



# Provider Manual

**Molina Healthcare of Michigan, Inc.  
(Molina Healthcare)**

**Molina Marketplace Product\***

**Effective 1/1/2015**

\*Molina Healthcare's Health Benefit Exchange product is now known as the Molina Marketplace product



## Section 1. Addresses and Phone Numbers

### Member Services Department

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. Member Services Representatives are available 8:00am – 5:00pm Monday through Friday, excluding State holidays.

<b>Member Services</b>	
Address:	Molina Healthcare of Michigan, Inc. 880 West Long Lake Rd., Suite 600 Troy, MI 48098
Phone:	(888) 898-7969
TTY:	(800) 649-3777 (English)

### Claims Department

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 listed below. Electronically filed claims must use payor ID number 38334. To verify the status of your claims, please call our Provider Claims Representatives at the numbers listed below:

<b>Claims</b>	
Address	Molina Healthcare of Michigan, Inc. PO Box 22668 Long Beach, CA 90801
Phone:	(855) 322-4077

### Claims Recovery Department

The Claims Recovery Department manages recovery for overpayment and incorrect payment of claims.

<b>Claims Recovery</b>	
Address	Molina Healthcare of Michigan, Inc. 25874 Network Place Chicago, IL 60673
Phone:	(866) 642-8999



## Credentialing Department

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.

<b>Credentialing</b>	
Address:	Molina Healthcare of Michigan, Inc. Washington, Suite 4000 Spokane, WA, 99201
Phone:	(855) 322-4077

## 24-Hour Nurse 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 health care information. Registered nurses are available 24-hours a day, seven (7) days a week to assess symptoms and help make good health care decisions.

<b>HEALTHLINE</b> <b>(24-Hour Nurse Advice Line)</b>	
English Phone:	(888) 275-8750
Spanish Phone:	(866) 648-3537
TTY:	711 Relay OR (866) 735-2929 (English) (866) 833-4703 (Spanish)

## Healthcare Services (UM) Department

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.

<b>Healthcare Services</b> <b>Authorizations &amp; Inpatient Census</b>	
Address:	Molina Healthcare of Michigan, Inc. 880 West Long Lake Rd., Suite 600 Troy, MI 48098
Phone:	(855) 322-4077
Fax:	(800) 549-7404



## **Health Education Management Level 1 Programs**

The Health Management Level 1 Programs provides education and health information to Molina Healthcare members and facilitates provider access to the programs and services.

<b>Health Management Level 1 Programs</b>	
Phone:	(866) 472-9483
Fax:	(562) 901-1176

## **Health Management**

The Health Management Department provides education and health information to Molina Healthcare members and facilitates provider access to the programs and services.

<b>Health Management</b>	
Phone:	(866) 891-2320
Fax:	(800) 642-3691

## **Motherhood Matters®**

The Health Management Department provides education and health information to Molina Healthcare pregnant members and facilitates provider access to the programs and services.

<b>Motherhood Matters®</b>	
Phone:	(866) 891-2320
Fax:	(562) 901-1176

## **Behavioral Health**

Molina Healthcare of Michigan, Inc. manages all components of our covered services for behavioral health. For member behavioral health needs, please contact us directly at:

<b>Behavioral Health</b>	
Address:	Molina Healthcare of Michigan, Inc. 880 West Long Lake Rd., Suite 600 Troy, MI 48098
Phone:	(855) 322-4077
24-hours per day, 365-days per year: (888) 275-8750	

## Pharmacy Department

Prescription drugs are covered by Molina Healthcare, via our pharmacy vendor, CVS Caremark. A list of in-network pharmacies is available on the molinahealthcare.com website, or by contacting Molina Healthcare at (855) 322-4077.

## Provider Services Department

The Provider Services Department handles telephone and written inquiries from providers regarding address and Tax-ID changes, provider denied claims review, contracting, and training. The department has Provider Services Representatives who serve all of Molina Healthcare of Michigan's provider network.

<b>Provider Services</b>	
Address:	Molina Healthcare of Michigan, Inc. 880 West Long Lake Rd., Suite 600 Troy, MI 48098
Phone:	(855) 322-4077
Fax:	(877) 708-2112

## Molina Healthcare of Michigan, Inc. Service Area

