![MOLINA HEALTHCARE logo]

July 27, 2022

Provider Memorandum

Availity SSO Features Outage Update

Molina Healthcare of Illinois (Molina) is pleased to tell providers that some Single Sign-On (SSO) features on the Availity Provider Portal have been safely reactivated. Earlier this month, Molina announced that these features had been [temporarily shut down](#) due to a security issue.

Our priority remains the security of patient/member Protected Health Information (PHI), with minimal disruption to providers. Availity staff members are diligently working to correct the issue.

Functions Reactivated

The following tiles (functions) have been safely reactivated:
- Appeal or Correct Eligible Claims
- Claims Template Portal
- Prior Auths
- Referrals

Functions Currently Unavailable

These features will continue to be unavailable until further notice:
- Case Managed Member
- HEDIS® Profiles
- Member Rosters
- Reports

Steps for Providers

Member Rosters can be accessed via the Medical Electronic Data Interchange (MEDI) System or from your Provider Network Manager.

The goal is to fully restore normal portal functionality as soon as possible but, until then, providers will see a message within the Availity Portal stating that certain features are unavailable.

We apologize for the inconvenience to you and your staff, and we know you support us in taking these steps to secure patient/member PHI. Thank you for your patience.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit Molina's Service Area page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? Click here.

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! Click here to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.