

## **Molina Clinical Services Advanced Imaging Update - Medicaid**

For Medicaid, Molina Clinical Services Advanced Imaging has recently moved to an enhanced Utilization Management Platform. Due to this transition, we have seen a higher than usual fax and call volume. This has also led to longer than normal Provider hold times to check on status.

### **Authorization Status Check**

If you are in need for an authorization status check, please email MCS Advanced Imaging [MCSAdvancedImaging@molinahealthcare.com](mailto:MCSAdvancedImaging@molinahealthcare.com). Please group multiple status check requests into one daily e-mail. This will allow our team to research and provide a status update within 24 hours of the request.

### **ePortal/Availity/MCG-Cite Auto-Auth Platform**

To serve our members, we encourage utilizing our ePortal/Availity platform. This will allow Providers the opportunity to submit authorization requests and perform status checks. If you have not already signed up, please visit <https://www.availity.com/molinahealthcare> to register. Please reach out to your Provider Network Representative for more information and assistance in setting up your account.

### **Peer-to-Peer (P2P) request**

Also due to our longer than normal Provider calls for P2P, we would need the following information for a P2P to occur:

- State
- Authorization
- CPT
- Member Name
- Date of Birth
- Provider requesting
- Specialty
- Has this test already been completed?
- Call Back number

Thank you for your understanding during this transition.

- Molina Healthcare Advanced Imaging Team