



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 Monday through Friday, between 7:00 a.m. and 7:00 p.m. ET, excluding State holidays.

Member Services	
Address:	Molina Healthcare of Ohio, Inc. P.O. Box 349020 Columbus, Ohio 43234-9020
Phone:	(800) 642-4168
TTY:	(800) 750-0750 Or 7-1-1 during hours of operation

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 – **20149**. To verify the status of your claims, please call our Provider Claims Representatives at the numbers listed below:

Claims	
Address	Molina Healthcare of Ohio, Inc. PO BOX 22712 Long Beach, CA 90801
Phone:	(855) 322-4079

Claims Recovery Department

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

Claims Recovery	
Address	Molina Healthcare of Ohio, Inc. PO Box 715257 Columbus, OH 43271-5257
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.

Credentialing	
Address:	Molina Healthcare of Ohio, Inc. P.O. Box 349020 Columbus, Ohio 43234
Phone:	(855) 322-4079
Fax:	(866) 713-1893

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.

HEALTHLINE (24-Hour Nurse Advice Line)	
English Phone:	(888) 275-8750
Spanish Phone:	(866) 648-3537
TTY:	(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.

Healthcare Services Authorizations & Inpatient Census	
Address:	Molina Healthcare of Ohio, Inc. P.O. Box 349020 Columbus, OH 43234-9914
Phone:	(855) 322-4079
Fax:	(866) 449-6843



Health Education & Health Management Department

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.

Health Education & Management

Address: Molina Healthcare of Ohio, Inc.
P.O. Box 349020
Columbus, OH 43234-9914
Phone: (855) 322-4079

Behavioral Health

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

Behavioral Health

Address: Molina Healthcare of Ohio, Inc.
P.O. Box 349020
Columbus, OH 43234-9914

Phone: (855) 322-4079

Fax: (866) 553-9262

(24) Hours per day, (365) day per year by calling the Nurse Advise Line:

English Phone: (888) 275-8750

Spanish Phone: (866) 648-3537

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 website at www.MolinaHealthcare.com, or by contacting Molina Healthcare at (855) 322-4079

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 Ohio's provider network.

Provider Services

Molina Healthcare of Ohio, Inc., P.O. Box 349020, Columbus, OH 43234-9020

www.MolinaHealthcare.com



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Fax:	(866) 713-1893

