

Provider Bulletin

Molina Healthcare of Washington, Inc.

June 19, 2026

Provider Claim Inquiry (PCI) email requirement (Medicaid, Marketplace, and Medicare)

To enhance our communication with providers regarding claim inquiries, Molina Healthcare of Washington, Inc. is introducing a new step to the Provider Claim Inquiry (PCI) process, effective July 24, 2026. Providers will now be required to include an email address when submitting a PCI through our Network team or Provider Services team to ensure Molina is able to provide timely feedback.

Why this matters:

This small change will make a big difference:

- Providers will get written digital updates, ensuring systematic communication of claim decisions.
- No more wondering—resolution confirmations will be sent directly to the provider via the provided email address.
- Fewer follow-up calls are needed, reducing a time-consuming burden!

How it works:

- When a PCI is submitted to Molina Network team or Provider Services team, the email provided will be used for communication about that inquiry.
- Our claims team will send a digital response with resolution details—no phone calls or manual follow-up needed.

Please note: If a provider cannot provide an email address, we will need to redirect your inquiry to the Availity Essentials portal. This will ensure that your questions and concerns are addressed appropriately and efficiently.

This update does not affect Provider Agreements, and Molina is working on FAQs and internal guidance to support the rollout.

In the meantime, please don't hesitate to contact your Provider Relations at mhw_provider_relations@molinahealthcare.com with any questions or feedback.

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