

MHIL Provider Memo

Molina Healthcare of Illinois | February 26, 2024

Optum-Change Healthcare Outage

Molina Healthcare of Illinois (Molina) is advising providers of a critical outage of our third-party vendor Optum-Change Healthcare (**CHC**), resulting in impacts to electronic claims submission, payment, and settlement services.

Claim submission

Providers utilizing CHC to submit claims to Molina prior to this outage may now do so via our alternate established connection with **SSI Claimsnet, LLC** (SSI Group) clearinghouse or another clearinghouse of their choice.

Providers not directly utilizing CHC can and should continue utilizing their current clearinghouse for claim submission. **Note:** Our Availity Essentials portal was not impacted by this outage and remains available as another option for claim submission.

Providers can register with SSI Group for claim submission via Claimsnet's Provider Registration Form located online at products3.ssigroup.com/ProviderRegistration/register.

Providers can register with Availity Essentials at availity.com/molinahealthcare.

During this transition, we encourage all providers submitting paper claims to explore our electronic submission options.

Important: For those providers who have submitted electronic claims to Molina via a clearinghouse on or after February 21, 2024, and have not received acknowledgment from Molina of receipt, we advise resubmitting those claims as soon as possible. This statement does not apply to providers submitting directly to SSI Group, UHIN, TMHP, COBA, or via the Availity Essentials portal.

Provider payment

Provider payment through **CHC** is currently unavailable, and we are actively working on an alternate payment solution. Additional information will be available soon.

Support

We understand that this outage can disrupt you and your place of practice. Molina is in regular contact with **CHC** and other key partners to help mitigate this outage. We will continue to communicate with our provider community regarding this situation. We appreciate your patience and understanding during this unprecedented time of disruption. Thank you for your continued partnership.

Questions should be directed to Molina's provider contact center at (855) 866-5462 or your dedicated Provider Relations Manager.

Questions?

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

Provider portal alert

Providers no longer have direct access to 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 [Avality Essentials Portal](#) today!

Get critical updates

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

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