

As an Ohio Department of Medicaid (ODM) Designated Provider and/or a non-contracted provider with Molina Healthcare of Ohio, Inc., it is important to understand Molina's operating guidelines, including prior authorization (PA) and claims processes, to avoid delays in claims payment. Molina knows efficient processes are important to providers, and we are committed to getting you the most current information.

Following the guidelines and reference links below will help ensure we receive all the information we need to process your requests as quickly as possible so you can focus on what's most important: providing excellent care to your patients.

**OH|ID Reminder:** Medicaid providers are required to have an OH|ID (Ohio Identification) to access the Provider Network Management (PNM) system to do business with Ohio Medicaid for both Medicaid and MyCare Ohio. Also, Medicaid providers can access the Single Pharmacy Benefit Manager (SPBM) secure web portal through this same process.

*As a reminder: All Medicaid providers must be active with ODM to be eligible for reimbursement. Visit ODM's [PNM Website](#) to learn more.*

## **Provider Portal**

**Availity Essentials portal:** A no-cost online platform that offers a number of features, including:

- Claim processing features:
  - Submit Professional (CMS-1500), and Institutional (UB-04) claims with attached files
    - Note: At a future date to be determined by ODM, Medicaid direct data entry claims must be submitted via the ODM PNM portal
  - Correct/Void claims
  - Add attachments to submitted claims still in process
  - Check claims status
  - Create and manage claim templates
  - Create and submit a claim appeal (Clinical and Non-Clinical Claim Dispute) with attached files
- Check Member Eligibility & Benefits
- Submit and status check PA Request status
  - Note: At a future date to be determined by ODM, Medicaid PA must be submitted via the ODM PNM portal or Ohio Medicaid Enterprise System (OMES) Electronic Data Interchange (EDI).

In addition to the Availity Essentials portal, providers may also contact Provider Services at (855) 322-4079 for eligibility verifications, claim status inquiries, referrals, PA and post-stabilization care services.

## **Member Eligibility Verification**

- Availity Essentials portal: [availity.com/providers/](https://www.availity.com/providers/)
- ODM Integrated HelpDesk for Medicaid, at (800) 686-1516 via the interactive voice response (IVR) system
- ODM PNM system
- Molina Provider Services: (855) 322-4079 7 a.m. to 8 p.m. Monday through Friday for Medicaid, and 8 a.m. to 8 p.m. Monday through Friday for MyCare Ohio

## **OMES: The ODM OMES Fiscal Intermediary through EDI**

Medicaid and MyCare Ohio providers are required to submit the below-referenced EDI transactions through OMES.

- Providers utilizing EDI transactions must use the ODM OMES Fiscal Intermediary for the transaction types noted in the Payer ID grid below. At this time, PA requests will continue to be submitted following the processes providers use today. The below list of payer IDs must be used for EDI transactions.

Medical Claims Payer IDs:

EDI Payer IDs		
Line of Business	Payer ID	Which Member ID do I bill with?
Ohio ABD (Medicaid)	0007316	Molina's Medicaid Member ID
Ohio Adult Extension (Medicaid)	0007316	Molina's Medicaid Member ID
Ohio Healthy Families (Medicaid)	0007316	Molina's Medicaid Member ID
SKYGEN Dental: Medicaid	D007316	Molina's Medicaid Member ID
March Vision: Medicaid	V007316	Molina's Medicaid Member ID
Ohio Marketplace Program	20149	Molina's Marketplace Member ID
Ohio Marketplace Program Primary with Ohio Medicaid Secondary (ABD, Adult Extension, Healthy Families)	20149	Molina's Marketplace Member ID
New Plan: Molina Complete Care for MyCare Ohio (HMO D-SNP/FIDE) (Dual Benefits) <b>for dates of service 1/1/2026 and after.</b>	0021586	Molina's Medicaid Member ID
New Plan: Molina MyCare Ohio Medicaid (Medicaid Only) <b>for dates of service 1/1/2026 and after.</b>	0021586	Molina's Medicaid Member ID
Legacy Plan: Molina Dual Options MyCare Ohio (HMO D-SNP) (Opt In) <b>for dates of service 12/31/2025 and prior.</b>	0021586	Molina's Medicaid Member ID
Legacy Plan: Molina MyCare Ohio Medicaid (Opt Out) <b>for dates of service 12/31/2025 and prior.</b>	0021586	Molina's Medicaid Member ID
SKYGEN Dental: Molina Complete Care for MyCare Ohio (HMO D-SNP/FIDE) (Dual Benefits)	D0021586	Molina's Medicaid Member ID
SKYGEN Dental: Molina MyCare Ohio Medicaid (Medicaid Only)	D0021586	Molina's Medicaid Member ID
March Vision: Molina Complete Care for MyCare Ohio (HMO D-SNP/FIDE) (Dual Benefits)	V0021586	Molina's Medicaid Member ID
March Vision: Molina MyCare Ohio Medicaid (Medicaid Only)	V0021586	Molina's Medicaid Member ID
Molina Medicare DSNP (Medicare/MAPD)	20149	Molina's Medicare Member ID

