

Provider Memorandum

Roster and Provider Online Directory Requirements for Marketplace

Molina Healthcare of Illinois (Molina) reminds Marketplace providers of the following Department of Insurance requirement, per [Ill. Admin. Code tit. 50 § 4540.60](#), which took effect April 1, 2023.

The purpose of this directive is to document the processes and procedures that ensure an accurate Provider Online Directory (POD) is available to members enrolled in all plans. This applies to demographic information pertaining to both newly contracted and existing credentialed physicians, other health care professionals, facilities, and ancillary providers. This policy also helps ensure that the contents of the POD are fully compliant with all regulatory and accrediting requirements.

What Providers Need To Do

1. **Provider Groups and Facilities:** Complete the Universal IAMHP roster by filling in all applicable columns. The roster is located at [MolinaMarketplace.com](#) on the [Forms & Documents](#) page under Provider Resources.

OR

Single Providers: Complete the Provider Information Update form, filling in all applicable spaces. The Information Update Form is located at [MolinaMarketplace.com](#) on the [Forms & Documents](#) page under Provider Resources.

2. Submit your updated Universal IAMHP roster or Provider Information Update form to Provider Network Management at MHILProviderNetworkManagement@MolinaHealthcare.com.

[This Provider Roster FAQ](#) information sheet on MolinaHealthcare.com contains information and links to help you make updates. If you need further assistance, you can contact your dedicated Provider Network Manager.

Please take these important steps right away to help members find you:

- Update all incorrect or outdated information.
- Verify your contact information, including address, phone, fax, and email.
- Add new information, such as additional providers or locations.
- Specify your office hours and/or telehealth services.
- List all languages spoken by your regular staff.

How Do Our Members See You?

Search for your provider name, practice, or facility in [Molina's Provider Online Directory](#) to see how current and potential patients perceive you at this moment. You may be surprised that your listing is not an accurate representation.

The Molina POD is updated based on your most recent roster. Molina is outreaching to providers who have not submitted a claim in the past six months to confirm participation in Molina's network. Your Provider Network Manager will work with you to address any concerns or questions.

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 in the process of sunsetting the Molina Legacy Provider Portal. 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.