

Primary Care Provider (PCP) Panel Verification and Panel Status Confirmation

As part of Molina Healthcare of Michigan ongoing efforts to improve the member experience and reduce unnecessary outreach to provider offices, we have enhanced our Primary Care Provider (PCP) change process to include a PCP Panel Verification step.

When a member requests a PCP change, our Support Center representatives may contact your office to confirm whether you are currently accepting new Molina Healthcare of Michigan members (including by Line of Business) at a specific service location. This verification helps ensure our systems accurately reflect your panel availability and contact information.

We may be reaching out because recent verification activity indicated one or more of the following:

- Your panel may not be accepting new members (overall or for a specific Line of Business).
- Contact or service location information may need to be confirmed.
- Your panel status was updated and later reinstated, suggesting a possible discrepancy.

Maintaining accurate panel and directory information helps:

- Avoid assigning members when access is unavailable.
- Reduce repeat calls to your office.
- Ensure members are directed to appropriate, available providers.

If any of this information has changed, or if you'd like to confirm your current panel status, we appreciate your partnership in keeping our records up to date.

Please don't hesitate to contact your Provider Relations representative with any questions:

MHMProviderServicesMailbox@MolinaHealthCare.Com

Thank you for your time and continued collaboration in supporting Molina Healthcare of Michigan members.