

MHIL Provider Memo

Molina Healthcare of Illinois, Inc. | March 12, 2026

Communication Roadmap: Disputes/Appeals, Recoveries, and More

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

Important: The preferred method for tasks such as claims, appeals, prior auth, membership verification, and more is the [Availity Essentials Provider Portal](#), which is fast, easy, 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.

All LOBs: Medicaid, FIDE D-SNP, Medicare Advantage, Marketplace

Contact Information for Providers

Molina Healthcare of Illinois, Inc.
2001 Butterfield Rd., Suite 750
Downers Grove, Illinois 60515

Phone (855) 866-5462

Claim Dispute Fax (855) 502-4962

Email MHILProviderNetworkManagement@MolinaHealthcare.com

8 a.m. to 5 p.m. Central Time, Monday through Friday, except for state and federal holidays.

Claims

Availity provider.molinahealthcare.com

EDI Clearinghouse Phone (844) 750-4274

EDI Clearinghouse Fax (855) 260-8740

Payer ID 20934

Molina uses the SSI Group as its gateway clearinghouse. SSI has relationships with hundreds of other clearinghouses, so you can submit claims to your usual clearinghouse.

Transaction Type/Format

CMS-1500—Professional (837P)

UB04—Institutional (837I)

Inquiry/Response (270/271)

Claims Status Batch Inquiry/Response (276/277)

Register for ERA and EFT

EDI Phone (866) 409-2935

ECHO Phone (888) 834-3511

ECHO Email edi@echohealthinc.com

ECHO Enrollment

enrollments.echohealthinc.com

Molina has partnered with ECHO Health, Inc. (ECHO), for payment delivery and 835 processing. On this platform you may receive your payment via EFT/Automated Clearing House (ACH), a physical check or a virtual card.

Provider Portal Support

Availity provider.molinahealthcare.com

Phone (800) 282-4548

7 a.m. to 7 p.m. Central Time, Monday through Friday.

Fraud AlertLine

Confidential: Compliance Official
Molina Healthcare of Illinois, Inc.
200 Oceangate, Suite 100
Long Beach, CA 90802

Phone (866) 606-3889

Online MolinaHealthcare.Alertline.com

Medicaid

Disputes/Appeals

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.

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 (855) 260-8740

Mail overpayment checks to this address.

Medical Record Submissions

Molina Healthcare of Illinois, Inc.
Attention: Provider Disputes
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.

FIDE D-SNP & Medicare Advantage (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)

<p>Disputes/Appeals</p> <p>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.</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 (888) 396-1163</p> <p>Mail overpayment checks to this address.</p>	<p>Medical Record Submissions</p> <p>Molina Healthcare of Illinois, Inc. Attention: Provider Appeals & Grievances 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>

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.