

New Provider Claim Disputes Process

Information for all providers

Effective January 1, 2026, the Molina Healthcare of Idaho Provider Relations Team will no longer accept claim disputes via email or phone. All claim disputes for a denial, payment amount, or code edit must be submitted following the Claim Dispute Process outlined in our 2026 Provider Manuals. Any disputes sent to the Idaho Provider Relations Team will be returned advising the submitter of the correct process for filing a dispute.

Please see the details below regarding the correct submission processes.

Why is this process changing? Molina Healthcare of Idaho is adjusting our internal processing and policies to align with the Idaho Department of Health & Welfare (IDHW) Duals Program requirements. This change allows Molina to better research, track and trend, report, and resolve inquiries received by providers for claim-related disputes. Our commitment is to address provider disputes quickly and thoroughly. This new process ensures we will meet IDHW's expectations and provide a consistent process to reduce the administrative burden on our provider partners.

What does this mean for our providers? Providers must file their initial disputes on a claim through the Availity Essentials Portal, fax or phone. Through these channels, providers will receive an acknowledgment of their dispute and a resolution.

What is not changing? Molina's commitment to providing excellent service to our provider partners. Your Provider Relations Representative is still your escalation point for disputes that are not resolved timely or as your next step if you believe the dispute resolution is not correct. We are also here to provide education and training to our network.

What are the Claim Dispute Submission channels?

Availity Essentials Portal: Please submit requests by our preferred method, the Availity Essentials Portal, by visiting [Availity.com/MolinaHealthcare](https://www.availity.com/MolinaHealthcare).

Fax: If submitting via fax, you must use the Claim Dispute Form located on the Provider Website under the "Forms" tab, or the submission will be returned to the submitter.

- Medicaid: (877) 682-2218
- Medicare: (562) 499-0610

Phone: Providers may contact Provider Services to submit a dispute verbally on and after January 1, 2026.

- Medicaid: (844) 808-1383
- Medicare: (844) 239-4914

Please contact your Provider Relations Representative if you have any questions or would like a training session on how to submit Claim Disputes via the Availity Essentials Portal.