

Molina Healthcare: Digital correspondence now available in Availity Essentials

Molina is stepping into a new era with digital correspondence!

What is it?

The Digital Correspondence Hub is a brand-new tool, crafted to streamline communication, allowing providers to receive, manage, and track digital communications from Molina within the Availity Essentials workflow. This will reduce inefficiencies tied to traditional correspondence methods.

Experience the future of communication with our digital letters (initially rolling out with Prior Authorization letters) along with paper letters! Digital PA letters will be sent in real-time and tracked seamlessly.

What does this mean for providers?

As a provider, Digital Correspondence offers an easy way to manage and track digital communications in one place, integrating with other applications in Availity Essentials.

Molina will be launching this innovation with prior authorization letters!

By transitioning to digital correspondence, providers can:

- Effortlessly access it anytime and anywhere (24/7)
- View letters in real time (within seconds of receipt rather than waiting days or weeks)
- View multiple types of letters, including Approval/Denial and progress of the authorization case (Ad Hoc Letters), and
- Print & download response letters.

Training is available

Training is available from Availity to help you get familiar with the Digital Communications Hub application. Click on the link to access Availity's on-demand recording or to register for a live session with Availity when available: [DC Hub Training Demo](#).

Register Today

If your organization is not currently registered for Availity Essentials, the designated Availity administrator should go to [Availity.com](#) and select Get Started. For assistance registering with Availity Essentials, visit [Availity Customer Support](#).