**ODM PNM System:** The PNM platform is only available for Medicaid and MyCare Ohio providers and allows for one front door for provider enrollment, centralized credentialing, provider self-service (demographic updates and group affiliations), enhanced provider directory and EDI claims submission.

**Note:** At a future date to be determined by ODM, Medicaid and MyCare Ohio providers will be required to comply with electronic service authorization submission requirements through ODM's PNM system for doing business with Medicaid and MyCare Ohio Managed Care Organization. For instructions and training resources about future OMES EDI and PNM system functionality, please visit the following ODM pages:

- [OMES EDI](#)
- [PNM](#)

## **Prior Authorization**

All non-emergent services rendered by non-contracted providers require PA unless specified otherwise.

- Abortions, Hysterectomies and Sterilizations: PA is required for non-contracted providers
  - The appropriate ODM consent form must be signed by the member and submitted to Molina in the timeframes specified. The [ODM Forms](#) page links to the required ODM forms.
- Ambulance: PA is not required for emergent situations
- Emergency Room: PA is not required for services billed in conjunction with an emergency room visit
- Federally Qualified Health Center (FQHC): Exempt from PA requirements
- Rural Health Clinic (RHC): Exempt from PA requirements
- Qualified Family Planning Provider (QFPP): Exempt from PA requirements
- Urgent Care: PA is not required

Prior authorization must be submitted via the Availity Essentials portal. The Molina Clinical Policies are available on the Provider Website.

- Information on how to submit PA and to identify what services require PA can be found [here](#).
- The Molina Ohio Medicaid [Clinical Policies](#) are available on the Provider Website.

## **Authorization Appeal, Clinical Dispute and Non-Clinical Dispute Process Definitions**

- **Authorization Appeal**—Formerly known as an “authorization reconsideration.” A provider dispute for the denial of a PA. The Authorization Appeal must be submitted pre-claim and within 60 days of the authorization denial. The Authorization Appeal should be submitted on the Authorization Reconsideration Form (Authorization Appeal and Clinical Claim Dispute Request Form) and submitted via fax. Decisions will be made within 48 hours for urgent requests and within 10 calendar days for all other requests. Once the claim is on file, providers must follow the **Clinical Claim Dispute** process.
- **Clinical Claim Dispute**—Formerly known as an “authorization reconsideration.” A post-claim provider dispute for the denial of a PA or a retro-authorization request for Extenuating Circumstances. The Clinical Claim Dispute must be submitted on the Authorization Reconsideration Form (Authorization Appeal and Clinical Claim Dispute Request Form). The Clinical Claim Dispute must be post-claim and submitted within 365 days of the date of service or 60 days from the remittance advice, whichever is greater. Providers may submit a Clinical Claim Dispute via the Availity Portal, fax or verbally. Decisions will be made within 30 business days.

