

Molina Healthcare of South Carolina

Important Information. Please Read.

Provider Notification of Prior Authorization (PA) Timeliness Standard Changes

What is changing?

Turnaround times (TAT) for retail urgent and standard PA requests are being updated to be decisioned in 24 hours.

| PA Type | Current Pharmacy PA Turnaround Time (TAT) | Future Pharmacy Turnaround Time (TAT) | Current Physician Administered (JCode) Turnaround Time (TAT) | Future Physician Administered (Jcode) Turnaround Time (TAT) |
|----------|---|---------------------------------------|--|---|
| Urgent | 72 Hours | 24 hours | 72 Hours | 72 hours |
| standard | 14 days | 24 hours | 14 days | 14 days |

Why is it changing?

Molina is updating TATs to improve provider access to faster PA decisions by decreasing TAT, facilitating more timely member access to the pharmacy benefit and aligning with current accreditation timeliness standards.

When will the change occur?

The change in timeliness standard will occur no later than **March 1, 2023**.

Who will be impacted?

Providers and members will gain faster access to plan PA decisions.

As a result of the updated timeliness standards, it will be more important to submit chart notes and relevant clinicals with each prior authorization (PA) submitted to facilitate plan review. PA requests submitted with insufficient information often result in an unnecessary denial.

Please remind your office staff to be on the lookout for communications from the health plan requesting additional information. Rapid response to requests for additional information will save your office time and avoid the need to submit an appeal since insufficient information most often leads to an unnecessary denial.

FACT: Approximately 50% of denied PA requests are overturned with the submission of relevant clinical information.
Relieve the administrative burden on your office staff by supplying all relevant clinical information with each initial PA submission.

What is not changing?

There will be no change to TAT for urgent and standard medical PA requests (Jcodes).

Provider Services: (855) 237-6178

MolinaHealthcare.com



Please contact the Provider Services team with questions on submitting a PA or consult the Provider Portal to obtain additional information. The Molina legacy portal is sunsetting on March 28, 2023.

Thank you for your continued collaboration in improving the health of our members!

Molina Healthcare Provider Services

New Provider Portal Alert ***

Register Now for Availity, Molina Healthcare's Inc. (Molina) New Provider Portal

<https://www.availity.com/molinahealthcare>

Please refer to the Medicaid PA Guide for phone numbers, fax numbers and further information here:

<https://www.molinahealthcare.com//media/Molina/PublicWebsite/PDF/Providers/sc/medicaid/MedicaidPAGuide.pdf>