



# Just the Fax

A fax bulletin from Molina Healthcare • December 2021

## Potential Delay in Member ID Card Distribution

Dear Provider,

There may be a delay in when Molina Medicaid members receive their ID cards. To ensure members have what they need to obtain care, Molina sent each member a letter which includes their Member ID to use in place of the ID card when seeking services until the permanent ID card arrives.

Members also have access to view or print an ID card at [MyMolina.com](https://www.myl Molina.com) or on the My Molina mobile app. Download on the [App Store](#) or Get it on [Google Play](#)

In addition to verifying the member ID card, providers are asked to verify eligibility prior to each service/visit. Member eligibility verification can be completed via:

- **Provider Portal:** available 24/7 at [Provider.MolinaHealthCare.com/Provider](https://Provider.MolinaHealthCare.com/Provider)
- **Automated phone system:** (833) 685-2103

Thank you for your ongoing partnership and care for our members.

For questions or concerns, please reach out to (833) 685-2103.

**Thank you for serving Molina members.**