

Provider Bulletin

Molina Healthcare of California

<https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx>

December 22, 2023

- ☒ Imperial
- ☒ Riverside
- ☒ San Bernardino
- ☒ Los Angeles
- ☒ Orange
- ☒ Sacramento
- ☒ San Diego

Availity Essentials Is Now Molina Healthcare's Exclusive Provider Portal

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

The countdown is on!
3 days are left until the Molina Legacy provider portal sunsets!

What you need to know:

Availity Essentials is now the official, secure provider portal for MHC. The following tools will be accessible only via Availity Essentials:

- Eligibility and Benefits
- Claims inquiry
- Claims submission
- Saved claims
- Claims template portal
- Member search

When this is happening:

The Molina Legacy provider portal will be sunset on **December 25, 2023**, and all access will be blocked.

Provider Action

What you need to do:

If your organization is not yet registered for Availity Essentials, please register now at: <https://availability.com/MolinaHealthcare> and click the **Register** button.

For registration issues, call Availity Client Services at (800) AVAILITY (282-4548).

Assistance is available Monday-Friday, 8 a.m. to 8 p.m. ET.

Once you have your Availity Essentials account, you can learn more about the features and functionality offered for Molina providers. Simply log in > go to Help & Training > Get Trained to register for a webinar.

- **Tuesday, January 2 @ 3:00 p.m.**
ET, 12:00 p.m. PT
- **Friday, January 19 @ 12:00 p.m.**
ET, 8:00 a.m. PT
- **Tuesday, February 13 @ 2:00 p.m.**
ET, 11:00 a.m. PT

PLEASE SEE THE ATTACHED FLYER FOR MORE INFORMATION.



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
California Hospital Systems	Deletha Foster Teresa Suarez Laura Gonzalez	909-577-4351 562-549-3782 562-549-4887	Deletha.Foster@molinahealthcare.com Teresa.Suarez2@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com
Los Angeles	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts	562-517-1014 562-549-3550 562-549-4809 562-549-4069	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Latoya.Watts@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento	Johonna Eshalomi Marina Higby	562-549-3708 916-561-8550	Johonna.Eshalomi@molinahealthcare.com Marina.Higby@molinahealthcare.com
San Bernardino	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 Salvador Perez Dolores Ramos Lincoln Watkins	562-549-4403 562-549-3825 562-549-4900 858-300-7722	Briana.Givens@molinahealthcare.com Salvador.Perez@molinahealthcare.com Dolores.Ramos@molinahealthcare.com Lincoln.Watkins@molinahealthcare.com

Molina Healthcare is sunsetting its Legacy Portal December 25

Availity Essentials is now the exclusive secure provider portal for Molina Healthcare's traditional (non-atypical) providers.

After December 25, you will no longer have direct access to the Molina Legacy provider portal. Enhance your workflows on Availity Essentials today and save time using the following:

Within this tool:	Check out these timesavers:
Appeals	Submit appeals and dispute requests, upload supporting documentation, check request statuses and receive notifications when requests have been finalized and processed by Molina.
Eligibility & Benefits	Use data from prior eligibility & benefit submissions to search for patients and autofill your claim.
Patient Search	Save time entering patient information for eligibility and benefits inquiries. Enter the patient's member ID or last name, first name, DOB, and select the patient matching the criteria. The information will automatically populate on the request.
Claim Status	Expanded search options include member name, service dates, claim history and the 276 HIPAA standard.
Claims Corrections	Claims Correction allows you to correct and resubmit a paid or denied claim from the Claim Status response page.
Overpayments	Eliminate mail and fax for faster dispute resolution and ensure overpayment requests are up to date. View the status and details of any claim Molina has identified as an overpayment. Request additional information, dispute or resolve the overpayment.
Smart Claims	A simplified claim submission tool with only the essential fields you need.
Payer Space	Access applications, resources, and news and announcements specific to Molina Healthcare. Access tools still on Molina's legacy portal from the Resources tab in the Payer Space: Prior authorization, Appeals Eligible Claims, Referrals, Member roster, Claims template, Case Managed

Your blueprint for success

Learning your way around a new neighborhood is easier with a guide. For a list of tools and features available on Availity Essentials, use the [Crosswalk from Molina Healthcare to Availity Essentials Help Topic](#). Or checkout our microsite Availity.com/MolinaHealthcare. If you're a registered Availity Essentials user, you can also take advantage of our live webinars, "Availity Essentials Provider Portal Overview for Molina Providers," found on the Availity Learning Center.

If you are an atypical provider – i.e., personal care, adult day care, taxi-services, or offer home modifications and have questions about registering, explore registration resources on the Availity's [atypical training microsite](#).

- **Tuesday, January 2 at 3 p.m. - 4:15 p.m. ET, 12 p.m. PT - Availity Essentials Provider Portal Overview**
- **Friday, January 19 at 12 p.m. - 1:15 p.m. ET, 9 a.m. PT - Availity Essentials Provider Portal Overview**
- **Tuesday, February at 13 2 p.m. - 3:15 p.m. ET, 11 a.m. PT - Availity Essentials Provider Portal Overview**
- **Learn how to get the most out of Essentials with Availity and Molina representatives in an on-demand webinar - Recorded Webinar**

Register for training

