



Member Mail/Email – HPS Migration Update

SUBJECT:

Update: Molina's New Payment and Billing System

BODY COPY:

Dear Member,

Several weeks ago we reached out to inform you of some exciting changes being made to Molina's payment and billing system. These updates were being made to make our system more secure and convenient for you, as well as add new functionality such as paperless billing.

We are happy to report that transition has been completed. As with any transition, not every aspect went flawlessly, and our team is working diligently around the clock to fix any outstanding issues.

We apologize for any difficulties you might be experiencing viewing your enrollment status, plan data, or payment options. We appreciate your patience and ask that you check back shortly as we quickly correct these outstanding issues. We will also alert you when these final fixes are made and look forward to providing you excellent service as we help you navigate your healthcare needs.

We know you have a choice when it comes to healthcare and we thank you for choosing Molina.

Sincerely,

Your Molina Healthcare Team