

# MHIL Provider Memo

Molina Healthcare of Illinois, Inc. | April 9, 2026

## Two New Availity Enhancements Coming Soon

Molina Healthcare of Illinois (Molina) is informing providers of updates within the Availity Essentials portal designed to improve routing accuracy and reduce delays. The enhancements are currently scheduled to become available on June 13, 2026.

### Appeals/disputes

Improvements in how appeals and disputes are submitted:

- Simplified submission screen to reduce steps and improve clarity
- Enhanced attachment handling, including:
  - The ability to select an attachment type
  - Improved organization of uploaded documents
- Automatically routing attachments to the appropriate team

These enhancements will help:

- Reduce submission errors and the potential need for corrections
- Ensure supporting documentation reaches the right team the first time
- Improve processing efficiency and turnaround times
- Provide a more intuitive and streamlined submission experience

### Continued stay requests

A new **Update button** will be added to the portal to support digital submission of inpatient continued stay requests. The Update button will be available on the **Authorization Dashboard** and within the **Authorization Inquiry** details page.

Providers can:

- Select an existing inpatient authorization
- Use the Update button to extend the service end date (forward only)
- Attach required clinical documentation (at least one attachment required)
- Submit the continued stay request online

The Submit button will remain disabled until you attach your clinical documentation. All existing file validation rules (file type, size, and security scanning) remain in place.

This enhancement will:

- Reduce reliance on fax and manual submissions
- Support a more efficient concurrent review process
- Provide a consistent digital experience aligned with other payers

## Availity training

Providers can access on-demand training any time through the **Help & Training** section of [Availity.com](https://www.availity.com). You must log in to Availity to access the training.

Be sure your browser allows pop-ups from the following sites:

- apps.availity.com
- availity.com
- learnupon.com

## Need help?

Providers may contact Availity Customer Support from 7 a.m. to 7 p.m. Central Time at **(800) 282-4548**.

We appreciate your support in helping us improve efficiency and quality. Thank you for your partnership in member care.

## Questions?

We're here to help! Contact your dedicated provider relations manager or email the Provider Relations team at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto: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.