

MHIL Provider Memo

Molina Healthcare of Illinois | April 3, 2024

Leverage the Knowledge of Your Provider Relations Manager

Molina Healthcare of Illinois (Molina) has a team of dedicated Provider Relations Managers (PRMs) across Illinois who are ready to assist you. Their mission is to work with providers like you to help you utilize Molina's resources to the fullest—and to make your life easier.

What does my Provider Relations Manager do for me?

Your dedicated PRM is your primary contact at Molina. They are your conduit to access all of Molina's provider tools, programs, and services. Whatever you need, the solution starts and ends with **your dedicated PRM**. As your liaison, they will:

- Help you access resources for billing and claim requirements, claim submissions, and other admin functions.
- Connect you with the appropriate resources to find patient services, including care management, specialists, [Molina HelpFinder](#), and others.
- Coordinate with teams throughout Molina to resolve your issues and concerns.
- Facilitate contact with vendor partners, such as Healthmap, ProgenyHealth, MTM, New Century Health, etc.
- Answer your questions and direct you to critical information about the plan.
- Meet with you regularly to review relevant trends and progress, discuss updates or upcoming changes, and explore opportunities for growth and partnership.

We have updated our [service area maps](#). To identify your PRM, open the appropriate map based on the type of provider you are:

- **Hospitals**: Hospital providers, health care systems, and affiliated groups.
- **Ancillary**: Ancillary providers, including Long-Term Care (LTC), waivers, home health, DME, labs, private practice medical doctors and specialists, Behavioral Health (BH), and transportation providers.
- **FQHC**: Federally Qualified Health Centers (FQHCs), Rural Health Centers (RHCs), and Encounter Rate Clinics (ERCs).

If you are ever uncertain or unable to reach your Provider Relations Manager, contact the team at MHILProviderNetworkManagement@MolinaHealthcare.com or **(855) 866-5462**.

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](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 [Availity Essentials Provider 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.