

Provider Bulletin

Molina Healthcare

July 23, 2026



Provider Notice: Provider Enrollment Process Update (ProviderTrak Portal) effective 8/24/26

Overview

Molina Healthcare of Massachusetts is implementing enhancements to the provider onboarding and enrollment process through the ProviderTrak platform. These changes are designed to improve consistency, streamline intake processes, and enhance visibility for provider requests.

What Is Changing

- New provider requests must be submitted through ProviderTrak
 - Submission via email, fax, or legacy forms will no longer be accepted for routine new provider requests once the portal is active for applicable providers.
- Standardized intake and workflow process
 - Requests are routed through a structured, system-driven process to support enrollment, contracting, and credentialing activities.
- Transition to self-service portal submission
 - Providers will transition from submitting requests via manual methods to entering requests directly through the ProviderTrak portal.

What Is Not Changing at This Time

- Existing provider data maintenance activities (e.g., demographic updates, location changes, roster updates) should continue through current processes until further notice.
- Existing operational support channels (e.g., for urgent requests, escalations, or member access issues) will remain available

Provider Impact

- Improved transparency into request status and workflow progression
- Standardized submission process for new provider enrollment requests
- Reduced reliance on manual communication methods such as email and fax
- Access to a centralized portal for submitting and tracking requests
- These changes are expected to improve efficiency and reduce administrative burden over time.

Provider Education and Support

Molina will provide resources to support providers during this transition, including:

- Training materials and guidance on portal use
- Educational sessions to review new workflows
- Access to support resources and help documentation

Transition Guidance

During the transition period:

- Routine new provider requests should continue to be submitted through legacy methods
- Providers should follow Molina guidance regarding portal onboarding and submission timing
- Existing provider maintenance requests should continue through established processes

Questions

For questions related to this change, please contact your Molina provider services representative or SWHProviderRelations@Molinahealthcare.com