**Non-Clinical Claim Dispute**—Formerly known as a “claim reconsideration.” This process is used only for disputing a payment denial, payment amount or a code edit. The Non-Clinical Claim Dispute must be submitted on the Claim Reconsideration Form (Non-Clinical Claim Dispute Form). The Non-Clinical Claim Dispute must be post-claim and submitted within 365 days of the date of service or 60 days from the remittance advice, whichever is greater. Providers may submit a Non-Clinical Claim Dispute via the Availity Portal, fax or verbally by

calling the Provider Services Contact Center. Decisions will be made within 15 business days or with continued communication if Molina needs more time to address the dispute.

## **Authorization Appeal and Clinical Dispute (Authorization Reconsideration) Process**

Submit an Authorization Appeal or Clinical Dispute only when disputing a level of care determination, a medical necessity denial with new/additional clinical information or a retro authorization for Extenuating Circumstances only.

Only one submission will be accepted. Any additional submissions for the same dispute reason will be denied, even if it includes new/additional information.

The [Authorization Reconsideration Form \(Authorization Appeal / Clinical Claim Dispute\)](#) can be found on the Molina Provider Website.

**Note:** According to Ohio regulations, health care providers are not permitted to balance bill Medicaid members for services or supplies provided.

- [Code of Federal Regulations 42 438.206](#)
- [Ohio Administrative Code 5160-26-05](#)

### **Medicaid:**

Find additional information in the following resources:

- [Medicaid Authorization Appeal, and Clinical and Non-Clinical Dispute Guide](#)
- [Medicaid Provider Manual](#)

### **MyCare Ohio:**

Find information in the following resources:

- [MyCare Ohio and Medicare Authorization and Claim Reconsideration Guide](#)
- [MyCare Ohio Provider Manual](#)

## **Non-Clinical Claim Dispute (Claim Reconsideration) Process**

Submit a Non-Clinical Claim Dispute only when disputing a payment denial, payment amount or a code edit. As a reminder: Primary insurance Explanation of Benefits (EOB), corrected claims and itemized statements are not accepted via the Non-Clinical Claim Dispute process. Please refer to the [Corrected Claims](#) submission guidelines below.

Find additional information in the following resources:

- [Medicaid Authorization Appeal, and Clinical and Non-Clinical Dispute Guide](#)
- [MyCare Ohio and Medicare Authorization and Claim Reconsideration Guide](#)
- [Medicaid Provider Manual](#)
- [MyCare Ohio Provider Manual](#)
- [Molina Payment Policies](#)
- [Molina Billing and Reimbursement Payment Policies](#)
- [ODM Companion Guides](#)

## **Prescription Drugs**

**Molina Medicaid Members:** Payments will only be made for drugs covered by Ohio Medicaid and obtained from Ohio Medicaid contracted pharmacies or medical equipment suppliers. The Single Pharmacy Benefit Manager (SPBM) is a specialized managed care program operating as a prepaid ambulatory health plan (PAHP) that

provides pharmacy benefits for the entire Medicaid managed care population. ODM selected Gainwell Technologies to serve as the SPBM. For more information on the SPBM, visit [spbmm.medicaid.ohio.gov](http://spbmm.medicaid.ohio.gov).

Provider-administered medications supplied by non-pharmacy providers (such as hospitals, clinics and physician practices) will continue to be covered by the Managed Care Organizations (MCOs), Molina or the OhioRISE (Ohio Resilience through Integrated Systems and Excellence) plan, as applicable.

Find additional information in the following resources:

- [Gainwell Preferred Drug List \(PDL\) for the SPBM](#)
- [Molina Medicaid Pharmacy Page](#)

**Molina MyCare Ohio Members:** Payment will only be made for drugs covered by Medicare or Ohio Medicaid and obtained from pharmacies and medical equipment suppliers contracted with Molina.

