

Provider Memorandum

Reminder of Accepted Claim Submission Pathways

Molina Healthcare of Illinois (Molina) reminds providers of the correct pathways for submitting a claim to Molina. Claims submitted to non-approved locations and/or via non-approved pathways will be returned.

Molina **no longer accepts** claims submitted via non-approved submission pathways. Molina **does accept** claims electronically via clearinghouse (Payer ID 20934) and through the [Availity Essentials Provider Portal](#). **Note:** These are the preferred methods of submission.

If the provider is unable to submit electronically, Molina also accepts paper claims on original (red-colored) CMS-1500 and 1450 (UB-04) claim forms mailed to:

Molina Healthcare of Illinois, Inc.
P.O. Box 540
Long Beach, CA 90806

Important: These are the **only** acceptable claim submission pathways.

New and/or corrected paper claims **must** be sent via these approved routes to ensure they are received in a controlled, secure environment and to reduce delays in processing. **Paper claim submissions will not be considered “accepted” by Molina until received via clearinghouse, Availity Essentials Portal, or at the Long Beach P.O. Box (above).**

Claims submitted to non-approved locations/pathways will be returned.

Paper Claim Submission Requirements

Providers should make every attempt to submit claims electronically via clearinghouse or the Portal.

Important: Submission of paper claims **must** adhere to the following requirements:

- Paper claims **must** use original Flint OCR red-and-white CMS-1500 (02/12) and CMS-1450 (UB-04) paper claim forms.
 - Other claim form types will be immediately rejected and returned to the provider. This includes black-and-white forms, copied forms, and forms with any alteration, including claims with handwriting.
- Paper claims are typed with either 10- or 12-point Times New Roman font in black ink.
- Paper claim submission **must** avoid the use of highlights, italics, bold text, or staples.

Additional information on claim submission requirements is available in our Provider Manual(s) located on the website [MolinaHealthcare.com](https://www.molinahealthcare.com).

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at [MolinaHealthcare.com](https://www.molinahealthcare.com).

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.