

# Provider Memorandum

## New Availability Function: Referrals for Marketplace Members

Molina Healthcare of Illinois (Molina) is announcing new functionality for providers serving Molina Marketplace members. Several new features and enhancements have recently been added to Availability Essentials, including **Marketplace Referrals**, Overpayments, Patient Search, and adding Molina Medicare as a payer option.

### Marketplace Referrals

Providers may now submit referral requests and monitor request statuses with ease. You can save templates and auto-populate patient information to save time completing common referral request types. Marketplace providers are **strongly encouraged** to employ this new function on every claim that includes a referring provider.

### Live Webinars Teach SSO Legacy Portal Access

These sessions are designed exclusively for Molina providers, and **you will learn how to use Availability Essentials to access the Legacy Portal**. **Note:** We refer to this function as SSO or Single Sign On. You and your staff are strongly encouraged to take advantage of our live webinars, which include Q&A sessions.

**Important:** You must [log into Availability Essentials](#) to register.

- Thursday, May 25, at 2 p.m. Central
- Wednesday, June 7, at 11 a.m. Central
- Friday, June 23, at 9 a.m. Central

### Need Help?

For assistance, call Availability Client Services at **(800) 282-4548** Monday through Friday from 7 a.m. to 7 p.m. Central Time.

Thank you for your partnership in member care and for your patience throughout our portal transition.

### Questions?

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

## **Provider Portal Alert**

Sunsetting of the Molina Legacy Provider Portal begins on May 23, 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.