Find additional information in the following resources:

- [MyCare Ohio Drug Formulary](#)
  - For codes not on the formulary, a provider must request PA or formulary exception.
  - Follow the guidelines for limits and PA requirements as outlined in the following:
    - [Ohio Administrative Code \(OAC\) 5160-10-01](#) Durable Medical Equipment, Prostheses, Orthoses, and Supplies (DMEPOS): General Provisions
    - [OAC 5160-9-02](#) Appendix A, Supplies Billed by Ohio Medicaid Pharmacy Providers

## **Contract Requests**

- If interested in contracting with Molina, complete the Medical: [Ohio Provider Contract Request Form](#)
- Dental: [Ohio Dental Provider Contract Request Form](#)

Sample Provider contracts:

- [Molina Healthcare Dental Provider Services Agreement](#)
- [Molina Healthcare Hospital Services Agreement](#)
- [Molina Healthcare Provider Services Agreement](#)

## **Emergency Services**

For emergency services, submit a CMS-1500 or UB-04 claim. Review the Provider Manual for current information about claims billing and payment guidelines.

- [Medicaid Provider Manual](#)
- [MyCare Ohio Provider Manual](#)

## **Post-Stabilization Services**

For post-stabilization services, submit a CMS-1500 or UB-04 claim. Find additional information in the following resources:

- [Medicaid Provider Manual](#)
- [MyCare Ohio Provider Manual](#)

## **Referrals**

A referral may become necessary when a provider determines medically necessary covered services are beyond the scope of the Primary Care Provider's (PCP) practice or it is necessary to consult or obtain services from other

in-network specialty health professionals unless the situation is one involving the delivery of emergency services. Information is to be exchanged between the PCP and Specialist to coordinate the care of the patient to ensure continuity of care. Providers need to document referrals that are made in the patient's medical record. Documentation needs include the specialty, services requested and diagnosis for which the referral is being made.

PCPs are able to refer a member to an in-network specialist for consultation and treatment without a referral request to Molina. Providers should direct Molina Members to health professionals, hospitals, laboratories and other facilities and providers which are contracted with Molina.

- **Referring Patients to Participating Providers:** When referring a member to another provider for services, be sure to refer to a Molina participating provider. A complete list of Molina's participating providers, including pharmacies, laboratories, radiology and behavioral health (BH) providers, is available in our [Provider Online Directory](#).

When requesting PA for a service that will be rendered by another provider, complete a PA Request, including the name and address of the refer-to provider.

- **Referring Patients to Out-of-Network Providers:** There may be circumstances in which referrals may require an out-of-network provider. PA will be required from Molina except in the case of emergency services. In the case of urgent and emergency services, providers may direct members to an appropriate service, including, but not limited to, primary care, urgent care and hospital emergency room.

Find a complete list of participating providers, pharmacies, laboratories and radiology providers on the Molina [Provider Online Directory](#).

## **Benefits and Payment Policy**

Molina's benefits and payment policies adhere to OAC [5160](#). Additional OAC information is available at [codes.ohio.gov/oac/](http://codes.ohio.gov/oac/).

## **Claim Submissions**

**Medicaid:** Molina typically follows the ODM guidelines for claims processing and payment for the Healthy Families, Adult Extension (AEP) and Aged, Blind or Disabled (ABD) programs.

Find additional information in the following resources:

- [Medicaid Provider Manual](#)
- [ODM Companion Guides](#)

**MyCare Ohio:** Molina typically follows the Centers for Medicare & Medicaid Services (CMS) billing guidelines for Medicare Covered Services and ODM guidelines for non-Medicare Covered Services.

Find additional information in the following resources:

- [MyCare Ohio Provider Manual](#)
- [CMS Medicare Claims Processing Manual](#)
- [ODM Companion Guides](#)

**EDI Payer IDs:** Please refer to the OMES section above for the line of business-specific grid.

**Note:** Molina Healthcare of Ohio, Inc. provides at least 30 days advance notice of any new edits or system changes related to claims adjudication or payment processing. This information is distributed via the Provider Bulletin. Find an archive of [Molina Provider Bulletins](#) on our Provider Website, under the Communications tab.

## Timely Filing Guidelines for Medicaid and MyCare Ohio

- **Standard Timely Filing:**
  - **Contracted and Non-Contracted Providers:** 365 days from the date of service or 365 days from the discharge date for inpatient hospital claims to submit claims for reimbursement.
- **Coordination of Benefits:** If a submitted claim has an EOB from the member's primary carrier, providers have up to 180 days to submit claims from the date of the EOB.
- **Corrected Claims:** Claims received with a correction of a previously adjudicated claim must be received by Molina no later than 365 days from the date of the remit of the claim number that is being corrected.

