As of **5/1/2023**, the maximum clinical information fax size threshold Molina can accept is **no more than 100** pages for the total size of the fax transmission. If there is a complex or extenuating clinical situation, please do not hesitate to contact the Healthcare Services Department or Provider Representative for further review and resolution.

- Molina requires copies of **relevant** clinical information to be submitted for documentation **to ensure accurate and timely clinical decision making**.

- Clinical information includes but is not limited to **pertinent** physician emergency department notes, inpatient history/physical exams, discharge summaries, physician progress notes, physician office notes, physician orders, nursing notes, results of laboratory or imaging studies, therapy evaluations, and therapist notes.

- Providers are required to interact with Molina's Healthcare Services Department **electronically** whenever possible. Prior Authorizations/Service Requests and status checks can be easily managed electronically through the Availity Essentials Provider Portal, EDI transactions submitted to Molina, or fax. To access the Availity Essentials Portal and training go to: https://apps.availity.com/availity/web/public.elegant.login

- Molina does not accept clinical summaries, telephone summaries, or inpatient Care Manager criteria reviews as meeting the clinical information requirements unless state or federal regulations allow such documentation to be accepted.