

March 8, 2024

Attention Molina Providers:

An edit was implemented into our system which impacted authorizations. Providers are seeing claims paying out at zero. We are still in the testing phase of resolving this, and once finalized a fix will be deployed.

This appears to be a two-part issue, impacting both Medicare and Medicaid (LTSS) claims differently. We have captured impacted claims for Medicaid (LTSS) and a project has been submitted to reprocess all these claims. Project completion is expected by 03/29/2024. Payments can be expected as early as 03/11/2024 with all impacted claims expected to be paid by 04/05/2024.

Medicare claims project will be completed after the Medicaid project.

Please reach out to your Provider Services team should you have any questions or concerns:  
[mhidprovidersvcreq@molinahealthcare.com](mailto:mhidprovidersvcreq@molinahealthcare.com)

Thank you,

*Marnie Packard*

Marnie Packard, VP Market Lead