

MHIL Provider Memo

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

Get to Know Your Dedicated Support

Molina Healthcare of Illinois (Molina) is more than just an MCO; we are your partner in health. We have a team of dedicated provider relations managers (PRMs) throughout Illinois who are ready to support you. Our PRMs are passionate about working with providers like you to integrate Molina's resources into your daily operations, simplifying your admin tasks and enhancing your ability to deliver exceptional care. We're here to support you every step of the way, making your job easier and more fulfilling. Let's make health care better together.

Meet your PRMs

Ancillary	Hospitals, health care systems	FQHC, RHC, ERC
LaTasha Smith , Director Provider Relations		
Krystina Nickel , Manager Provider Relations	Alexandria Brinson , Manager Provider Relations & northern Cook County	Alexandria Brinson , Manager Provider Relations
Detra Alexander , independent physicians & medical groups Cook County & emergent transportation statewide	Susana Farries , BH hospitals statewide	Michael Coleman , central & southern IL
Ann Berk , home health & HCBS waiver statewide	Janean Hines , southern IL	Karen Ferrara , northern IL
Alexandria Brinson , CMHC, SUPR, BHC central & southern IL	Joey Johnston , Graham Hospital, Iroquois Hospital, Kirby Hospital, Mason District, Pana Hospital, and Warner Hospital	
Michael Coleman , DME statewide	Diane Michael , west-central IL	
Susana Farries , CMHC, SUPR, BHC northern IL	Lainie Robinson , northwestern IL & collar counties	
Tammy Gosslin , independent physicians & medical groups northwest, central & southern IL & independent labs statewide	Melissa Torres , east-central IL	
Joey Johnston , independent physicians & medical groups collar counties & dialysis statewide	Linnette Williams , southern Cook County	
Robin Taylor , LTC, SLF, SNF & hospice statewide		

To identify your PRM, head over to MolinaHealthcare.com and select the [service area map](#) that matches your provider type.

If you have difficulty reaching your PRM, please get in touch with the team at **(855) 866-5462** or MHILProviderNetworkManagement@MolinaHealthcare.com. We're here to help and look forward to assisting you.

What can my PRM do for me?

Having a dedicated PRM by your side can make a world of difference in navigating the complexities of health care services. They're not just there to assist; they're your personalized support system, ready to tackle everything from claims issues to helping you make the most of Molina's tools, programs, and services. Imagine having someone who is always ready to:

- Sit down with you and review relevant trends, discuss upcoming changes, and uncover opportunities to grow and strengthen our partnership.
- Guide you through the maze of billing and claim processes, ensuring you have all the tools and resources you need for smoother operations.
- Connect you with the right resources, whether you need care management for a patient, specialist referrals, translators, or access to Molina HelpFinder, among others.
- Work hand-in-hand with various teams within Molina to quickly address and resolve any concerns you might have, ensuring nothing gets in the way of providing the best possible care.
- Make introductions to our vendor partners, like Healthmap, ProgenyHealth, MTM, Evolent (NCH), DentaQuest, Avēsis, and more, opening up a plethora of resources for you and your patients.
- Be your go-to for any questions, always ready to provide answers and direct you to essential information about the plan.

Your PRM is here to ensure your journey with Molina is as smooth and beneficial as possible.

Questions?

We're here to help. Contact your dedicated provider relations manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. To help identify 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.