

## UPDATE

Due to the current situation concerning the COVID-19 virus, we would like to assure providers that Molina is monitoring COVID-19 developments daily. Our corporate chief medical officer (CMO) is working closely with our health plan CMOs across the country to ensure that we are prepared to assist our members and providers.

Here are the latest Molina updates:

- 1) **Prior authorizations** – Molina is extending the “end” date of all existing approved authorizations for elective and urgent services **to September 1, 2020**. No action is required on your part. Therefore, if you have patients who are not able to get to PT/OT/ST, imaging, or elective surgery appointments, they may reschedule up to September 1, 2020. This includes any approved authorizations from Evicore, VSP, or Skygen. *Note: Due to the potentially changing dosing and patient medication needs, J code infusion/injections authorizations are extended only until May 31, 2020 at this time.*

Prior authorization processes for inpatient and other services, such as discharge to Skilled Nursing Facilities remain the same; however, Molina is working diligently for same day responses. Additionally, Molina will temporarily extend continued stay reviews from every 7 days to every 10 days for inpatient admissions. Molina remains available to assist with discharge planning to assure members have all they need post discharge.

Transfers between hospitals do not require prior authorization---only notice faxed to our UM Department at 800-594-7404.

[https://www.michigan.gov/documents/mdhhs/2025-Hospital-P\\_685053\\_7.pdf](https://www.michigan.gov/documents/mdhhs/2025-Hospital-P_685053_7.pdf)

**Please note:** Visits for our members to primary care & specialist provider offices, urgent care or the Emergency Room do not require prior authorization.

- 2) **Telehealth** – MDHHS has issued an updated bulletin to allow telehealth for Medicaid members under certain parameters, including telephone. If your office has telehealth capabilities, please read the bulletin noted below carefully. **Molina is ready to accept claims.** There is no prior authorization required for telehealth services.

[https://www.michigan.gov/documents/mdhhs/2021-Telemedicine-P\\_684353\\_7.pdf](https://www.michigan.gov/documents/mdhhs/2021-Telemedicine-P_684353_7.pdf)

- 3) **DME** – MDHHS released the following bulletin relaxing authorization on select items, including those related to respiratory illness. Molina is modifying its systems to implement this policy.

[https://www.michigan.gov/documents/mdhhs/2022-DME-P\\_684945\\_7.pdf](https://www.michigan.gov/documents/mdhhs/2022-DME-P_684945_7.pdf)

In closing, Molina wants to assure you that we are available for your questions or concerns. You may contact your Molina representative, call our Provider Customer Service line at 855-322-4077, or write to

[MHMProviderServicesMailbox@MolinaHealthCare.Com](mailto:MHMProviderServicesMailbox@MolinaHealthCare.Com)

**Thank you for your commitment to Molina members.**