

Provider Memorandum

New Online Peer-to-Peer Scheduling Tool for Medicaid Medical

Molina Healthcare of Illinois (Molina) is pleased to announce a new online scheduling tool to request a Peer-to-Peer (P2P) Review. This tool is available to you for your Molina Medicaid patients for certain Medical* services. Rather than calling Molina, providers can now complete a simple online form to request a P2P Review. [Click here for the online P2P Scheduling Tool.](#)

This tool will help you and your practice save time and resources—plus serve your patients better:

- Flexible—Submit the request 24/7 at your convenience.
- Time Saving—No wait/hold time on the phone.
- Accurate—Automatic record of your request.
- Seamless—Scheduling based on your requested times.
- Efficient—Molina receives and reviews requests more quickly.

Molina's established guidelines for Peer-to-Peer Reviews apply ([reference this memo for details](#)); you simply have a more efficient way to request a conversation with a Molina Medical Director.

What Providers Can Expect

- You will receive a confirmation number at the time of submission.
- Molina will send you a confirmation email within 24 hours that includes next steps.
- You may only submit one request per member.
- Please allow two business days for Molina to respond.

Note: You may always request a Reconsideration instead of a P2P.

Important: Peer-to-Peer Reviews must **never** be recorded, and Molina Medical Directors reserve the right to decline recorded Peer-to-Peers.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

*The online P2P Scheduling Tool is currently only for Medicaid Medical P2P Review Requests, not Advanced Imaging, Behavioral Health, or Pharmacy.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.