

Provider Memorandum

Reminder: Provider Claims Appeals and Disputes Submission Process

Molina Healthcare of Illinois (Molina) is set to begin, as of Sept. 1, requiring electronic submissions of documentation related to claims appeals and disputes by providers. This communication serves as a reminder for providers, who were first notified of the update in policy on June 5, 2018. Paper appeal and dispute submissions will no longer be accepted by mail after Sept. 1.

Electronic Submissions

Molina providers may use one of the following options for submission of a claim appeal or dispute:

- **Provider Web Portal:** Providers may submit their appeals and disputes along with supporting documentation through Molina's Provider Web Portal. The Provider Web Portal can be accessed on the Molina provider home page at www.MolinaHealthcare.com.
- **Fax:** A Claims Dispute Request Form is required when submitting via fax. The completed Claims Dispute Request Forms along with supporting documentation may be faxed to Molina at: (855) 502-4962. The Claims Dispute Request Form may be accessed on Molina's website at: <http://www.molinahealthcare.com/providers/il/medicaid/forms/Pages/fuf.aspx>.

Questions?

Providers who have questions, concerns or would like additional training, including how to use the Molina Provider Portal, may contact their provider network managers or email the Network Management Department at MHILProviderNetworkManagement@MolinaHealthcare.com.

Providers who need help identifying their assigned provider network manager may visit Molina's Service Area page at <http://www.molinahealthcare.com/providers/il/medicaid/contacts/Pages/servicearea.aspx>.