

MHIL Provider Memo

Molina Healthcare of Illinois | March 18, 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

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. The contact center number is **(844) 548-7684**.

Reminders

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 products3.ssigroup.com/ProviderRegistration/register.

Providers can register with Availity Essentials at availability.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 payments

Molina has established a direct connection with **ECHO**, a CHC partner, to resume provider payment processing. ECHO has **not** been impacted by this outage. Payments have resumed and will 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:** You may see slight changes to the format of the EOP; however, all required data elements are included.

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.