

Provider Memorandum

Proper Use of Urgent Requests vs. Routine

Molina Healthcare of Illinois (Molina) reminds providers that urgent requests are **only** required if the member may experience serious deterioration of health or an impact to regaining maximum function. Our goal is to provide those who are in critical need a response that is most timely. Requesting urgent response for members who are **not** at risk of serious deterioration or regaining maximum function **may delay care** for those who have the most critical need for these services. We ask for your support in assessing the true need of each patient.

Prior Authorization Response Time

Molina works to respond to **all** requests in a timely manner to avoid delays in care. We strive to meet the Turnaround Times (TAT) required by accrediting bodies and state law 100% of the time.

The team responds to routine requests within four (4) calendar days of receipt.

The Urgent Difference

Urgent/Expedited requests are reserved for instances of **potential serious deterioration in the member's health or impact on member's ability to regain maximum function**. Urgent requests require a response within 48 hours of receipt. We request your support in determining the acuity of the member you serve prior to making the request.

Important: Do not use "urgent" as a tool to schedule elective cases or obtain a response sooner. Use of "urgent" often and **inappropriately** affects our overall response time, which may lead to unwanted and unintended consequences for providers and members.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.