

Molina Healthcare of Illinois Marketplace QRG

Area of Service	Contact Information
Provider Network Management Monday through Friday, 8 a.m. to 5 p.m. Central Time	(855) 866-5462 MHILProviderNetworkManagement@molinahealthcare.com
Provider Portal <ul style="list-style-type: none"> • Member eligibility, ID, Out-of-Pocket Expense • Create, Submit, Correct, Monitor Claims • Create, Submit, and Monitor Prior Authorization/Service Requests • Retrieve, Compare HEDIS® Scores • Create, Submit Appeals • Third-Party Billing Access 	Molina's Availity Provider Portal: availability.com/molinahealthcare Molina's Legacy Provider Portal: provider.molinahealthcare.com/provider/login
Credentialing Resources All Marketplace providers must complete the credentialing process with CAQH® ProView®. Contact the CAQH Help Desk.	Phone: (888) 599-1771 caqh.updhelp@acsgs.com Fax: (866) 293-0414
Credentialing Department	Phone: (800) 423-9899 or (509) 321-1300 Fax: (800) 457-5213 or (509) 321-1345 Fax 2: (800) 457-5203 or (509) 321-1346
Service Authorizations Prior Authorizations, Utilization Management	availability.com/molinahealthcare Fax: (833) 322-1061
Prior Authorization Online Resources <ul style="list-style-type: none"> • PA Code LookUp Tool • Prior Authorization Code Matrix • PA Pre-Service Review Guide 	Medical PA Fax: (866) 617-4971 Pharmacy PA Fax: (855) 365-8112
Frequently Used Forms Provider Manual, Forms	Forms and Documents (molinahealthcare.com)
Case Management Care Management	(855) 866-5462
Pharmacy Department CVS Caremark, Pharmacy benefit vendor.	(855) 866-5462
Claims Department Molina's Payer ID: 20934	availability.com/molinahealthcare (855) 866-5462

Area of Service	Contact Information
<p>Claims Recovery Department Manages recovery for overpayment and incorrect payment of claims.</p>	<p>Fax: (855) 260-8740 Molina Healthcare of Illinois, Inc. Bin 88826 Milwaukee, WI 53288-0826</p>
<p>Claim Disputes/Appeals A Claims Dispute Request form is required when submitting a claim dispute via fax.</p>	<p>availity.com/molinahealthcare Fax: (855) 502-4962</p>
<p>Recovery Disputes</p>	<p>Molina Healthcare of Illinois, Inc. P.O. Box 2470 Spokane, WA 99210-2470</p>
<p>Quality Department</p>	<p>(855) 866-5462 Fax: (855) 556-2074</p>
<p>Compliance and Fraud AlertLine If you suspect cases of fraud, waste, or abuse, you must report it to Molina and the appropriate state agency.</p>	<p>(866) 606-3889 molinahealthcare.alertline.com Confidential Compliance Official Molina Healthcare, Inc. 200 Oceangate, Suite 100 Long Beach, CA 90802</p>
<p>Member Services Monday through Friday, 8 a.m. to 6 p.m. Central Time</p>	<p>(833) 644-1623 (English & Spanish) TTY/TDD: 711 My Molina Portal: member.molinahealthcare.com</p>
<p>Member Pre-Service Appeals Monday through Friday, 8 a.m. to 5 p.m. Central Time. Must be submitted within 180 days of a denial.</p>	<p>MHI.IL.Appeal@molinahealthcare.com Fax: (855) 502-5128 Molina Healthcare of Illinois, Inc. Attn: Member Appeals Department 2001 Butterfield Rd., Suite 750 Downers Grove, IL 60515</p>
<p>Member ID Card Molina Marketplace plans currently do not have reciprocity from state to state. Providers who provide covered services to out-of-state members will be considered out of network. The Member's state-specific plan can be found in the lower left corner of the card's front side.</p>	

