

**Molina® Healthcare Medicare  
PRIOR AUTHORIZATION/PRE-SERVICE REVIEW GUIDE**

**REFER TO MOLINA'S PROVIDER WEBSITE OR PRIOR AUTHORIZATION LOOK-UP TOOL/MATRIX FOR SPECIFIC CODES THAT REQUIRE AUTHORIZATION ONLY  
COVERED SERVICES ARE ELIGIBLE FOR REIMBURSEMENT**

**\*\*NOTE: For Molina Medicare Members with Molina Medicaid (Including MMP/FIDE/ CA EAE Plans), Please Refer to Your State Molina Medicaid PA Look-Up Tool for Additional Medicaid Benefit PA Requirements\*\***

**OFFICE VISITS TO CONTRACTED /PARTICIPATING PRIMARY CARE PROVIDERS DO NOT REQUIRE PA  
OFFICE VISITS TO NETWORK SPECIALIST DO NOT REQUIRE A REFERRAL FROM A PARTICIPATING PRIMARY CARE PROVIDER  
EMERGENCY SERVICES DO NOT REQUIRE PRIOR AUTHORIZATION**

- **Advanced Imaging and Specialty Tests**
- **Behavioral Health, Mental Health, Alcohol and Chemical Dependency Services:**
  - Inpatient, Partial Hospitalization, Intensive Outpatient Program
  - Electroconvulsive Therapy (ECT)
- **Chiropractic Care**
- **Cosmetic, Plastic and Reconstructive Procedures:** No PA required with Breast Cancer diagnosis
- **Durable Medical Equipment and Medical Supplies**
- **Elective Inpatient Admissions:** Acute hospital, Skilled Nursing Facilities (SNF), Rehabilitation, Long Term Acute Care (LTAC) Facility
- **Experimental/Investigational Procedures**
- **Genetic Counseling and Testing**
- **Hearing Aids**
  - Hearing aids require prior authorization
- **Home Healthcare Services (including homebased PT/OT/ST)**
- **Hyperbaric/Wound Therapy**
- **Long Term Services and Supports (LTSS):** Not a Medicare covered benefit\* (**\*Per state benefit if MMP**)
- **Miscellaneous & Unlisted Codes:** Molina requires standard codes when requesting authorization. Should an unlisted or miscellaneous code be requested, medical necessity documentation and rationale must be submitted with the prior authorization request
- **Neuropsychological and Psychological Testing**
- **Non-Par Providers/Facilities:** PA is required for office visits, procedures, labs, diagnostic studies, inpatient stays except for:
  - Emergency and Urgently needed Services
  - Professional fees associated with ER visits and approved Ambulatory Surgery Center (ASC) or inpatient stays
  - Dialysis when temporarily absent from service area.
  - Ambulance services dispatched through 911
  - PA is waived for all radiologists, anesthesiologist, and pathologist professional services when billed for POS 19, 21, 22, 23 or 24
  - PA is waived for professional component services or services billed with Modifier 26 in ANY place of service setting.
- **Occupational Physical, & Speech Therapy**
- **Outpatient Hospital/Ambulatory Surgery Center**
- **(ASC) Procedures**
- **Pain Management Procedures including Acupuncture**
- **Prosthetics/Orthotics**
- **Radiation Therapy and Radiosurgery**
- **Sleep Studies**
- **Supervised Exercise Therapy (SET)**
- **Transplants including Solid Organ and Bone Marrow** (Cornea transplant does not require authorization).
- **Transportation Services:** Non-Emergent Air Transportation

**Important Information for Molina Healthcare Medicare Providers**

**Information generally required to support authorization decision making includes:**

- Current (up to 6 months), adequate patient history related to the requested services
- Relevant physical examination that addresses the problem
- Relevant lab or radiology results to support the request (including previous MRI, CT Lab or X-ray report/results).
- Relevant specialty consultation notes.
- Any other information or data specific to the request

**The Urgent/Expedited service request designation should only be used if the treatment is required to prevent serious deterioration in the member's health or could jeopardize their ability to regain maximum function. Requests outside of this definition will be handled as routine/non-urgent.**

- If a request for services is denied, the requesting provider and the member will receive a letter explaining the reason for the denial and additional information regarding the grievance and appeals process. Denials also are communicated to the provider by telephone, fax or electronic notification. Verbal, fax, or electronic denials are given within one business day of making the denial decision or sooner if required by the member's condition.
- Providers and members can request a copy of the criteria used to review requests for medical services by calling (800) 665-3086.
- Molina Healthcare has a full-time Medical Director available to discuss medical necessity decision with the requesting physician.

