



December 2, 2021

Dear Molina Healthcare of New York, Inc. Provider:

We are pleased to inform you that effective January 1, 2022 Molina Healthcare of New York, Inc. (“Molina Healthcare”) will be administering all behavioral health services to our Mainstream Managed Care, Health and Recovery Plan (HARP) and Child Health Plus members.

The provision of behavioral health services (mental health and substance abuse) is an exciting opportunity for Molina Healthcare. Our ultimate goal is to manage services that are fully integrated and encompass the medical, behavioral health and social needs of our members. To that end, Beacon Health Options will no longer be managing or administering the behavioral health services for Mainstream Managed Care, Health and Recovery Plan (HARP) and Child Health Plus members beginning January 1, 2022.

We are committed to improving the health and welfare of our members in a comprehensive, quality driven and cost-effective manner with person centered, culturally competent and recovery focused practices.

As of January 1, 2022, you will direct all behavioral health requests and communications to Molina Healthcare for the aforementioned membership;

- Utilization Management
- Case Management
- Appeals
- Claims Processing, Payment and Inquiry
- Customer Service (Provider and Member)
- Provider Training
- Contract and Credentialing
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A Molina Healthcare Provider Relations Representatives will be contacting you in the coming weeks to schedule meetings to discuss these exciting changes and to answer any questions you may have. In the interim we have provided you with a “Quick Reference Guide” for Molina Healthcare. Please contact Molina Healthcare Provider Relations at 1-877-872-4716 with any questions or concerns.

Sincerely,

Network Operations



# Provider Quick Reference Guide

(effective 11/1/21)

<b>Provider Services</b>   P: 877-872-4716   F: 844-879-4509	
Provider Claims, Training, and Provider Complaints	<a href="mailto:MHNYProviderServices@MolinaHealthcare.com">MHNYProviderServices@MolinaHealthcare.com</a>
Demographic changes, Rosters and Credentialing	<a href="mailto:MHNYNetworkOperations@molinahealthcare.com">MHNYNetworkOperations@molinahealthcare.com</a>
Provider Contracting	<a href="mailto:MHNYProviderContracting@molinahealthcare.com">MHNYProviderContracting@molinahealthcare.com</a>
<b>Member Services</b>   1776 Eastchester Road   Bronx, NY 10461   P: 800-223-7242   F: 844-879-4509	
Member Claims, Benefits, Eligibility/Identification, Pharmacy Inquiries, PCP changes, Member Complaints	
<b>Utilization Management</b>   1776 Eastchester Road   Bronx, NY 10461   P: 877-872-4716   F: 866-879-4742	
Prior Authorizations, Service Requests, Care Management. <b>Molina highly encourages the use the Availity Provider Portal Provider Portal. Providers can register at <a href="http://Availity.com/MolinaHealthcare">Availity.com/MolinaHealthcare</a>.</b>	
<b>Fraud Waste Abuse</b>	
If you suspect cases of fraud, waste, or abuse, you must report it to Molina: <b>Online:</b> <a href="http://www.molinahealthcare.alertline.com">www.molinahealthcare.alertline.com</a> <b>Mail:</b> ATTN: Compliance Officer   5232 Witz Drive   North Syracuse, NY   13212 <b>P:</b> 866-606-3889   <b>F:</b> 855-366-5462	
<b>Nurse Advice Line</b>   P: (844) 819-5977	
Members may call and connect to a Registered Nurse 24/7, 365 days per year.	
<b>Pharmacy</b>   CVS/Caremark ®   P: 877-872-4716   F: 844-823-5479	
<b>Prior Authorization Assistance, Inquiries</b> (J Codes and Home Infusion): P: 877-872-4716   F: 844-823-5479 <b>Retail Drugs Only:</b> P: 800-364-6331   F: 844-823-5479	
<b>Dental (DentaQuest ®)</b> P: 888-308-2508	
<b>Claims/payment issues:</b> F: 262-241-7379 Claims to be processed: F: 262-834-3589   All Other: F: 262-834-3450	
<b>Claims Questions:</b> <a href="mailto:denclaims@dentaquest.com">denclaims@dentaquest.com</a>   <b>Eligibility/Benefit Questions:</b> <a href="mailto:denelig.benefits@dentaquest.com">denelig.benefits@dentaquest.com</a>	
Electronic claims direct entry <a href="http://www.dentaquest.com">www.dentaquest.com</a> Mailing Address: DentaQuest IPA of New York LLC - Claims PO Box 2906 Milwaukee WI 53201-2906 Same Name and address except Att: Utilization Management/ Appeals for appeals	
<b>Vision (Superior Vision ®)</b>   P: 866-819-4298   <a href="http://Superiorvision.com">Superiorvision.com</a>	
Superior Vision manages vision benefits for Molina Healthcare members: <b>Payer ID 41352</b>	
<b>Versant Health Complaints &amp; Appeals Department</b>   PO Box 791 Latham NY 12110 <b>Paper Claims Att: Claims Dept</b>   PO Box 967 Rancho Cordova CA 95741	

# Provider Quick Reference Guide

(effective 11/1/21)

## Medical Claim Guidelines

Paper Submissions | Molina Healthcare | P.O Box 22615 | Long Beach, CA 90801 | P: 877-872-4716

### EDI/ERA/EFT

Clearinghouse: SSI/Claimsnet

P: 800-356-0092

Payer ID 16146

To register for EFT/ERA's

[providernet.adminisource.com/Start.aspx](http://providernet.adminisource.com/Start.aspx)

### Appeals/Adjustments

#### Provider Portal:

Molina strongly encourages the use of the provider portal for clean claims, corrected claims, and to appeal claims.

Provider Portal:

**Availity.com/MolinaHealthcare**

Appeals

**Molina NY** Healthcare

Attention: Appeals Department

1776 Eastchester Road

Bronx, NY 10461

P: 877-872-4716 | F: 315-234-9812

### Transportation

#### Emergency Transportation:

When a member's condition is life-threatening and requires use of special equipment, life support systems, and close monitoring, emergency transportation is required.

#### Non-Emergency Transportation:

Covered through the State on a fee for service basis for Medicaid Managed Care and Molina Healthcare PLUS members Excluded: Child Health Plus Members (CHP).

**Medical Answering Services (MAS)** is the contracted Transportation Manager for all of New York State with the exception of Nassau and Suffolk counties.

**ModivCare** (formerly LogistiCare) is the contracted Transportation Manager for the Long Island Region (Nassau and Suffolk counties).