

Provider Memorandum

Do You Know Who Your Provider Network Manager Is?

Molina Healthcare of Illinois (Molina) has a team of dedicated Provider Network Managers (PNMs) across Illinois who are ready to assist you. Their job is to work with providers like you to help them use Molina's resources to the fullest.

We have updated our service area maps with new details. To identify your PNM, open the appropriate map based on the type of provider you are:

- [Hospital providers, health care systems, and affiliated groups.](#)
- [Ancillary providers, including Long-Term Care \(LTC\), Waivers, Home Health, DME, labs, private practice medical doctors and specialists, Behavioral Health \(BH\), and transportation providers.](#)
- [Federally Qualified Health Centers \(FQHCs\), Rural Health Centers \(RHCs\), and Encounter Rate Clinics \(ERCs\).](#)

What Does My Provider Network Manager Do for Me?

Your PNM is your primary contact at Molina. He or she is your conduit to access all of Molina's programs and services. Whatever you need, the solution starts and ends with **your PNM**. As your liaison, he/she will:

- Help you access resources to aid with billing and claim requirements, submissions, and other admin functions.
- Connect you with the appropriate parties to find services for patients, including care management and others.
- Collaborate with colleagues throughout Molina to resolve your issues and concerns.
- Answer your questions and direct you to critical information about the plan.

If you are ever in doubt or you are unable to reach your Provider Network Manager, contact the team at MHILProviderNetworkManagement@MolinaHealthcare.com or **(855) 866-5462**.

Questions?

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

Get Critical Updates

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

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