## IMPORTANT MOLINA HEALTHCARE MEDICARE CONTACT INFORMATION

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**In-patient (IP) Prior Authorizations (Includes Behavioral Health Authorizations)**

**Phone:** (800) 665-3086

**Fax:** (844) 834-2152

**Peer to Peer:** (866) 425-0786

**For all Post-Acute requests (SNF, LTAC, Acute Rehab)**

**Phone:** (800) 665-3086

**Fax to:** (833)912-4454

**Peer to Peer:** (866) 425-0786

**Out-patient (OP) Prior Authorizations (Includes Behavioral Health Authorizations and CA EAE IPA Medicaid requests)**

**Phone:** (800) 665-3086

**Medicare Fax:** (844) 251-1450

**MMP/FIDE/CA EAE Fax:** (844) 251-1451

**Peer to Peer:** (866) 425-0786

**Pharmacy Authorizations Part D**

**Phone:** (800) 665-3086

**Fax:** (866) 290-1309

**Part B Healthcare Administered Drugs**

**Fax:** (800) 391-6437

**Radiology Authorizations**

**Phone:** (855) 714-2415

**Fax:** (877) 731-7218

**Transplant Authorizations**

**Phone:** (855) 714-2415

**Fax:** (877) 813-1206

**SEE BELOW FOR STATE SPECIFIC INFORMATION**

## ARIZONA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility Molina Medicare Choice Care**

Phone: (800) 424-4509, TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (844) 424-5891

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

**Behavior Health Authorizations**

Phone: (800) 665-0898

**Dental: DentaQuest (HMO D- SNP)**

Phone: (833) 615-0428

Website: <https://www.dentaquest.com/members>

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals: Mom's Meals Nourish Care PurFoods, LLC dba (MAPD)**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: VSP**

Phone: (855) 492-9028

Website: [www.vsp.com](http://www.vsp.com)

**OTC: Nations (services)/WEX (Medicare)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed.*

## CALIFORNIA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

Phone: (800) 665-0898, TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (888) 858-2150

Fax: (562) 499-0619

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

**Dental: Delta Dental**

Phone: (888) 818-7932, TTY: 711

Website: <https://www.deltadentalins.com/molinahealthcare>

7 days a week, 7 a.m. to 8 p.m., local time

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Long Term Services and Supports (LTSS)**

Fax: (800) 811-4804

**Meals: Mom's Meals NourishCare PurFoods, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: VSP**

Phone: (855) 492-9028

Website: [www.vsp.com](http://www.vsp.com)

**Hearing: Hear USA**

Phone: (800) 442-8231

Website: <https://www.hearusa.com/members/molina-medicare/>

**Personal Emergency Response System (PERS):**

**Best Buy Health/Critical Signal Technologies (CST)** Phone: (888) 557-4462

**OTC: Nations (services)/WEX (Medicare)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed*

**Transportation: Access2Care (A2C) Molina Medicare Complete Care (HMO D-SNP)/ Molina Medicare Choice Care (HMO)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 994-4833 TTY: 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## IDAHO

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

**Molina Medicare Choice Care**

Phone: (844) 560-9811. TTY: 711

**Molina Medicare Complete Care**

Phone: (844) 239-4913. TTY: 711

7 days a week, 8 a.m. to 8 p.m., local time

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (844) 239-4914

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

**Dental: Delta Dental**

Phone: (888) 818-7932, TTY: 711

Website: <https://www.deltadentalins.com/molinahealthcare>

7 days a week, 7 a.m. to 8 p.m., local time

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals: Mom's Meals Nourish Care PurFood, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: Careington/WEX**

Phone: (800)-877-7195; TTY: 711

Website: <https://molina.solutionssimplified.com/>

**Hearing: Hear USA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**Personal Emergency Response System (PERS):**

**Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**OTC: Nations (services)/WEX (Medicare)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed.*

## ILLINOIS

**Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service Benefits/Eligibility**

Phone: (877) 901-8181. TTY: 771

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 866-5462

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

**Case Manager**

Phone: (888) 858-2156

Fax: (855) 556-2073

For Assistance from a Molina Case Manager or to refer your patient to a program

**Dental: DentaQuest (Duals)**

Phone: (833) 615-0428

Website: <https://www.dentaquest.com/members>

**Vision: Avësis (Duals)**

Phone: (855) 704-0433, TTY: 711

Website: <https://molina.solutionssimplified.com/>

**Vision: VSP (MAPD)**

Phone: (855) 492-9028

Website: [www.vsp.com](http://www.vsp.com)

