

LTSS/Atypical Claims Payment Issues

ATTN: LTSS & Atypical Providers

We would like to take a moment to address some recent operational challenges at Molina Healthcare of Idaho that have affected our ability to process claims as quickly as we strive to.

As many of you know, the early market exit of Blue Cross of Idaho resulted in a large and unexpected increase in Dual Eligible and Medicaid membership. While we anticipated some level of growth, the volume was significantly higher than projected. This led to staffing constraints and complications within the ACT (Assessment Certification Tool) system, which created delays in completing required authorizations.

IDHW was made aware of the ACT-related issues and worked to resolve them as quickly as possible. Until the affected members were fully released to Molina, we were unable to process the corresponding authorizations needed for providers to submit claims. We maintained close communication with IDHW throughout this period, and the issue was fully resolved in September.

Additionally, the State of Idaho's 4% reimbursement rate reduction required extensive authorization updates to ensure payments were made accurately at the adjusted rates.

On Monday, November 24, 2025, we identified a significant number of claims pending as a result of these authorization updates. We immediately launched a focused project to address this, and as of Wednesday, November 26, all impacted claims are now being processed and are expected to be finalized by December 5. Payments should be received within 10 business days from the date of processing.

We recognize the impact these delays can have on your operations, and we sincerely appreciate your patience and partnership as we worked through these challenges. While both situations were unprecedented, we have taken them as opportunities to strengthen our internal processes to ensure we can respond more efficiently to future system or policy changes.

Please know that supporting our provider community remains our highest priority, and we are committed to improving transparency, timeliness, and communication moving forward.

If you have any questions or concerns regarding these claims, please reach out to our Idaho Provider Relations Team at MHIDProviderSvcReq@MolinaHealthCare.Com.

You may check the status of your claims and payments on our Provider Portal: [Molina Availity Portal](#)