

Provider notice

Thank you for participating with Molina Complete Care (MCC) to provide high quality health care services to our members.

Effective August 1, 2022, we will allow providers to request five service facilitation routine visits (CPT 99509) per rolling calendar year without an authorization. Any visits after the first five will require prior authorization.

The DMAS “Service Facilitation Doing Business” chart will be updated to reflect this change and can be accessed at the link below.

<https://www.dmas.virginia.gov/for-providers/managed-care/ccp-plus/provider-resources/>

Please contact Provider Services between 8 a.m. and 6 p.m. Monday through Friday if you have any questions:

- CCC Plus: (800) 424-4524
- Medallion 4.0: (800) 424-4518