

Molina Legacy Provider Portal Sunsetting

Information for all network providers

The Molina Healthcare Provider Portal will sunset effective May 23, 2023, and providers will no longer be able to access the Molina Provider Portal and its functions directly.

After May 23rd, the following tools will be accessible ONLY via Availity Essentials (Availity): eligibility and benefits, claims inquiry, claims submission, saved claims, claims template portal, and member search.

Availity is now the official, secure provider portal for Molina providers. If your organization is not yet registered for Availity, visit [Availity.com/MolinaHealthcare](https://www.availity.com/MolinaHealthcare) and select the Register button. For registration issues, call Availity Client Services at (800) AVAILITY (282-4548) Monday-Friday from 8 a.m. to 8 p.m.

In addition to the functionality noted above, Availity also allows you to do the following:

- **Claim Status:** Expanded search options include member name, service dates, claim history, or the 276 HIPAA standard. Adjustment and Remittance Codes, along with their descriptions, at the claim and line level.
- **Smart Claims:** Simplified claim entry tool with only the essential fields you need. Use data from prior eligibility and benefits submissions to autofill the claim.
- **Eligibility and Benefits:** Use data from prior eligibility and benefits submissions to search for patients and autofill the claim.
- **Attachments:** Upload supporting documentation with the claim using the Send Attachments feature. Transmit up to 10 attachments (128 MB total file size) with the claim submission.

Coming soon in 2023:

- **Accumulators:** Each member/plan submitted returns the Molina Plan/dollar and benefit/count accumulated toward the limit.
- **Prior Authorizations:** Manage your Molina PA on Availity and use the Auth/Referral Dashboard to follow up on the status of the PA.

New Enhancements in Availity

Information for all network providers

Several new features and enhancements have been made to the Availity Portal, including:

- **Overpayments:** Eliminate mail and fax for faster dispute resolution and ensure overpayment requests are up to date. View the status and details of any claim Molina has identified as an overpayment. Request additional information, dispute, or resolve the overpayment.
- **Claim Correction:** Molina providers now have access to a new Claims Correction feature from the Claims Status page. Claims Correction allows you to correct and resubmit a paid or denied claim from the Claim Status response page.
- **Patient Search:** Save time entering patient information for an eligibility and benefits inquiry. Enter the patient's member ID or last name, first name, and date of birth (DOB), and select the patient matching the criteria. The information will automatically populate on the request.

In This Issue – April 2023

- [Molina Legacy Portal Sunsetting](#)
- [New Enhancements in Availity](#)
- [Availity Provider Portal Training](#)
- [Medicaid Renewals](#)
- [Provider Demographic Updates](#)
- [Get the Molina PB via Email](#)

Questions?

Provider Services – (855) 322-4079
Monday - Friday: 7 a.m. to 8 p.m. for Medicaid, 8 a.m. to 6 p.m. for MyCare Ohio, and 8 a.m. to 5 p.m. for Medicare and Marketplace

Email us at OHProviderRelations@MolinaHealthcare.com

Visit our website at [MolinaHealthcare.com/OhioProviders](https://www.MolinaHealthcare.com/OhioProviders)

Connect with Us

www.facebook.com/MolinaHealth
www.twitter.com/MolinaHealth

Join Our Email Distribution List

Get this bulletin via email. Sign up at [MolinaHealthcare.com/ProviderEmail](https://www.MolinaHealthcare.com/ProviderEmail).

- **Molina Medicare is Now Included in Molina Payer Option:** Select only one option in the Payer field. The Molina Medicare option no longer displays in the Payer field. When you select the Molina Healthcare option for the region, the plan coverage for the member includes MyCare Ohio, Marketplace, Medicare, and Medicaid.

Availity Provider Portal Training

Information for all network providers

Learn about the features and functionality offered for Molina providers by logging into the Availity Portal, going to Help & Training > Get Training, and viewing the "Crosswalk from Molina Healthcare to Availity Essentials" topic information.

Live Availity Trainings: Learn how to work with Molina on Availity and access popular capabilities. Training information includes:

- View and submit claims
- Uploading supporting documentation using the Send Attachments feature
- Directly message Molina from with the Claim Status and E&B transactions
- Access these Single Sign On (SSO) capabilities through Molina's Payer Space: Appeals/Correct Claims, Authorizations, Member Roster, and Reports.

Register in the Availity Portal. Under "Help & Training," select "Get Trained." In the training catalog, go to the "Sessions" tab and select one of the following:

- Tues., May 9, 2 p.m.
- Thurs., May 25, 3 p.m.
- Contact training@availity.com at any time to receive Availity Portal training.

Important Information Regarding the Resumption of Medicaid Renewals

Information for Medicaid and MyCare Ohio providers

As a reminder, ODM resumed the Medicaid renewals (also referred to as "Medicaid redeterminations") process on Feb. 1, 2023. The first disenrollments for non-renewal, or loss of eligibility, will occur on April 30, 2023, with a May 1, 2023 effective date.

Please visit the FAQs on Molina's website [Medicaid Renewals \(MolinaHealthcare.com\)](https://www.molinahealthcare.com/medicaid-renewals) to learn more and find instructions on how to access Medicaid Renewal dates for your patients by performing an Eligibility and Benefits inquiry via the Availity Essentials Portal. Primary Care Providers may also access Renewals information on their member rosters located in Availity.

Provider Demographic Updates

Information for Medicaid and MyCare Ohio providers

With the launch of the [ODM Provider Network Management \(PNM\)](#) system on Oct. 1, 2022, it is critical that providers go in and update any provider demographic changes.

- ODM: Updates should be made in the PNM system
- Molina: Providers should follow the instructions in the [Provider Information Update Form](#) located on our Provider Website under the "Forms" tab.

Get the Molina Provider Bulletins via Email

Information for all network providers

Did you receive this communication via fax? Get future communications instantly via email by signing up at [MolinaHealthcare.com/providers/oh](https://www.molinahealthcare.com/providers/oh), on the "Provider Bulletin" page, under the "Communications" tab, by selecting "Sign up to receive Molina Healthcare's Provider Bulletin via email here."