

# Provider Memorandum

## Reminders—Proper Use of Urgent Requests vs. Routine, Plus ASC Redirection

Molina Healthcare of Illinois (Molina) reminds providers that urgent requests are only required if the member may experience serious deterioration of health or an impact to regaining maximum function.

### Normal Procedure

Molina works to respond to **all** requests in a timely manner to avoid delays in care. We strive to meet the Turnaround Times (TAT) required by accrediting bodies and state law 100% of the time.

The team responds to routine requests within four (4) days of receipt. Urgent requests require a response within 48 hours of receipt. Urgent requests received on Friday must be responded to—at the latest—by Sunday. The provider should determine whether the request is actually urgent **before** making a request.

### The Urgent Difference

Urgent/Expedited requests are reserved for instances of **potential serious deterioration in the member's health or impact on member's ability to regain maximum function.**

Please **do not** use “urgent” as a tool to schedule elective cases or obtain a response sooner. Use of “urgent” often and **inappropriately** affects our overall response time, which may lead to unwanted and unintended consequences for providers and members.

### ASC Redirection

Last year, Molina announced plans to redirect certain procedures **away from** the hospital and to Ambulatory Surgery Centers (ASCs). If these procedures are being done in a hospital, Prior Authorization (PA) is always needed.

Unlike other procedures that require PA, clinical information is **not** needed to determine if the procedure is necessary. We are reminding you that you **must** provide information that **explains why** the procedure is being done in the hospital rather than an ASC. The information can be a note, a sentence or two on fax cover sheet, etc.

Please do **not** send clinical information without an explanation for **why** the procedure is planned for the hospital rather than an ASC. If the procedure is to be performed in an ASC, PA is not required.\*

### Questions?

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

## **Get Critical Updates**

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

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

\* Exceptions are procedures that require Prior Authorization regardless of the location where they are to be performed.