

# MHIL Provider Memo

Molina Healthcare of Illinois, Inc. | May 3, 2024

## Reminder That Balance Billing Is Not Allowed

Molina Healthcare of Illinois (Molina) reminds providers that they are prohibited from balance billing members for covered services other than the member's applicable copayment, coinsurance, or deductible amounts. Covered services include health care services and supplies, including emergency services that are medically necessary and covered by Molina as a member benefit.

Also, the provider is responsible for verifying eligibility and obtaining approval for services that require Prior Authorization (PA). You can use the Availity Essentials portal (or MEDI for Medicaid and MMP/Duals) to verify membership and coverage. Molina's website features several PA resources, including the quarterly PA Codification List updates and the PA LookUp Tool.

Providers agree that under no circumstance shall a Molina member be liable to the provider for any payment owed that is the legal obligation of Molina.

**Note:** Molina strongly recommends that providers ask patients if they have multiple forms of health insurance when verifying their coverage.

### Examples of balance billing include:

- Holding members who are dually eligible for Medicare and Medicaid liable for Medicare Part A and B cost-sharing.
- Requiring Molina members to pay the difference between the discounted and negotiated fees and the provider's usual and customary fees.
- Charging Molina members fees for covered services beyond copayments, deductibles, or coinsurance.
- Requiring members to pay for a covered service that was denied or rejected by the health plan for valid/appropriate reasons.

Providers are encouraged to review balance billing material in the Provider Manual and in their agreement with Molina.

Please reach out to your Provider Relations Manager with questions, or contact the team at **(855) 866-5462** or [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com).

### Questions?

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