

# Provider Notice

Thank you for being a Molina Complete Care (MCC) network provider and helping us provide high quality health care services to our members. Beginning September 1, 2021, MCC will begin utilizing Molina Clinical Policy (MCP) as a complement to MCG Guidelines to determine medical necessity and appropriateness of care. MCC will continue to default to all applicable state and federal guidelines regarding criteria for authorization of covered services prior to applying internal medical policy.

Upon request, MCC will provide the clinical rationale or criteria used in making medical necessity determinations. You may request the information by calling Customer Care:

- CCC Plus: 1-800-424-4524
- Medallion 4.0: 1-800-424-4518

We're available from 8:00 a.m. to 6:00 p.m. local time, Monday through Friday. Providers can leave a message after hours that will be returned on the next business day.

You may also fax requests to:

- CCC Plus: 1-866-210-1523
- Medallion 4.0: 1-855-769-2116

We can also provide criteria to providers and members at our office location upon request.