

MHIL Provider Memo

Molina Healthcare of Illinois, Inc. | March 30, 2026

More Digital Options: Submit Electronic Attachments via Clearinghouse

Molina Healthcare of Illinois (Molina) is informing providers that, in addition to the ability to accept electronic attachments via our Avality Essentials portal, Molina accepts standard electronic attachments (275) for claims via the SSI Group.

How it works

Once received, Molina will link your electronic attachment to your electronic claim by matching the attachment's control number (TRN02) with the corresponding claim's paperwork segment (PWK06). To ensure accurate and timely claim processing:

- TRN02/PWK values must match between 837 and 275 submissions.
- ACN values must be unique by billing provider. Each ACN can only be used once.

Molina generates 824 and 999 response transmissions for all 275 inbound transactions received through the SSI Group (our clearinghouse) and returns them to the provider's clearinghouse.

Pro tips for providers

To help ensure smooth processing, please keep these tips in mind:

- Ensure the attachment type and purpose codes are valid per the HIPAA 275 format standards.
- Accepted formats: PDF, JPEG, TIFF only.
- Timeliness: Submit attachments promptly after claim submissions to avoid delays/denials.
- Unique ACNs: Submitting unique ACN values will avoid attachment rejections.
- File size: 64MB per attachment, 128MB per 275. Confirm that your clearinghouse supports the file size and format you intend to use.

Provider next steps

Providers who prefer to submit claims via clearinghouse should register for direct SSI Claim/275 Submission: products.ssigroup.com/molinaregistrationportal/register. Ensure your clearinghouse has connectivity with SSI for electronic attachment submission.

For clearinghouse or provider-direct registration, please contact: VPSRegistration@SSIGroup.com.

Need help?

Call SSI Group provider support at (844) 750-4274, 6 a.m. to 5 p.m. Central Time.

For Molina-specific EDI questions, email the team at EDI.Claims@MolinaHealthcare.com.

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](#).

Digital-only PA

[Availity Essentials](#) is the exclusive provider portal for Molina Healthcare—and the **only** way to submit authorization requests, with the exception of Pharmacy requests and delegated UM vendors. Clinical supporting documents **must** accompany **all** authorization requests. Log in today to access claims management, eligibility/benefit verification, Digital Correspondence Hub, 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.