

MHIL Provider Memo

Molina Healthcare of Illinois, Inc. | February 24, 2025

Communication Roadmap: Disputes/Appeals, Recoveries, Medical Records

Molina Healthcare of Illinois (Molina) is reminding providers about the correct submission methods and addresses for various types of interactions with Molina.

Important: The preferred method for most tasks is the [Availity Essentials Provider Portal](#), which is faster, easier, and HIPAA-compliant. For claims, the next best avenue is a clearinghouse. Molina's payer ID is **20934**. The next best avenue is fax. The method of last resort is mail/paper.

Medicaid	
<p>Disputes/Appeals</p> <p>Molina Healthcare of Illinois Medicaid does not accept claims appeals/disputes via mail (i.e., paper). The preferred submission method is the Availity Essentials provider portal.</p> <p>Availity provider.molinahealthcare.com Fax (855) 502-4962</p> <p>Must include a completed Claims Dispute Request form.</p>	<p>Overpayment/Recovery Appeals</p> <p>Molina Healthcare of Illinois, Inc. Claims Recovery Department PO Box 2470 Spokane, WA 99210-2470</p> <p>Availity provider.molinahealthcare.com Phone (866) 642-8999 Fax (855) 260-8740</p> <p>Must include a completed Claims Dispute Request form.</p>
<p>Overpayment Refund Checks Lockbox</p> <p>Molina Healthcare of Illinois, Inc. PO Box 631264 Cincinnati, OH 45263-1264</p> <p>Phone (866) 642-8999 Fax (855) 260-8740</p> <p>Mail overpayment checks to this address.</p>	<p>Medical Record Submissions</p> <p>Molina Healthcare of Illinois, Inc. Attention: Provider Disputes PO Box 182273 Chattanooga, TN 37422</p> <p>Availity provider.molinahealthcare.com Fax (855) 502-4962</p> <p>Must include a completed Claims Dispute Request form and the password to the CD or the CD will be returned.</p> <p>Medical records requests from Optum, Cotiviti, or any party other than Molina Healthcare should be sent to the address provided by the vendor.</p>

MMP/Dual Options & Medicare (MAPD)

Disputes/Appeals

Molina Healthcare of Illinois, Inc.
Attention: Provider Disputes/Appeals
PO Box 22816
Long Beach, CA 90801-9977

Availity provider.molinahealthcare.com

Fax (562) 499-0610

Must include a completed Claim Dispute & Appeal form.

Overpayment/Recovery Appeals

Molina Healthcare of Illinois, Inc.
Claims Recovery Department
PO Box 2470
Spokane, WA 99210-2470

Availity provider.molinahealthcare.com

Phone (866) 642-8999

Fax (888) 396-1163

Must include a completed Claim Dispute & Appeal form.

Overpayment Refund Checks

Lockbox

Molina Healthcare of Illinois, Inc.
PO Box 631264
Cincinnati, OH 45263-1264

Phone (866) 642-8999

Fax (888) 396-1163

Mail overpayment checks to this address.

Medical Record Submissions

Molina Healthcare of Illinois, Inc.
Attention: Provider Disputes/Appeals
PO Box 22816
Long Beach, CA 90801-9977

Availity provider.molinahealthcare.com

Fax (562)499-0610

Must include a completed Claim Dispute & Appeal form **and** the password to the CD or the CD will be returned.

Medical records requests from Optum, Cotiviti, or any party other than Molina Healthcare should be sent to the address provided by the vendor.

Marketplace (Exchange)

Disputes/Appeals

Molina Healthcare of Illinois, Inc.
Marketplace does not accept claims appeals/disputes via mail (i.e., paper). The preferred submission method is the Availity Essentials provider portal.

Availity provider.molinahealthcare.com

Fax (855) 502-4962

Must include a completed Claims Dispute Request form.

Overpayment/Recovery Appeals

Molina Healthcare of Illinois, Inc.
Claims Recovery Department
PO Box 2470
Spokane, WA 99210-2470

Availity provider.molinahealthcare.com

Phone (866) 642-8999

Fax (855) 260-8740

Must include a completed Claims Dispute Request form.

Overpayment Refund Checks Lockbox

Molina Healthcare of Illinois, Inc.
PO Box 631264
Cincinnati, OH 45263-1264

Phone (866) 642-8999

Fax (888) 396-1163

Mail overpayment checks to this address.

Medical Record Submissions

Molina Healthcare of Illinois, Inc.
Attention: Provider Appeals & Grievances
PO Box 182273
Chattanooga, TN 37422

Availity provider.molinahealthcare.com

Fax (855) 502-4962

Must include a completed Claims Dispute Request form **and** the password to the CD or the CD will be returned.

Medical records requests from Optum, Cotiviti, or any party other than Molina Healthcare should be sent to the address provided by the vendor.

Questions?

We're here to help! Contact your dedicated provider relations manager or email the Provider Relations team at MHILProviderNetworkManagement@MolinaHealthcare.com. To help identify your dedicated provider relations manager, visit [Molina's Service Area page](#).

Provider portal alert

[Availity Essentials](#) is the exclusive provider portal for Molina Healthcare. Log in today to ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more.

Get critical updates

Receive news and updates about Molina services, plan requirements, and more delivered straight to your inbox! [Click here](#) to receive information curated exclusively for Molina's Illinois providers.