

Provider Memorandum

Change In Lockbox Address for Refund Checks

Molina Healthcare of Illinois (Molina) is informing providers of an address change for our Overpayment Deposit Account. This account is for refund payments **only**. The address for other transactions remains unchanged.

Lockbox mailing address for **refund payments only**:

Molina Healthcare of Illinois, Inc.
PO Box 631264
Cincinnati, OH 45263-1264

Providers sending refund payments should begin using this address immediately. All previous refund payments received will be forwarded to this lockbox through June 30, 2023.

Important: Refunds sent to the lockbox **must** include a detailed list of claims, including Molina's claim number and refund amount:

Required Information with Refund	
Molina Claim Number	Refund Amount

Different Address for Disputes, Correspondence

The address below is for **recovery disputes/correspondence**:

Molina Healthcare of Illinois, Inc.
Claims Recovery Department
P.O. Box 2470
Spokane, WA 99210-2470

Summary

Refund Lockbox Address	Dispute/Correspondence Address
Molina Healthcare of Illinois, Inc. PO Box 631264 Cincinnati, OH 45263-1264	Molina Healthcare of Illinois, Inc. Claims Recovery Department P.O. Box 2470 Spokane, WA 99210-2470

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](https://www.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.