THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:

COUNTIES:
☒ Imperial
☒ Riverside/San Bernardino
☒ Los Angeles
☒ Orange
☒ Sacramento
☒ San Diego

LINES OF BUSINESS:
☒ Molina Medi-Cal Managed Care
☒ Molina Medicare Options Plus
☒ Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
☒ Molina Marketplace (Covered CA)

PROVIDER TYPES:
☒ **Medical Group/ IPA/MSO**
  Primary Care
☒ IPA/MSO
☒ Directs
  Specialists
☒ Directs
☒ IPA
☒ **Hospitals**
  Ancillary
☒ CBAS
☒ SNF/LTC
☒ DME
☒ Home Health
☒ Other

FOR QUESTIONS CALL PROVIDER SERVICES:
(888) 562-5442, Extension:

Los Angeles/Orange Counties
  X123017

Riverside/San Bernardino Counties
  X120613

Sacramento County
  X125682

San Diego County
  X121735

Imperial County
  X125682

ProviderNet Outage

This is an advisory notification to Molina Healthcare of California (MHC) network providers.

Change Healthcare's service portal, ProviderNet, is experiencing an outage and there is currently no estimated time of restoration. As a valued provider partner, we wanted to share the following information with you to minimize impacts to Molina providers due to this outage. Change Healthcare will also be publishing a customer service alert regarding this issue.

Payments

- There will be no impact or disruption to scheduled payments (EFT or paper check) from Molina.
- 835s will continue to be available through the Change Healthcare clearinghouse. Providers should expect the 835/Electronic Remittance Advice (ERA) to continue to be delivered through their current clearinghouse.
- 835s are also available to providers via the Availity Essentials Portal.
- Electronic Explanation of Payments (EOPs) will continue to be available on both the Molina Provider Portal and Availity Essentials Portal.

Changes to banking information for Electronic Funds Transfer (EFT)

- Changes to banking information for EFT payment is currently unavailable via ProviderNet. If changes are needed to banking information for EFT during this outage, providers should contact Change Healthcare Provider Services directly at 877-389-1160 or WCO.Provider.Registration@ChangeHealthcare.com

New provider registration

- Need access to an electronic EOP or 835? Please register as a Molina Provider on the Availity Essentials Provider Portal. Information on how to register is available here https://availity.com/molinahealthcare.

If you still have a question or need assistance with a payment, please follow the usual escalation inquiry process with Molina.

QUESTIONS
If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (888) 562-5442. Please refer to the extensions to the left.