



Participating Independent Labs

Please remember to send Molina members who need lab work to participating providers. To find a participating provider, log on to the Molina Healthcare ePortal, click on “Find a Provider,” and search for “Laboratories.”

Emdeon Reporting Capabilities*

Emdeon offers reporting capabilities on claims status and member eligibility that may be of use to your practice. The reports are generated via a bulk file request, eliminating the need to request information on a claim-by-claim or case-by-case basis.

Claims Status Inquiry/Response Report (276/277)

The Claim Status Inquiry/Response Report provides the status for all claims included in the request. The request is the 276 file and the response is the 277 file.

Eligibility Inquiry/Response Report (270/271)

The Eligibility Inquiry/Response Report provides member eligibility, coverage (COB) and benefit information. The request is the 270 file and the response is the 271 file.

* These reporting capabilities are only available to providers or clearinghouses that have a contract with Emdeon.

Terminating Providers

If you need to terminate a provider from your group, please remember that **a termination notice company letterhead, including the effective date and all applicable addresses, is required sixty (60) days in advance of the termination.**

CAHPS Surveys in Process

CAHPS (Consumer Assessment of Healthcare Providers and Systems) is an annual member satisfaction survey overseen by the Ohio Department of Job and Family Services and administered annually by a third party vendor. The survey measures satisfaction with the services members receive from Molina Healthcare of Ohio both directly and through contracted providers.

The 2010 CAHPS survey process began on February 22 and concludes on May 31. The survey vendor first attempts to contact members by mail and will follow up with telephone calls to those who do not respond. The survey results are then calculated and provided to Molina Healthcare.

Molina Healthcare uses the survey results to identify opportunities to improve member satisfaction, and we also share our CAHPS scores with our contracted providers. The scores help us determine how we can partner with you to ensure that our members are satisfied with the care that they receive.

Contact Info

If you have any questions, please call Molina Healthcare’s Provider Services Department at 1-800-642-4168 (TTY: 1-800-750-0750 or 711). A representative will be available to assist you from 8:00 a.m. – 5:00 p.m., Monday – Friday.