

# Provider Memorandum

## Secure Messaging from Claim Status Screen Enabled in Availity Portal

Molina Healthcare of Illinois (Molina) strives to offer tools to provider partners that help you get more done with less effort. Molina now offers an integrated messaging feature from the Claim Status screen in the Availity Provider Portal.

You can submit secure messages from the Claim Status screen directly to Molina using Availity's Messaging Application. Go to Claims & Payments | Claims Status.

**Note:** You will need the Claim Status and the Messaging App roles to access this function. The administrator for your organization can assign roles by selecting Maintain User from your account dashboard, then selecting the user and View/Edit to assign roles.

### 5 Tips to Get You Started

1. Initiate a message via the "Message this payer" option on the claim status results page. **Important:** The message **must** pertain to the current claim listed on the claim status results page.
2. Allow up to two business days for a response.
3. Access the Messaging Queue from the top right corner of your Availity home page.
4. Conversations display as cards. The color of the cards indicates the status.
5. All users have sorting and filtering options. If a message is missing from your queue, clear your filter options.

Availity's Messaging App is a faster, more effective platform for resolving simple queries. The next time you have a question about the status of a claim, try messaging. Availity offers quick demos to get you moving in the right direction. Learn how you can enhance your claims management process:

[Navigating the Messaging Queue – Training Demo.](#)

[Messaging a Payer – Training Program.](#)

You can refer to this quick reference guide of [Availity Core Features](#).

### Technical Assistance

The Availity staff is happy to assist you with technical issues and training. You can reach Availity's Help Desk at **(800) 282-4548** from 7 a.m. to 7 p.m. Central Time, Monday through Friday.

## **Questions?**

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com). For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at [MolinaHealthcare.com](http://MolinaHealthcare.com).

## **Availity Provider Portal**

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, eligibility/benefit verification, and secure messaging. Are you registered yet? [Click here](#) to get started.

## **Get Critical Updates**

Receive news and updates about Molina's services and plan requirements delivered straight to your inbox. [Click here](#) to join Molina's provider email list.

**Note:** Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.