

Molina Legacy Provider Portal Sunsetting

Information for all network providers

Availity Essentials (Availity) is now the exclusive secure provider portal for Molina Healthcare's traditional (non-atypical) providers.

After today, May 23, providers will no longer have direct access to the Molina Legacy Provider Portal.

Enhance your workflows on Availity Essentials today and save time using the following:

- **Eligibility and Benefits:** Use data from prior eligibility and benefit submissions to search for patients and autofill a claim.
- **Patient Search:** Save time entering patient information for eligibility and benefits inquiries. 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.
- **Claim Status:** Expanded search options include member name, service dates, claim history, and the 276 HIPAA (Health Insurance Portability and Accountability Act) standard.
- **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.
- **Smart Claims:** A simplified claim submission tool with only the essential fields.
- **Payer Spaces:** Access applications, resources, news, and announcements specific to Molina.

Note: Providers will still be able to access tools from Molina's Legacy Portal from the Resources tab in the Payer Spaces such as Appeal or Correct Eligible Claims, Claims Template Portal, Patient Care, Care Coordination Portal, Prior Authorizations, and Reports.

A Blueprint for Success: Learning your way around a new neighborhood is easier with a guide. For a list of tools and features available on Availity Essentials, use the Crosswalk from Molina Healthcare to Availity Essentials Help Topic. Or check out availity.com/MolinaHealthcare.

Live Availity Trainings: If you're a registered Availity user, you can take advantage of the live webinar, "Availity Essentials Provider Portal Overview for Molina Providers," on the Availity Learning Center.

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 for Claim Status and E&B transactions
- Accessing Single Sign On (SSO) capabilities through Molina's Payer Spaces

Register in the Availity Portal. Under "Help & Training," select "Get Trained" and view the "Crosswalk from Molina Healthcare to Availity Essentials" topic information. In the training catalog, go to the "Sessions" tab and select one of the following:

- Thurs., May 25, 3 p.m.
- Wed., June 7, 12 p.m.

In This Issue – May 2023

- [Molina Legacy Portal Sunsetting](#)
- [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

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.

- Fri., June 23, 10 a.m.
- Mon., July 17, 12 p.m.
- Wed., July 26, 3 p.m.
- Contact training@availity.com at any time to receive Availity Portal training.

Atypical Providers Trainings: Atypical Providers (i.e., personal care, adult day care, taxi services, or home modifications) who have questions about registering should explore the registration resources on the Availity's atypical training website at availity.com/Essentials-Portal-Registration.

Note: The Legacy Portal sunset does not affect the SKYGEN Dental Portal.

Important Information Regarding the Resumption of Medicaid Renewals

Information for Medicaid and MyCare Ohio providers

As a reminder, the Ohio Department of Medicaid (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, occurred on April 30, 2023, with a May 1, 2023 effective date.

Please visit the Frequently Asked Questions (FAQs) page on Molina's website [Medicaid Renewals \(MolinaHealthcare.com\)](https://MolinaHealthcare.com), 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 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. Please be sure to follow both steps noted below:

- For ODM: Updates should be made in the PNM system.
- For 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, on the "Provider Bulletin" page, under the "Communications" tab, by selecting "Sign up to receive Molina Healthcare's Provider Bulletin via email here."