> <ul style="list-style-type: none"> • You can find the formulary online at MolinaHealthcare.com/NV. • You can find in-network pharmacies online at MolinaHealthcare.com. 	<p>Formulary web: MolinaHealthcare.com/NV</p> <p>In-network pharmacies web: MolinaHealthcare.com</p>

Service area	Contact information
<p>Non-formulary drugs</p> <ul style="list-style-type: none"> Molina can consider requests for prescriptions requiring a prior authorization or formulary exception under standard or expedited circumstances. Criteria for an expedited prior authorization consists of treatment of a health condition that may seriously jeopardize a life, health or ability to regain maximum function. <p>Molina will reach a decision no later than:</p> <ul style="list-style-type: none"> 24 hours following the receipt of a request with urgent circumstances. 72 hours following the receipt of a request with standard circumstances. 	<p>Pharmacy prior authorization fax: (844) 259-1689</p> <p>Common forms are available online at MolinaHealthcare.com/Providers/NV/medicaid/resources/forms</p>
<p>Health management</p> <ul style="list-style-type: none"> Molina provides education information to members and facilitate provider access to chronic disease programs and services, including weight management, smoking cessation, and a maternity program A nurse advice line is available to all Molina Healthcare members, 24 hours a day, seven days a week. 	<p>Phone: (833) 685-2103 Email: NVProviderRelations@MolinaHealthcare.com</p> <p>24-hour Nurse Advice Line: (833) 685-2104</p> <p>Common forms are available online at MolinaMarketplace.com.</p>
<p>Pregnancy notification</p> <ul style="list-style-type: none"> The member's primary care provider (PCP) should submit the Pregnancy Notification Report form to us via fax one business day from the first prenatal visit and/or positive pregnancy test. 	<p>Email: MHIHighRiskOB@MolinaHealthcare.com Fax: (866) 440-9791</p> <p>The Pregnancy Notification Report form is available online at MolinaHealthcare.com/Providers/NV/Medicaid/Resources/Forms</p>
<p>Behavioral health</p> <ul style="list-style-type: none"> Emergency psychiatric services do not require prior authorization. Behavioral health inpatient and residential services do require prior authorization. The Behavioral Health Tool Kit is available online for additional information. 	<p>Submit prior authorizations for Medicaid and Medicare as follows:</p> <p>Provider portal: Availity.com Phone: (833) 685-2103 Fax: (775) 460-4900</p> <p>The Behavioral Health Tool Kit is available online at MolinaHealthcare.com/Providers/Common/Medicaid/bh_toolkit/bh_toolkit.aspx</p> <p>24-hour Nurse Advice Line for a behavioral health crisis: (833) 685-2104</p> <p>National Suicide and Crisis Lifeline 988</p>

Service area	Contact information
Quality improvement <ul style="list-style-type: none"> Molina works with members and providers to maintain a comprehensive quality improvement program. Providers with value-based contracts may contact their practice transformation specialist with quality questions. Providers interested in a value-based contract may contact Molina Healthcare contracting. 	Phone: (833) 685-2103
Translation services <ul style="list-style-type: none"> Molina can arrange an interpreter for members in almost any language. Written materials are also available in different languages and formats. 	Phone: (833) 685-2103 (TTY/TDD: 711)
Compliance and fraud <ul style="list-style-type: none"> Contact the Molina Healthcare Alertline or submit an electronic complaint to EthicsPoint if you suspect fraud, waste or abuse. 	Web: MolinaHealthcare.Alertline.com Phone: (866) 606-3889 Mail: Confidential Compliance Molina Healthcare, Inc. 200 Oceangate, Suite 100 Long Beach, CA 90802
You Matter to Molina <ul style="list-style-type: none"> Library of provider bulletins, manuals, resources and tools Calendar of training opportunities Access to the Molina Advisory Council Focus groups Provider feedback opportunity You Matter to Molina success stories 	Web: Molina.Healthcare.com/Providers/NV