

Quick Reference Contact Sheet

Molina Healthcare of Illinois—Medicaid and MMP/Dual Options

<p>24-Hour Nurse Advice Line Registered nurses are available 24/7 to answer medical or behavioral health questions and concerns.</p>	<p>(888) 275-8750 TTY: (866) 735-2929 Spanish: (866) 648-3537 Spanish TTY: (866) 833-4703</p>
<p>Availity Essentials Provider Portal For technical support, training, or reporting issues with the Availity Portal</p>	<p>(800) 282-4548</p>
<p>Avēsis Molina Healthcare’s vision vendor</p>	<p>Medicaid: (866) 857-8124 MMP: (855) 704-0433</p>
<p>Behavioral Health For all components of behavioral health</p>	<p>(855) 866-5462 24-Hour Crisis Hotline: (888) 275-8750 24-Hour Spanish Crisis Hotline: (866) 648-3537</p>
<p>Case Management For assistance from a Molina Case Manager or to refer your patient to a program</p>	<p>(888) 858-2156 Fax: (855) 556-2073</p>
<p>Claims Department For questions regarding claims and payments. All hard-copy claims must be submitted by mail; electronically filed claims must use Payer ID number 20934.</p>	<p>(855) 866-5462 Fax: (855) 502-4962 Molina Healthcare of Illinois P.O. Box 540 Long Beach, CA 90801</p>
<p>Credentialing Department Providers must meet credentialing requirement via the Illinois IMPACT system</p>	<p>(855) 866-5462 Fax: (855) 502-4962</p>
<p>DentaQuest Molina Healthcare’s dental vendor for routine dental care, cleanings, and checkups. Payer ID CX014.</p>	<p>Provider Services: (800) 508-6780 UM: (800) 294-9650 Claims Fax: (262) 834-3589 Claims/payment issues fax: (262) 241-7379</p>
<p>Healthmap Solutions (2/1/23) For Chronic Kidney Disease (CKD) stages 3, 4, 5 unspecified and End-Stage Renal Disease (ESRD)</p>	<p>(877) 546-7004</p>
<p>Member Services Department For member inquiries, including benefits, eligibility, changing PCPs, and complaints</p>	<p>Medicaid: (855) 687-7861 MMP: (877) 901-8181 TTY: 711</p>
<p>MTM Inc. Molina Healthcare’s non-emergency transportation vendor</p>	<p>(855) 740-3105 Arrange transportation Medicaid: (844) 644-6354 MMP: (844) 644-6353</p>
<p>New Century Health (3/1/23) For non-pediatric oncology and cardiology</p>	<p>(888) 999-7713</p>
<p>Pharmacy Department For questions about our preferred drug list, Prior Authorization for prescription drugs, or to find a network pharmacy</p>	<p>Medicaid: (855) 866-5462 MMP: (877) 901-8181 Medicaid Fax: (855) 365-8112 MMP Fax: (866) 290-1309</p>
<p>ProgenyHealth NICU notification (Medicaid), Case Management, and Utilization Management</p>	<p>(888) 832-2006 UM Fax: (888) 817-3624 CM Fax: (855) 834-2567</p>
<p>Provider Network Management For provider inquiries regarding address or Tax ID updates, denied claims, contracting, and training on Molina Healthcare’s policies and procedures</p>	<p>(855) 866-5462 MHILProviderNetworkManagement@MolinaHealthcare.com</p>
<p>Utilization Management For Prior Authorization and inpatient questions</p>	<p>(855) 866-5462 Fax: (866) 617-4971</p>