Provider Bulletin

Molina Healthcare, Inc.

February 26, 2024

Optum-Change Healthcare outage

Molina Healthcare, Inc. is advising our providers of a critical outage of our third-party vendor, Optum-Change Healthcare (**CHC**), resulting in impacts to *Electronic Claims Submission, Payment, and Settlement Services.*

Claims submission

Providers utilizing **CHC** to submit claims to Molina prior to this outage may now do so via our alternate established connection with **SSI Claimsnet, LLC** ("SSI Group") clearinghouse or another clearinghouse of their choice. Providers not directly utilizing **CHC** can and should continue utilizing their current clearinghouse for claims submission. Our Availity Essentials provider portal solution was not impacted by this outage and remains available as another option to key in claims for claims submission. Providers can register with SSI Group for claim submission via the Claimsnet's Provider Registration Form located online at **https://products3.ssigroup.com/ProviderRegistration/register**. Providers can register with Availity Essentials to key in claims for submission at **https://availity.com/MolinaHealthcare**.

During this transition, we encourage all our providers submitting paper claims to explore our electronic submission options.

For those providers who have submitted electronic claims to Molina via a clearinghouse on or after 2/21/2024 and have not received acknowledgment from Molina of receipt, we advise resubmitting those claims as soon as possible. This statement does not apply to any providers submitting directly to SSI Group, UHIN, TMHP, COBA or via our Availity portal solution.

Provider payment

Provider payment through **CHC** is currently unavailable, and we are actively working on an alternate payment solution. Additional information will be available soon.

We understand that this outage can disrupt you and your place of practice. Molina is in regular contact with **CHC** and our key partners to help mitigate this outage. We will be in continued communication with our provider community regarding this situation. We appreciate your patience and understanding during this unprecedented time of disruption. Thank you for your continued partnership.

Questions?

All questions should be directed to Molina's provider contact center at (855) 322-4075 or your local Provider Relations representative below.

MOLINA HEALTHCARE

Service County Area	Provider Relations Representative	Contact Number	Email Address
California Hospital Systems (SNFs, LTSS, ICF/DD)	Teresa Suarez	562-549-3782	Teresa.Suarez2@molinahealthcare.com
	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
Los Angeles County	Clemente Arias	562-517-1014	Clemente.Arias@molinahealthcare.com
	Christian Diaz	562-549-3550	Christian.Diaz@molinahealthcare.com
	Daniel Amirian	562-549-4809	Daniel.Amirian@molinahealthcare.com
	LaToya Watts	562-549-4069	Latoya.Watts@molinahealthcare.com
	Anita White	562-980-3947	Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	279-895-9354	Johonna.Eshalomi@molinahealthcare.com
	Marina Higby	916-561-8550	Marina.Higby@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com
San Diego / Imperial County	Briana Givens	562-549-4403	Briana.Givens@molinahealthcare.com
	Salvador Perez	562-549-3825	Salvador.Perez@molinahealthcare.com
	Dolores Ramos	562-549-4900	Dolores.Ramos@molinahealthcare.com
	Lincoln Watkins	858-300-7722	Lincoln.Watkins@molinahealthcare.com