

Important Molina Contacts
Hours of Operations Medicaid/CHIP 7:00 a.m. – 6:00 p.m.

Prior Authorizations:

Medicaid/CHIP Phone: 855-322-4080
 Outpatient Services Fax: 866-420-3639
 Inpatient Admissions Fax: 833-994-1960
LTSS Authorizations: Fax: 866-420-3639
Nursing Facilities (Medicaid/CHIP):
 Phone: 855-322-4080 Fax: 866-420-3639

NICU Admissions (Starting 3/4/2024)

CHIP:
 Phone: 855-322-4080 Fax: 833-994-1960
 Star/Star+Plus:
 Phone: 888-832-2006 Fax: 888-358-4011

Radiology Authorizations:

Phone: 855-714-2415 Fax: 877-731-7218

Pharmacy Prior Authorizations:

Medicaid/CHIP Prescription and most Healthcare Administered Drugs Requests:
 Phone: 855-322-4080
 Fax: 888-487-9251

Behavioral Health Authorizations:

Phone: 866-449-6849 Fax: 866-617-4967

Transplant Authorizations:

Phone: 855-714-2415 Fax: 877-813-1206

STAR+PLUS Service Coordination Line:

Phone: 866-409-0039

24 Hour Nurse Advice Line (24 hours a day, 7 days a week)

Phone: 888-275-8750 or TTY:711
 Member who speak Spanish can press 1 at the IVR prompt; the nurse will arrange for an interpreter, as needed, for non-English speaking members.
 No referral or prior authorization is needed.

Member Customer Service including Benefits/Eligibility/Prior Authorization Assistance:

Medicaid: 866-449-6849 Fax: 281-599-8916
 TTY/TDD: Relay Texas
 English: 800-735-2989 OR 711
 Spanish: 800-662-4954

Provider Customer Service: 8:00 a.m. – 5:00 p.m.

Phone: 855-322-4080 Fax: 281-599-8916

Vision Care: (<https://www.vsp.com/medicaid>)

VSP
 Toll-Free Number (844) 859-5870

Medicaid Dental (VAS):

DentaQuest Phone: (833) 479-0206
 Fax: (262) 834-3589

Transportation:

Non-Emergent Medical Transport/Non-Medical Transport (NEMT/NMT)
 Access2Care
 Medicaid: 866-462-4857
 MMP: 866-462-4856