



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Chelan County Horselake Wildfire—Disaster Response

Molina Healthcare of Washington, Inc. wants to ensure members who may have been displaced and affected the Horselake Wildfire in Chelan County have access to their medications, DME, or medical supplies. We are sending this communication to remind our providers of the processes in place to assist any impacted Molina members.

- Emergent and urgent services do not require prior authorization.
- Our Pharmacy department will allow:
 - Emergency fill for lost prescriptions, early fills, extended supply and/or stolen or damaged medication overrides over-the-phone for members affected by the fire.
 - Over-the-phone overrides for additional rescue inhalers given the decreased air quality, regardless of the patient's location.

Note: Pharmacies should call providers to get a one month supply approved
- Authorization requests for members needing replacement DME and medical supplies will be handled expeditiously.
 - Provider should indicate on the prior authorization request that the member does not have access to or has lost the item due to being displaced by wildfire.
 - These requests can be submitted via fax or phone via the numbers below.
- Member resources/information can be found on our member public website at MolinaHealthcare.com. Members can also call Member Services for assistance (800) 869-7165.

If you have questions, please contact the appropriate Molina departments:

- Pharmacy: (800) 213-5525 or fax (800) 869-7791
- Healthcare Services (Utilization Management or Case Management): (800) 869-7185 or fax (800) 767-7188
- Provider Services: (888) 858-541

Thank you for your service to Molina members.