MHIL Provider Memo

Molina Healthcare of Illinois | April 11, 2024

Optum-Change Healthcare Outage Update

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

Status update

Provider payments

As of April 4, 2024, Molina transitioned our direct connection with ECHO (an Optum-CHC partner). We have reestablished a direct connection with Optum-CHC to resume provider payments via the pre-outage processes. Payments are current and will continue to be processed in the order received.

835 Electronic Remittance Advice files and Explanation of Payment

835 Electronic Remittance Advice (ERA) files and Explanation of Payment (EOP) will continue to be available on providerpayments.com. **Note**: These files have returned to pre-outage layouts and formats.

Electronic claims submission

As of the April 4, 2024, updates, electronic claims submissions continue to follow our alternate process, as Molina has **not** reconnected to CHC for **any** EDI clearinghouse services nor established connectivity to any of CHC's affiliate clearinghouses (iEDI/Relay) at this time.

Reminders

Dedicated contact center

Molina has established a dedicated contact center to assist providers impacted by the CHC outage, available Monday through Friday from 7 a.m. to 8:30 p.m. Central Time. Molina's contact center number is **(844) 548-7684**.

Eligibility verification

Molina has reestablished member eligibility verification (270/271) services using **SSI Group**, our alternate clearinghouse. In addition to online verification with SSI Group, eligibility verification continues to be available via the **Availity Essentials portal**, the Molina Contact Center, and IVR (Molina's automated phone system). Molina's member eligibility continues to be updated timely.

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 using their current clearinghouse for claim submission. **Note**: This outage did **not** impact our Availity Essentials portal, which remains available as another option for claim submission.

Providers can register with SSI Group for claim submission via Claimsnet's Provider Registration Form

online at products.ssigroup.com/molinaregistrationportal/register. For assistance, call the dedicated contact/support center for Molina Providers at **(844) 750-4274**.

Providers can register with Availity Essentials at availity.com/molinahealthcare. For assistance, call the dedicated contact/support center for Molina Providers at **(800) AVAILITY**. **Note**: Availity also offers self-service resources regarding this security incident at availity.com/availity-lifeline-self-serve-resources.

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.

Support

We understand that the CHC outage can disrupt you and your place of practice. Molina is in regular contact with CHC, ECHO, SSI Group, and Availity Essentials to help mitigate this outage. We will continue to update 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 Illinois 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 our 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 Availity 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.