

Registration

How-To-Register

First select either Medicare or all other Molina lines of business.
If you selected Other Lines of Business, please select state.

Role Type – Individual Physician

User Account can perform all functionalities except Claim Submission and can designate roles for additional users. If Claim Submission is needed, register as a Facility/Group (see role below)

If you are an Individual Physician, enter your Molina Provider ID
A check mark will appear if the ID is validated in our system.

Role Type – Facility or Group

This role type is for any provider that wishes to have all applicable functionality including single submission claims online.

Note: For all accounts, the first user registered will be the primary administrator on the account. The primary administrator account cannot be deleted. This account can assign other administrators. Administrators can invite other users to join their account. This links or attaches the other user to your information

The administrators will have access to all the functionalities. The other invited users will have access as per the access levels granted – see roles in Account Tools.

Enter your Tax ID and Provider ID.
A check mark will appear if the entered ID is validated in our system.

Once validates a new screen will appear asking for your Authentication Details.

Authentication Details

Enter the following on corresponding fields:

First Name

Last Name

E-mail Address (then enter again to confirm e-mail)

An email will be sent to validate you are who you say you are.

User ID and Password

User ID - Create a unique user ID using characters with no spaces and using the following restrictions:

User ID Rules

- Minimum of 8 and no more than 15 characters
- A combination of letters and numbers may be used.
- Special characters limited to ONLY a Period "." and the Underscore "_",
 - **Note: A period cannot be the last character at the end of the User ID**

Enter User ID on the designated field. Click "Check Availability" to authenticate that User ID created is unique, after uniqueness of User ID is confirmed, user may proceed to create your Password.

Password Rules

- Minimum of 8 and no more than 12 characters
- Must contain at least one uppercase and lowercase letter, at least one number, and at least one of the following special characters: ~! @ # \$ % ^ & * _ - + = ` | \ () { } [] : ; " ' , . ? .
- Password cannot contain partial User ID, first name or last name.
- Enter password again in "Confirm Password" field.

Security Questions

The security questions provide help in creating a more secure registration and login process. Select questions from the dropdown menu and input the answer in the corresponding fields. Note: All answers must be different and each of the numbered questions answered to ensure a secure registration and login process.

Provider Online User Agreement

In order to proceed with the registration, users must accept the "Provider Online User Agreement" By clicking the checkbox "I accept the Provider Online User Agreement" If you want to read the Agreement, click the link and users will be directed to the page with the full version of "Provider Online User Agreement"

CAPTCHA

The CAPTCHA code section of registration requires an input code from user to verify whether user is a human visitor and to prevent automated spam submissions. Enter the code in the designated field. User can choose to click refresh the Captcha box for a new code. After filling in all the fields for registration, click "Submit". An email will be sent to the email address you gave and you will have to follow the directions sent to be directed to a new page.

FAQs

Q: What can I do once I am registered?

A: Registered users can different capabilities based on their access level.

Q: How often do we need to change passwords?

A: Users must change passwords every 60 days.

Q: How long can I keep my account?

A: An account functions indefinitely as long as the user is active in using account. If the account is inactive for 90 days, account will expire and become inaccessible.

Q: How do you change passwords?

A: Log in to your account and go to "Account Settings" then click change password.

Q: How do I invite another user to my account?

A: If you are an account administrator, you are capable of inviting users to account through Manage Users options. Other user types are not allowed access to Invite Users.

Q: How do I request access to an account?

A: You can submit a request to an account by completing the registration process. Depending on which TAX ID and other verification information you have inputted, a request will be sent to the corresponding account after clicking submit. You may have basic access to account but additional accessibility will come after the delegated Account administrator accepts your request and confirms accessibility.

Q: What is a Provider Type?

A: There are several different types of accounts for Molina Healthcare: Individual Physician and Facility/Group.

Click on the radio button to see individual descriptions for each Provider Type then select the appropriate Provider Type.

Q: Upon submission of my registration request on-line, will I have immediate access to the Provider Services Site?

A: Most individual physicians will have immediate basic site access. In the event that a license or tax ID numbers does not match the numbers on file with Molina Healthcare, your registration will be performed manually with a goal to approve your request within two business days.

You will receive an email from us confirming that your account is approved. You will then be able to create your account user name and password. Our goal is to turn these around within two business days.

Q: If I register myself as an administrator for the site, will I have access to all its features?

A: Account administrators may only administer accounts and assign access roles to other end users in your office. In order to access all functionality i.e. claims inquiry; you will need to give yourself access by registering yourself as an end user, after you have established your access as the account administrator.

Q. Who can I contact to get help with registration?

A: You may contact our Provider Services Help Desk at this number [1(866) 449-6848] if you have any questions regarding the registration process.

Q. I do not see all the providers for the umbrella Tax ID. How do I have my access updated?

A. Please contact your delegated administrator. The delegated administrator may update access with the following steps.

Q. I am a delegated administrator and I am missing a Tax ID on my account. How do I have

my access updated?

A. Please contact our Provider Services Help Desk at this number [1(866) 449-6848] for support.

Q. Can anyone create an administrative account?

A. Anyone can *attempt* to create an account, but all registrations are subject to Molina Healthcare verification. Registrants can only access the basic function of the site until after they've gone through secure approval process.

Q. What if I have both Medicaid and Medicare Accounts?

If the information for verification matches both Medicaid and Medicare accounts, both accounts are automatically mapped and will be made available to registered users.

If the information for verification matches only one of the accounts, user will be granted access only to that account.

Future developments for merging account are being process and will be available in 2012.

For now, if you have both Medicaid and Medicare accounts with different verification information (such as TAX ID) user will have to keep both accounts active.