Advanced imaging provider communication
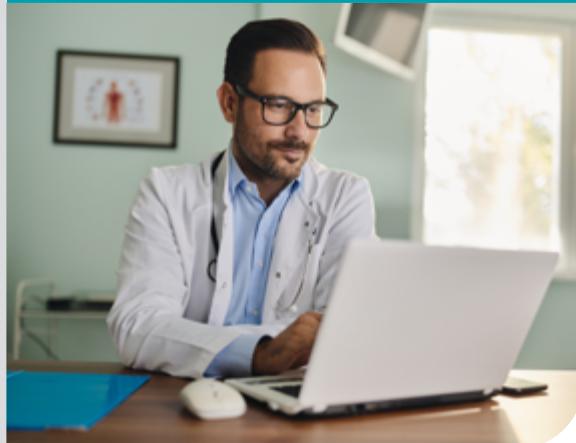
December 2023

MolinaHealthcare.com

Lines of business:

☑ Molina Medicaid
☑ Molina Medicare
☑ Molina Medicaid/ Medicare (MMP)
☑ Molina Marketplace

Molina is moving to ePortal submissions

Get automatic approvals for advanced imaging prior authorizations

Do you want to reduce administrative burden and improve patient care? Then, ePortal submission for Molina Clinical Services (MCS) Advanced Imaging (AI) prior authorization (PA) is the way to go!

Benefits of ePortal submission:
- Improve processing time from days to potentially minutes!
- Reduces disruptions to member care.
- Real-time authorization.
- Eliminates phone wait time and manual faxes.
- Clinical documentation can be submitted electronically.
- Automated tools improve efficiency and HIPAA compliance.
- Transparency on prior auth status.

MCG Cite AutoAuth for AI

We have also partnered with MCG Health to offer Cite AutoAuth (CAA) self-service for high-cost AI PA requests.

What is CAA, and how does it work?
By attaching the relevant care guideline content to each PA request and sending it directly to Molina, providers can receive an expedited – often immediate – response. CAA matches Molina's specific criteria to the clinical information and attached guideline content through a customized rules engine to potentially automatically authorize the procedure.

Self-service available in the CAA tool include, but are not limited to:
- MRIs
- CTs
- PET scans

To see the complete list of imaging codes that require PA, please refer to our PA Code LookUp Tool by visiting **MolinaHealthcare.com** and clicking on the **Health Care Professionals** tab.

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How to access and learn more

CAA can be accessed in the provider portal at Provider.MolinaHealthcare.com 24 hours a day, 7 days a week. You can also watch our MCG CAA video online at **youtube.com/watch?v=Lmjvwxl6QOo** to learn more.

What is needed for advanced imaging requests?

To process your advanced imaging PA requests promptly, please review and follow these best practices:

Do's

- Utilize our ePortal platform for faster review.
- Utilize the CAA within the ePortal platform.
- Attach all clinical notes within the past six months, including:
  - Specialist consultants and/or physical or occupational therapists.
  - Any lab test results.
  - Any previous imaging results such as ultrasounds, echocardiograms, x-rays, CT, MRI or PET scan report(s).
  - Reports of any investigative or therapeutic procedures such as endoscopy, biopsies or surgery.

Don'ts

- Submit requests without clinical notes or limited clinical notes (high risk of denial).
- Submitting late on Friday evenings as urgent/expediated.
- Incorrectly marking as urgent/expediated yet not meeting the definition (involving a severe threat to the member's health).
- Refaxing/resubmitting requests causing duplicative reviews.

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