



Provider News Bulletin
February 11, 2021
(original sent via email on February 8, 2021)

Molina Healthcare of New Mexico, Inc.

Dear NM Provider,

Please note Molina Healthcare of New Mexico's Prior Authorization telephone number is (855) 322-4078. Unfortunately, 2021 Molina Marketplace Physical ID Cards (those delivered to Members) are reflecting an incorrect Prior Authorization phone number.

As a reminder, please use your current Molina Marketplace provider support reference materials and online resources to support Prior Authorization requests, including:

- **Molina Provider Portal**
- **Molina Marketplace Provider Manual**
- **Electronic ID Cards** (presented at the time of services by Molina Marketplace Members via our mobile application)

Physical ID Card Issue:

- 2021 Molina Marketplace Physical ID Cards (those delivered to Members) are reflecting an incorrect Prior Authorization phone number.

Remediation:

- Molina Healthcare of New Mexico is in the process of sending corrected, replacement Physical ID Cards to our NM Molina Marketplace Members to match your provider support reference materials and online resources.
- In the interim, Prior Authorization requests made to the incorrect telephone number will be managed and we will support your request, on behalf of Molina Marketplace Members.

Please use your current Molina Marketplace provider support reference materials and online resources to support Prior Authorization requests, as listed above. We apologize for any inconvenience this may have caused with Prior Authorization processing.

Thank you for your continued support of Molina Healthcare of New Mexico. Please contact your Molina Provider Services Representative, if you have any questions.

Sincerely,
Molina Healthcare of New Mexico Provider Services
Email – ProviderServices@MolinaHealthCare.com