**OTC: Nations (services)/WEX**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**Meals: Mom's Meals Nourish Care PurFoods, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Fitness: Silver & Fit (MAPD)**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Hearing: Hear USA (MAPD)**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed.*

**Non-Emergency Transportation: MTM Inc. (Duals)**

Phone: (844) 644-6353 or (855) 740-3105 to arrange for transportation

**Non-Emergency Behavioral Health Transportation: Advanced Medical Transportation (AMT)**

Phone: (877) 745-8357

## KENTUCKY

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

Phone: (800) 578-0603, TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (800) 578-0775

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

**Dental: DentaQuest**

Phone: (833) 615-0428

Website: <https://www.dentaquest.com/members>

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals: Mom's Meals Nourish Care PurFoods, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: VSP**

Phone: (855) 492-9028

Website: [www.vsp.com](http://www.vsp.com)

**Hearing: Tru-Hearing**

Phone: (855) 541-6174

**Personal Emergency Response System (PERS):  
Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**OTC: Nations(services)/WEX(Medicare)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.  
*No referral or prior authorization is needed.*

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (855) 723-8795 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## MASSACHUSETTS

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

MAPD Phone: (833) 685-2108; TTY: 711  
 MA (FIDE, SCO Only) Phone: (888) 794-7268, TTY: 711  
 Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 838-7999  
 Website: <https://provider.molinahealthcare.com>

**Senior Whole Health (HMO-DSNP) and Senior Whole Health NHC (HMO D-SNP)**

Phone: (833) 569-2330. TTY: 711  
 Monday to Friday, 8 a.m. to 7 p.m., EST  
 Website: <https://athome.medline.com/card>

**Dental: DentaQuest (HMO)**

Phone: (833) 615-0428  
 Website: <https://www.dentaquest.com/members>

**Fitness: Silver & Fit**

Phone: (877) 427-4711  
 Website: <https://www.silverandfit.com>

**Vision: VSP**

Phone: (888) 794-7268  
 Website: [www.vsp.com](http://www.vsp.com)

**OTC: Nations (services/WEX)**

Phone: (877)-208-9243  
 Website: <https://www.nationsotc.com/molina>

**Meals: Mom's Meals Nourish Care PurFoods, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711  
 Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.  
*No referral or prior authorization is needed.*

**Transportation: ModivCare Senior Whole Health (HMO D-SNP)/ Senior Whole Health NHC (HMO D-SNP)**  
 Phone: (844) 544-1391

**Transportation: Access2Care (A2C) HMO**

where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (855) 723-8795 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.



## MICHIGAN

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

Phone: (888) 898-7969, TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 322-4077

Fax: (248) 925-1784

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

**Dental: DentaQuest**

Phone: (844) 583-6156

Website: [www.dentaquest.com/en/providers/michigan](http://www.dentaquest.com/en/providers/michigan)

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: VSP**

Phone: (844) 853-6294; TTY: 711 (Medicare)

Phone: (800) 877-7195; TTY: 711 (Duals/MMP)

Website: <https://www.vsp.com>

**Hearing: Hear USA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**Personal Emergency Response System (PERS):  
Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**OTC: Nations (services)/WEX (Medicare)**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**Meals: Mom's Meals Nourish Care PurFoods, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed*

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

Phone: (888) 616-4841 TTY: 711

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

Website: <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## NEVADA

**(Service Hours: 8am to 5pm local time to Friday, unless otherwise specified)**

**Member Customer Service Benefits/Eligibility**

Phone: (833) 685-2101, TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (833) 685-2103, TTY: 711

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

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Meals: Mom's Meals Nourish CarePur Foods, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Hearing: Hear USA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**Personal Emergency Response System (PERS);  
Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**OTC: Nations (services)/WEX**

Phone: (877)-208-9243

Website: <https://www.nationsotc.com/molina>

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed*

## NEW YORK

**(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)**

**Member Customer Service Benefits/Eligibility**

Phone: (833) 223-7242, TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer**

**Service Phone:** (877) 872-4716

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

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: Superior Vision**

Phone: (877) 2355317

Website: <https://www.provider.superiorvision.com>

**OTC: Nations(services)/WEX**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed*

## OHIO

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

**Medicare Phone:** (866) 472-4584, TTY: 711  
**MyCare Ohio Opt-In Phone:** (855) 665-4623, TTY: 711  
**MyCare Ohio Opt-Out Phone:** (855) 687-7862, TTY: 711  
**Website:** <https://member.molinahealthcare.com>

