

Molina Healthcare

CONTACT INFORMATION

Mississippi

The following is a list of contact information to assist you in making the appropriate contact with the service departments of Molina Healthcare of Mississippi (MHMS).

Department	Contact Information
<p>24 Hour Advice Line This telephone-based nurse advice line is available to all Molina Healthcare members. Members may call anytime they are experiencing symptoms or need healthcare information. Registered nurses are available 24 hours a day, seven days a week to assess symptoms and help make good healthcare decisions.</p>	<ul style="list-style-type: none"> • Phone: (844) 794-3638, TTY/TDD 711
<p>Appeals Pre-Service Appeals For providers seeking to appeal a denied Prior Authorization (PA) on behalf of a member only, fax Member Appeals. Post-Service Appeals For providers seeking to appeal a denied claim only, fax Provider Claim Disputes/Appeals.</p>	<p>Pre-Service Appeals Member Appeals Fax: (844) 808-2407 Post-Service Appeals Provider Claims Disputes/Appeals Fax: (844) 808-2409</p>
<p>Authorizations</p>	<ul style="list-style-type: none"> • Prior Authorizations Phone: (844) 826-4335 Inpatient Requests Fax: (844) 207-1622 All Non-Inpatient Fax: (844) 207-1620 • Radiology Authorizations Phone: (855) 714-2415 Fax: (877) 731-7218 • Transplant Authorizations Phone: (855) 714-2415 Fax: (877) 813-1206 • NICU Authorizations Phone: (855) 714-2415 Fax: (844) 207-1622 • WebPortal www.MolinaHealthcare.com/provider
<p>Avesis (Dental and Hearing)</p>	<ul style="list-style-type: none"> • Phone: (833) 282-2419 www.avesis.com



<p>Behavioral Health Molina Healthcare of Mississippi, Inc. manages all components of our covered services for behavioral health.</p>	<ul style="list-style-type: none"> • Phone: (844) 826-4335 • Inpatient Fax: (844) 207-1622 • All Non-Inpatient Fax: (844) 206-4006 • Email: MSBHProviderServices@MolinaHealthcare.com
<p>Care Management</p>	<ul style="list-style-type: none"> • Phone: (844) 826-4335
<p>Claims (Non-Pharmacy) The Claims Department is located at our corporate office in Long Beach, CA. All hard copy (CMS-1500, UB-04) claims must be submitted by mail to the address indicated. Note: Electronically filed claims must use Payor ID number – 77010.</p>	<ul style="list-style-type: none"> • Phone: (844) 826-4335 provider.MolinaHealthcare.com • Address: Molina Healthcare of Mississippi, Inc. PO Box 22618 Long Beach, CA 90801
<p>Claims Recovery/Refund Department The Claims Recovery Department manages recovery for overpayment and incorrect payment of claims. Refunds and supporting documentation must be submitted to the address indicated.</p>	<ul style="list-style-type: none"> • Phone: (866) 642-8999, option 3-2 • Fax: (844) 891-2863 • Address: Molina Healthcare of Mississippi, Inc. PO BOX 603696 Charlotte, NC 28260 - 3696
<p>Contracting & Credentialing The Credentialing Department verifies all information on the Practitioner Application prior to contracting and re-verifies this information every three years. The information is then presented to the Professional Review Committee to evaluate a provider's qualifications to participate in the Molina Healthcare network.</p>	<ul style="list-style-type: none"> • Phone: (844) 826-4335 • Fax: (844) 861-1577 • Email: MHMSProviderContracting@MolinaHealthcare.com • Address: 188 E. Capitol Street, Suite 700 Jackson, MS 39201
<p>Eligibility</p>	<ul style="list-style-type: none"> • Phone: (844) 826-4335 • WebPortal: provider.MolinaHealthcare.com
<p>Fraud and Abuse Prevention</p>	<ul style="list-style-type: none"> • Phone: (866) 606-3889 www.MolinaHealthcare.alertline.com
<p>Health Education/Management The Health Education and Health Management Department provides education and health information to Molina Healthcare members and facilitates provider access to the programs and services.</p>	<ul style="list-style-type: none"> • Health Education Phone: (866) 472-9483 • Weight Management Phone: (866) 472-9483 • Smoking Cessation Phone: (866) 472-9483 • Health Mgmt & Maternity Phone: (866) 891-2320 • Pregnancy Notification Fax: (866) 206-0435 • Healthcare Services Phone: (866) 826 4335 • Case Management Phone: (866) 826 4335
<p>March Vision</p>	<ul style="list-style-type: none"> • Phone: (844) 606-2724

<p>Member Services The Member Services Department handles all telephone and written inquiries regarding member claims, benefits, eligibility/identification, selecting or changing Primary Care Providers (PCPs), and member complaints.</p>	<ul style="list-style-type: none"> • Phone: (844) 809-8438, TTY/TDD 711 • Hours: 7:30 am - 8:00 pm M – F and the second weekend of every month from 8:00 am - 5:00 pm • Address: Molina Healthcare of Mississippi, Inc. 188 E. Capitol Street, Suite 700 Jackson, MS 39201
<p>Pharmacy Prescription drugs are covered by Molina Healthcare, via our pharmacy vendor, CVS Caremark. A list of in-network pharmacies is available on our website, or by contacting Molina Healthcare.</p>	<ul style="list-style-type: none"> • Phone: (844) 826-4335 • Fax: (844) 312-6371
<p>Provider Services The Provider Services Department provides education and training to the provider community. This team also handles telephone and written inquiries from providers for inquiries such as demographic changes, claims, credentialing, and web portal assistance. The department has Provider Services Representatives who serve all providers in Molina Healthcare of Mississippi’s provider network. Providers may contact the Provider Services Contact Center to locate the Provider Services Representative that serves their local area.</p>	<ul style="list-style-type: none"> • Phone: (844) 826-4335 • Fax: (844) 303-5188 • Address: Molina Healthcare of Mississippi, Inc 188 E. Capitol Street, Suite 700 Jackson, MS 39201
<p>MTM (Nonemergency Transportation)</p>	<ul style="list-style-type: none"> • MTM (Non Emergent Transportation) Toll Free: (888) 597-1206 Toll Free: (844) 826-4335 https://memberportal.net/?planCode=MOL
<p>Utilization Management (Authorizations & Inpatient Census) The Healthcare Services (formerly UM) Department conducts concurrent review on inpatient cases and processes Prior Authorization requests. The Healthcare Services (HCS) Department also performs Case Management for members who will benefit from Case Management services.</p>	<ul style="list-style-type: none"> • Prior Authorizations Phone: (844) 826-4335 Inpatient Requests Fax: (844) 207-1622 All Non-Inpatient Fax: (844) 207-1620 • Radiology Authorizations Phone: (855) 714-2415 Fax: (877) 731-7218 • Transplant Authorizations Phone: (855) 714-2415 Fax: (877) 813-1206 • NICU Authorizations Phone: (855) 714-2415 Fax: (844) 207-1622 • Address 188 E. Capitol Street, Suite 700 Jackson, MS 39201