

MHIL Provider Memo

Molina Healthcare of Illinois, Inc. | February 24, 2026

State Complaints: Know the Processes

Molina Healthcare of Illinois (Molina) is reminding providers that different processes are in place for state complaints. You should follow instructions for the appropriate line of business to ensure prompt attention to the grievance.

Important: The HFS state complaint portal is only for Medicaid, MMAI, and FIDE D-SNP provider complaints, **not** Medicare Advantage or Marketplace.

First steps

Your dedicated provider relations manager is here to help with any concerns you may have. You are strongly encouraged to have a conversation with them before filing any formal complaint. The resolution may be simple and quick.

State and federal regulations require you to **first** file an appeal with the health plan (i.e., Molina) **before** filing a complaint with the state. You will receive an outcome letter from Molina via mail. If you are not satisfied with the outcome, please follow the instructions on the letter, reference the appropriate Provider Manual, or connect with your dedicated provider relations manager.

Medicaid, MMAI (MMP/Duals), FIDE D-SNP

If you are not satisfied with the outcome, please follow the instructions on the letter you received or connect with your dedicated provider relations manager. Details are located on the Department of Healthcare and Family Services (HFS) website: [Managed Care Provider Resolution Portal | HFS](#).

Important: If HFS receives a complaint regarding Medicare or Marketplace, it will not be addressed and the complaint will be closed.

Medicare Advantage (MAPD) and Marketplace

If you are not satisfied with the outcome, please follow the instructions on the letter you received or connect with your dedicated provider relations manager. Details are located on the Illinois Department of Insurance (DOI) website: [Understanding the Provider Complaint Process](#).

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.