

March 24, 2023

Provider notice

Molina Healthcare members experiencing discrepancy on member identification cards

Issue identified

Molina has identified an issue that impacted Molina member ID cards. The Medicaid ID and Subscriber ID numbers printed on the cards were inadvertently transposed. As a result, some providers may have had trouble verifying the members coverage.

Resolution

Molina mailed out new ID cards to all of our members impacted by this issue.

Members should receive their new ID cards with the correct member information in a timely manner. We apologize for any inconvenience.

Questions?

As always, your partnership with Molina is highly valued, and we are committed to providing you with excellent customer service. If you have any questions or concerns, please contact your Molina Provider Services Manager at MCCVA-Provider@molinahealthcare.com.

Sincerely,

Molina Healthcare