

Prior Authorization Extensions – COVID-19

To alleviate any burden on our providers, and to ensure our members have access to necessary services, Molina has proactively implemented a system change to automatically extend all acute, therapy, DME and LTSS authorizations expiring in April through May 31, 2020.

Additionally, we have directed our staff to extend all authorizations currently being processed to at least May 31, 2020, or longer as clinically appropriate. For HCBS waiver services expiring at the end of April, Molina has extended services for 90 days to comply with HHSC's current guidance.

If you have questions regarding any current authorizations or the authorization process, please contact Molina at (833) 322-4080, Monday to Friday, 8 a.m. – 5 p.m.