

# Provider Quick Reference Guide

Molina Healthcare of Iowa	<a href="http://www.molinahealthcare.com/IA">www.molinahealthcare.com/IA</a>
Provider Services Contact Center	<p>Call: (844)236-1464</p> <p>For assistance with:</p> <ul style="list-style-type: none"> <li>• Claims Reprocessing</li> <li>• Claims Inquiry / Status</li> <li>• Update provider information</li> <li>• Get connected with your regional provider services representative: <a href="mailto:IAProviderRelations@molinahealthcare.com">IAProviderRelations@molinahealthcare.com</a></li> </ul>
Provider Contracting	<a href="mailto:IAProviderContracts@molinahealthcare.com">IAProviderContracts@molinahealthcare.com</a>
Behavioral Health Prior Authorization	<p>Call: (844)236-1464</p> <p>Fax: (319)774-1295</p>
Availity Portal	<p>Availity Essentials Provider Portal: <a href="https://availability.com/molinahealthcare">https://availability.com/molinahealthcare</a></p> <ul style="list-style-type: none"> <li>• Eligibility &amp; Benefits</li> <li>• Member Search</li> <li>• Attachments</li> <li>• Claim Status</li> <li>• Claims Correction</li> <li>• Payer Space</li> <li>• Overpayments</li> </ul>
Claims Disputes	<p>Fax: (855)275-3082</p> <p><a href="mailto:iowaproviderinquiry@molinahealthcare.com">iowaproviderinquiry@molinahealthcare.com</a></p> <ul style="list-style-type: none"> <li>• Corrected claims are considered new claims and can be submitted electronically via the Availity Provider Portal <a href="https://availability.com/molinahealthcare">https://availability.com/molinahealthcare</a> or through an EDI clearinghouse</li> <li>• Providers seeking a redetermination of a claim previously adjudicated must request within 180 days of Molina's original remittance advice date</li> <li>• Overpayment disputes should be received within 90 days of overpayment notification letter date and should be mailed to: Molina Healthcare of Iowa PO Box 2470 Spokane, WA 99210-2470</li> </ul>
Dental	For more information on dental carriers, visit the <a href="#">Dental Carrier Options webpage</a>
Emergency Room (ER) Policy	<ul style="list-style-type: none"> <li>• Emergent and urgent care Services are covered by Molina without an authorization. This includes non-contracted Providers inside or outside of Molina's service area.</li> <li>• The IME Website has a detailed list of diagnosis codes used to determine emergency room payment.</li> </ul>
ETF/ERA Sign Up	<a href="https://enrollments.echohealthinc.com/EFTERA">https://enrollments.echohealthinc.com/EFTERA</a>
Fraud, Waste and Abuse	<ul style="list-style-type: none"> <li>• To report an issue by telephone, call Molina's Compliance Hotline: 1-866-606-3889</li> <li>• To report an issue online: <a href="http://www.MolinaHealthcare.Alertline.com">www.MolinaHealthcare.Alertline.com</a></li> <li>• Iowa Medicaid Program Integrity Unit: 1-877-446-3787 or locally at 515-256-4615</li> </ul>

<b>Health Care Services Department</b>	Call: (844)236-1464 Fax: (319)774-1295 <ul style="list-style-type: none"> <li>• 24/7 access to online submission and status checks</li> <li>• Ensures HIPAA compliance</li> <li>• Ability to receive real-time authorization status</li> <li>• Ability to upload medical records</li> </ul>
<b>Iowa Medicaid Enterprise (IME) Eligibility Verification System (ELVS)</b>	<ul style="list-style-type: none"> <li>• Des Moines (515)323-9639</li> <li>• Toll-free (800)338-7752</li> </ul> Available 24/7
<b>Lab Services (Quest Lab Diagnostics)</b>	866-MY-QUEST
<b>Member Services</b>	Call: (844)236-0894 TTY/TDD: 711
<b>Non-Emergency Medical Transportation (Access2Care)</b>	<ul style="list-style-type: none"> <li>• Unlimited free round-trip or one-way trips for covered, medically necessary, services each calendar year</li> <li>• Members can call Access2Care at (844)544-1389</li> </ul>
<b>NPI Look Up</b>	<a href="https://npiregistry.cms.hhs.gov/search">https://npiregistry.cms.hhs.gov/search</a>
<b>Pharmacy Services</b>	Call: (844)236-1464 Fax: (855)275-3082 iowaProviderInquiry@MolinaHealthcare.com <ul style="list-style-type: none"> <li>• Pharmacy benefit coverage is aligned with the Iowa Medicaid Preferred Drug List (PDL) <a href="http://www.iowamedicaidpdl.com/preferred_drug_lists">http://www.iowamedicaidpdl.com/preferred_drug_lists</a></li> <li>• Prior authorization criteria will also align with Iowa Medicaid</li> <li>• PA Form Fax: (877)733-3195</li> </ul>
<b>Prior Authorization: Ways to Submit</b>	<ul style="list-style-type: none"> <li>• Electronically via the Availity Essentials portal <a href="https://availity.com/molinahealthcare">https://availity.com/molinahealthcare</a></li> <li>• By phone at (844)236-1464</li> <li>• By fax at (319)774-1295 (medical)</li> <li>• By fax at (877)733-3195 (pharmacy)</li> </ul>
<b>Submit electronic claims</b>	<ul style="list-style-type: none"> <li>• Submit Claims directly to Molina via the Availity Essentials portal</li> <li>• Submit Claims to Molina via your regular EDI clearinghouse</li> <li>• Payer ID: MLNIA</li> </ul>
<b>Timely Claims Filing</b>	<ul style="list-style-type: none"> <li>• Claims must be submitted by provider to Molina Healthcare within 180 days</li> <li>• Out-of-network providers: 365 days after discharge from date of service</li> <li>• Corrected claims: 365 days from the last adjudication date for up to 2 years from date of service</li> </ul>
<b>Utilization Management</b>	Call: (844) 236-1464 <ul style="list-style-type: none"> <li>• All criteria used for UM decision-making are available to providers upon request.</li> </ul>
<b>Vision</b>	March Vision Network (844) 496-2724 <a href="https://www.marchvisioncare.com/becomeprovider.aspx">https://www.marchvisioncare.com/becomeprovider.aspx</a>
<b>24/7 Nurse Advice Line</b>	Call: (866)236-2096 TTY/TDD: 711 Relay