**Provider Customer Service**

**Phone:** (855) 322-4079  
**Fax:** (888) 296-7851  
**Website:** <https://provider.molinahealthcare.com>

**Meals: Mom's Meals Nourish Care PurFood, LLC dba**

**Phone:** (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Dental: SKYGEN**

**Phone:** (855) 665-4623

**Fitness: Silver & Fit**

**Phone:** (877) 427-4711  
**Website:** [www.silverandfit.com](http://www.silverandfit.com)

**Vision: VSP**

**Phone:** (888) 794-7268  
**Website:** [www.vsp.com](http://www.vsp.com)

**Vision: March Vision Care (MMP)**

**Phone:** (844) 756-2724, TTY: 711  
**Website:** <https://www.marchvisioncare.com>

**Hearing: Hear USA**

**Phone:** (855) 823-4632  
**Website:** <https://www.hearusa.com/members/molina-medicare/>

**OTC: Nations (services)/WEX(card)**

**Phone:** (877) 208-9243  
**Website:** <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS):**

**Best Buy Health/Critical Signal Technologies (CST) Phone: (888) 557-4462**

**24 Hour Nurse Advice Line (7 days/week)**

**Phone:** (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.  
*No referral or prior authorization is needed*

**Transportation: Access2Care** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (844) 491-4761 TTY: 711

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## SOUTH CAROLINA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

Phone: (855) 882-3901, TTY: 711

Hours: 8 a.m. to 6 p.m., Monday-Friday

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 237-6178, TTY: 711

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

**Meals: Mom's Meals Nourish Care PurFood, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Dental: Careington/WEX**

Phone: (800) 290-0523

Website: <https://molina.solutionssimplified.com/>

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: VSP**

Phone: (888) 794-7268

Website: [www.vsp.com](http://www.vsp.com)

**Hearing: Hear USA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC: Nations (services)/WEX(card)**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS):**

**Best Buy Health/Critical Signal Technologies (CST)** Phone: (888) 557-4462

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed*

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## TEXAS

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

Phone: (866) 440-0012, TTY: 711 (Medicare)  
 Phone: (866) 856-8699, TTY 711 (Duals, MMP)  
 Website: <https://member.molinahealthcare.com>

**Provider Customer**

**Service Phone:** (855) 322-4080  
**Fax:** (281) 599-8916  
 Website: <https://provider.molinahealthcare.com>

**Meals: Mom's Meals Nourish Care PurFood, LLC**

**dba Phone:** (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Dental: Denta Quest Phone:**

(833) 479-0205 TTY: 711  
 Website: <https://www.dentaquest.com>

**Fitness: Silver & Fit**

Phone: (877) 427-4711  
 Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: VSP (Medicare)**

Phone: (888) 794-7268  
 Website: [www.vsp.com](http://www.vsp.com)

**Vision: Envolve (Duals/MMP) Phone:** (866) 449-6849

**Hearing: Hear USA**

Phone: (855) 823-4632  
 Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC: Nations (services)/WEX(card)**

Phone: (877) 208-9243  
 Website: <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS):**

**Best Buy Health/Critical Signal Technologies (CST) Phone:** (888) 557-4462

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed*

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 616-4846, TTY 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## UTAH

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

Molina Medicare Complete Care  
**Phone:** (888) 557-4462, TTY: 711

**Website:** <https://member.molinahealthcare.com>

Molina Medicare Choice Care

**Phone:** (877) 644-0344, TTY: 711

7 days a week, 7 a.m. to 8 p.m., local time

**Website:** <https://member.molinahealthcare.com>

**Provider Customer Service**

**Phone:** (855) 322-4081

**Website:** <https://provider.molinahealthcare.com>

**Meals: Mom's Meals Nourish Care PurFood, LLC dba**

**Phone:** (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Dental: Delta Dental**

**Phone:** (888) 818-7932, TTY: 711

**Website:** <https://www.deltadentalins.com/molinahealthcare>

7 days a week, 7 a.m. to 8 p.m., local time

**Fitness: Silver & Fit**

**Phone:** (877) 427-4711

**Website:** [www.silverandfit.com](http://www.silverandfit.com)

**Vision: VSP**

**Phone:** (888) 794-7268

**Website:** [www.vsp.com](http://www.vsp.com)

**Hearing: Hear USA**

**Phone:** (855) 823-4632

**Website:** <https://www.hearusa.com/members/molina-medicare/>

**Personal Emergency Response System (PERS):**

**Best Buy Health/Critical Signal Technologies (CST)** **Phone:** (888) 557-4462

24 hours a day, 7 days a week

\*\*Benefit is covered for qualifying members when authorized/ordered by the Case Manager. Benefit is not available on the Molina Medicare Choice Care Plan\*\*

