

# MHIL Provider Memo

Molina Healthcare of Illinois, Inc. | July 10, 2024

## Capitalize on 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 here to assist you. Their mission is to work with providers like you to make the most of Molina's resources—and to make your job easier.

### What does my PRM do for me?

Your dedicated PRM is your personalized support system 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**, who will:

- **Help** you access tools and 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, translators, [Molina HelpFinder](#), and others.
- **Coordinate** with teams throughout Molina to understand and resolve your concerns effectively.
- **Facilitate** contact with vendor partners, such as Healthmap, ProgenyHealth, MTM, Evolent (New Century Health), DentaQuest, Avēsis, etc.
- **Answer** your questions and direct you to critical information about the plan.
- **Proactively meet** with you to review relevant trends and progress, discuss updates or upcoming changes, and explore opportunities for growth and partnership.

To identify your PRM, visit [MolinaHealthcare.com](#) and open the appropriate [service area map](#) based on the type of provider you are:

- [Hospital](#)
- [Ancillary](#)
- [FQHC, RHC, Encounter Rate Clinic](#)

If you are unable to reach your provider relations manager, contact the team at **(855) 866-5462** or [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com). We are ready to assist you with any questions or concerns.

### 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](#).

### 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.