

Dental Provider Bulletin

From Molina Healthcare of Nebraska

12/30/2024

Guidelines for Dental Service Prior Authorization Extensions

Molina Healthcare of Nebraska has made updates to the guidelines for prior authorization service requests, in an effort to reduce prior authorization denials.

If Molina Healthcare of Nebraska receives a prior authorization service request that requires additional information, outreach to the provider will be completed to obtain the required clinical information (e.g., x-rays, perio chart, rationale). This change may extend our review time; however, a decision will be rendered no more than 25 days from the request date.

If, after the extension, the outstanding clinical information has not been received, the authorization will be denied, and the provider will be instructed to submit a new authorization.

If you have any questions or need assistance, please call the SKYGEN Provider Contact Center at 855-806-5192, Monday-Friday 7am to 8pm CST.