

Initial Review (must be completed in 10 working days)

1. Review submitted packet to determine if all required documents/items are present.
2. If all documents are not present, indicate which documents are not present and forward PA form indicating packet is **INCOMPLETE** (note which documents/items are missing). PA form is forwarded only to the submitting provider and case manager. Inform provider to submit additional information with a new PA form within 30 calendar days.
3. If packet is complete, follow through with full Clinical Review.

Follow-up Review of an Initially Incomplete Packet (must be completed within 10 working days of receipt of requested information from an Initial Review)

1. Use originally submitted packet and newly submitted information to determine if all required documents/items are present.
2. If all documents/items are not present, indicate which documents/items are not present, on the PA form. Forward PA form indicating a **TECHNICAL DENIAL** (note which documents/items are missing) to the submitting provider and case manager. Inform provider to submit a new packet with new effective dates or to request a Contestation of Technical Denial.
3. If packet is complete, follow through with full Clinical Review.

Clinical Review of Complete Packet (must be completed within 10 working days of receipt of complete packet)

1. Use all documents/items submitted to complete the clinical review.
2. If clinical criteria are not met, issue a **CLINICAL DENIAL** on the PA Form and submit form to the following: provider, case manager, and individual or guardian. Assure that the "Notice of Fair Hearing Rights" is included on the back of the PA form or make a copy of the notice and include in the denial notification.
3. If clinical criteria are met, issue an **APPROVAL** on the PA form and submit to the following: provider, case manager, and Molina Utilization Review.