

Provider Memorandum

New Availity Essentials Overpayments Tool & Live Training

Molina Healthcare of Illinois (Molina) is working with Availity Essentials to help relieve the pain of overpayments. On **March 21, 2023**, Availity and Molina will be rolling out a new Availity Essentials workflow to give providers a better way to manage overpayments. This new, streamlined process will eliminate mail and fax for faster dispute resolution, and keep you current with overpayment requests.

To ensure you have access, log into Availity and see if you have the Claim Status role. If you do not, talk to the Availity Essentials administrator for your facility. If you are the administrator, contact the Availity Help Desk for assistance (800) 282-4548, Monday through Friday, 7 a.m. to 7 p.m. Central.

Easy To Use

Availity and Molina are teaming up for two live webinars—on [March 21](#) and [March 23](#)—to review the overpayment management tool. You will learn how to:

- View the status and details of any claims where Molina has identified an overpayment.
- Request additional information, and dispute or resolve the overpayment.
- Upload documents and use the conversation feature within the tool.

Register Now!

To register for this training, click the date you prefer. **Note:** You must log into Availity Essentials to register.

- [Tuesday, March 21, 2023, at 1 p.m. Central](#)
- [Thursday, March 23, 2023, at 10 a.m. Central](#)

Questions?

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

Provider Portal Alert

We are sunsetting the Molina Legacy Provider Portal on March 28, 2023. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Availity Essentials Provider Portal today! [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox!
[Click here](#) to receive Molina's provider updates.

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