

# Secure messaging from claim status screen enabled in the Availity Essentials portal

Molina Healthcare strives to offer tools to provider partners so you can get more done with less effort. Molina now offers an integrated messaging feature from the claim status screen in the Availity Essentials provider portal.

You can submit secure messages from the claim status screen directly to Molina using Availity's messaging application. Go to **claims & payments**, then **claims status**. **Please note:** You will need the claim status and messaging application to access this function. If you're an administrator for your organization, you can assign roles by selecting – **maintain user** – from your account dashboard. Then, select the user to view/edit their roles.

## Five tips to get you started

1. Initiate a message via the **message this payer** option on the claim status results page. **Important:** The message must pertain to the current claim listed on the claim status results page.
2. Allow up to **five** business days for an initial response.
3. Access the **messaging queue** from the top right corner of your Availity home page.
4. Conversations are displayed as cards. The color of the cards indicates the status.
5. All users have sorting and filtering options. If a message is missing from your queue, clear your filter options.

## Message directly with Molina on all your:

- Basic claim inquiries or questions
- Claim reconsiderations (Not a formal appeal)
- Enrollment denials
- Incorrect COB denials

## Claims Secure Messaging should not be used for:

- Timely filing denials
- Formal Claim or Clinical Appeal/Dispute
- Appeal Status
- Request for EOPs
- **Eligibility & Benefits (E&B) inquiries** – Use E&B Secure messaging
- **Overpayments**

Availity's messaging app is a faster, more effective platform for resolving simple queries. The next time you have a question about the status of a claim, try the messaging feature. Availity offers quick demos to get you moving in the right direction. Learn how to enhance your claims management process:

- Navigating the messaging queue training demo
- Messaging a payer training program

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## Customer support

If you have questions about messaging from claim status, you can reach Availity Client Services at (800) 282-4548, Monday through Friday, from 7 a.m. to 7 p.m. CT.

## Questions?

We're here to help. Contact your provider network manager. For help identifying your provider network manager, visit [MolinaHealthcare.com](https://MolinaHealthcare.com).

## Availity provider portal

We continue to transition our legacy functions to Availity Essentials, a tool that streamlines your claims management, authorizations and eligibility/benefit verification. Are you registered yet?

[Click here](#) to get started.

## Get critical updates

Receive information about Molina's services and plan requirements delivered to your inbox.

[Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.