**OTC: Nations (services)/WEX(card)**

**Phone:** (877) 208-9243

**Website:** <https://www.NationsOTC.com/Molina>

**24 Hour Nurse Advice Line (7 days/week)**

**Phone:** (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed*

**Transportation: Access2Care (Benefit for DSNP Members)** (A2C) where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.

## VIRGINIA

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

Phone: (800) 424-4495 TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (800) 424-4461

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

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Dental: DentaQuest**

Phone: (833) 479-0205 TTY: 711

Website: <https://www.dentaquest.com>

**Personal Emergency Response System (PERS):  
Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**Meals: Mom's Meals Nourish Care PurFood, LLC dba**

Phone: (866) 224-9485

\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\*

**Vision: VSP**

Phone: (888) 794-7268

Website: [www.vsp.com](http://www.vsp.com)

**Hearing: Hear USA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed*

**Transportation: Veyo**

Phone: (800) 424-4495

## WASHINGTON

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

Phone: (800) 869-7185, TTY: 711

Fax: (800) 816-3378

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 322-4082

Fax: (877) 814-0342

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

**Meals: Mom's Meals Nourish CarePur Foods, LLC dba**

Phone: (866) 224-9485

*\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\**

**Dental: Delta Dental**

Phone: (888) 818-7932, TTY: 711

Website: <https://www.deltadentalins.com/molinahealthcare>

7 days a week, 7 a.m. to 8 p.m., local time

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: VSP**

Phone: (888) 794-7268

Website: [www.vsp.com](http://www.vsp.com)

**Hearing: Hear USA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC: Nations (services)/WEX**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS):  
Best Buy Health/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed*

**Transportation: Access2Care (Benefit for DSNP Members) (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 or (866) 874-3972 **Facility Line:** (877) 299-4811

Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.



## WISCONSIN

(Service Hours: 8am to 5pm local time Monday to Friday, unless otherwise specified)

**Member Customer Service Benefits/Eligibility**

Phone: (855) 315-5663, TTY: 711

Website: <https://member.molinahealthcare.com>

**Provider Customer Service**

Phone: (855) 326-5059

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

**Meals: Mom's Meals Nourish CarePur Foods, LLC dba**

Phone: (866) 224-9485

*\*\*Case Managers must enroll the member in the home delivered meal program giving them access to this benefit\*\**

**Dental: SKYGEN**

Phone: (855) 665-4623

**Fitness: Silver & Fit**

Phone: (877) 427-4711

Website: [www.silverandfit.com](http://www.silverandfit.com)

**Vision: VSP**

Phone: (888) 794-7268

Website: [www.vsp.com](http://www.vsp.com)

**Hearing: Hear USA**

Phone: (855) 823-4632

Website: <https://www.hearusa.com/members/molina-medicare/>

**OTC: Nations (services).WEX(card)**

Phone: (877) 208-9243

Website: <https://www.NationsOTC.com/Molina>

**Personal Emergency Response System (PERS):  
BestBuyHealth/Critical Signal Technologies (CST)**

Phone: (888) 557-4462

**24 Hour Nurse Advice Line (7 days/week)**

Phone: (888) 275-8750/TTY: 711

Members who speak Spanish can press 1 at the IVR prompt. The nurse will arrange for an interpreter, as needed, for non-English/Spanish speaking members.

*No referral or prior authorization is needed*

**Transportation: Access2Care (A2C)** where covered, authorizations are not required unless over the trip limit (over 50 miles one way). When needed, these authorizations must be approved

**Phone:** (888) 597-4833 TTY: 711 Press 1 for Ride Assist; otherwise stay on the line for assistance 24 hours a day, 7 days a week, 365 days a year for URGENT/ same day appointments, facility DISCHARGES, and RIDE ASSIST

**Website:** <https://www.access2care.net/services/managed-transportation/members-riders/schedule-transportation>

Monday to Friday: 8 a.m. to 8 p.m. local time for ROUTINE reservations. Requests for ROUTINE reservations will not be accepted on national holidays. This does not apply to URGENT same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls are 24hours a day, 7 days a week, 365 days a year.