**Note:** Primary Insurance EOB and itemized statements are not accepted via the non-clinical dispute process. Please submit as new or corrected claims.

## **Non-Clinical Disputes (Claim Reconsideration):**

Disputes may be submitted via the Availity Portal, fax or mail. Disputes may be filed verbally by calling Molina Provider Services. If a verbal dispute is filed, the provider must follow up by submitting the documentation supporting the dispute.

- When appealing an authorization denial post-claim, submit an [Authorization Reconsideration Form \(Authorization Appeal / Clinical Claim Dispute\)](#).
- When disputing a claim payment or denial, submit a Request for [Claim Reconsideration Form \(Non-Clinical Claim Dispute\)](#).
- Additional information can be found in the following:
  - [Medicaid Authorization Appeal, and Clinical and Non-Clinical Dispute Guide](#)
  - [MyCare Ohio and Medicare Authorization and Claim Reconsideration Guide](#)

**Disputes:** Providers can dispute a claim payment and/or denial up to 365 days from the date of service or 60 calendar days after the payment, denial or partial denial of a timely claim submission, whichever is later.

## Overpayments

Overpayments as a result of claims processing that are identified by Molina will receive a letter requesting recoupment. For dispute contact information and refund remittance address information, see the [Cost Recovery](#) section.

## Federally Qualified Health Centers (FQHCs)/Rural Health Clinics (RHC) and other ODM-designated Providers

The following are Molina's Medicaid ID numbers for use when submitting documents for wrap-around payments.

- 0082414: Molina MyCare Ohio Medicare-Medicaid
- 0077182: Molina Medicaid – Aged, Blind or Disabled
- 0077186: Molina Medicaid – Healthy Families, formerly Covered Families and Children (CFC)

## Sample Member Identification Cards

- [Medicaid Provider Manual](#)
- [MyCare Ohio Provider Manual](#)

## Molina Contact Information

Provider Services



- Phone: (855) 322-4079 from 7 a.m. to 8 p.m. Monday through Friday for Medicaid and 8 a.m. to 8 p.m. Monday through Friday for MyCare Ohio
- Fax: (888) 296-7851

#### Frequently Used Phone Numbers:

- 24-Hour Nurse Advice Line (Medicaid):
  - English (888) 275-8750, Spanish (866) 648-3537, or TTY: 711
- 24-Hour Nurse Advice Line (MyCare Ohio):
  - English and Spanish (855) 895-9986, or TTY: 711
- Fraud, Waste and Abuse Tip Line: (866) 606-3889
- Ohio Medicaid Integrated HelpDesk: (800) 686-1516

#### **Cost Recovery**

Phone: (866) 642-8999

Fax: (888) 396-1517

Disputes may be submitted via the Availity Essentials portal, fax, mail or verbally by contacting Provider Services. Verbal disputes are accepted for the Medicaid and MyCare Ohio lines of business.

Please make checks payable to Molina of Ohio and send the check along with corresponding documentation to:

Molina Healthcare of Ohio, Dept. 781661  
PO Box 78000  
Detroit, MI 48278-1661

If returning a Molina-issued check, please send it to:

Molina Healthcare of Ohio  
PO Box 349020  
Columbus, OH 43234-9020

Use the [Return of Overpayment Form](#) to submit unsolicited refunds or check returns.

#### **You Matter to Molina**

At Molina of Ohio, our providers matter! That's why we developed our "You Matter to Molina" program: to connect directly to our entire network of providers and support you in delivering high-quality, efficient care to our members.

The program gives providers access to monthly bulletins with updates on operational and organizational news, provider trainings, surveys, presentations, videos and many other helpful tools and resources.

Molina providers are strongly encouraged to sign up for the Provider Bulletin to receive timely updates on ODM and Molina processes or policy changes. Sign up by selecting [click here](#). Find an archive of [Molina Provider Bulletins](#) on our Provider Website, under the Communications tab.

Learn more now on the [You Matter to Molina](#) page.