

Provider notice

Long-term Services and Support authorizations process change

Effective January 1, 2023, all Long-term services and support (LTSS) Service authorizations (i.e. personal care and respite care) will require a separate authorization number for each service requested. There will be no change to the current process of submitting or reviewing requests. A separate authorization number and notification will be issued for individual services.

Please contact Provider Services between 8 a.m. and 6 p.m. Monday through Friday if you have any questions:

- **Commonwealth Coordinated Care Plus:** (800) 424-4524, TTY/TDD: 711
- **Medallion 4.0:** (800) 424-4518, TTY/TDD: 711
- MCCVA-provider@molinahealthcare.com

Thank you for participating with Molina Complete Care (MCC) to provide high quality health care services to our members.