
Just the Fax

A fax bulletin from Senior Whole Health by Molina Healthcare • 12.30.2021

Potential Delay in Member ID Card Distribution

Dear Provider,

There may be a delay in when Senior Whole Health members receive their ID cards. To ensure members have what they need to obtain care, Senior Whole Health sent each member a letter which includes their Member ID to use in place of the ID card when seeking services until the permanent ID card arrives. A copy of that letter can be found [here](#).

Members also have access to view or print an ID card at MySeniorWholeHealth.com or on the My Molina mobile app.

In addition to verifying the member ID card, providers are asked to verify eligibility prior to each service/visit. Member eligibility verification can be completed via:

- **Provider Portal:** available 24/7 at www.provider.molinahealthcare.com

Thank you for your ongoing partnership and care for our members.

For questions or concerns, please reach out to SWHProviderRelations@molinahealthcare.com.

Thank you for serving Senior Whole Health members.