

# Provider Bulletin

Senior Whole Health by Molina Healthcare

June 2026

## Provider Claim Inquiry (PCI) email requirement

To enhance our communication with providers regarding claim inquiries, Senior Whole Health by Molina Healthcare (SWH.) is introducing a new step to the PCI process, effective July 24, 2026. **Providers will now be required to include an email address** when submitting a PCI through our Network team or Provider Services team to ensure SWH is able to provide timely feedback.

### Why this matters:

This small change will make a big difference:

- Providers will get **written digital updates**, ensuring systematic communication of claim decisions.
- No more wondering—**resolution confirmations** will be sent directly to the provider via the provided email address.
- Fewer follow-up calls needed, reducing a time-consuming burden!

### How it works:

- When a PCI is submitted to SWH Network team or Provider Services team, the **email provided will be** used for communication about that inquiry.
- Our claims team will send a **digital response** with resolution details—no phone calls or manual follow-up needed.

**Please note:** If a provider cannot provide an email address, we will need to redirect your inquiry to the Availity Essentials portal. This will ensure that your questions and concerns are addressed appropriately and efficiently.

This update does not affect Provider Agreements, and SWH is working on FAQs and internal guidance to support the rollout.

### What's next?

We will keep you posted on updates to the Provider Manual and any additional documentation. In the meantime, please don't hesitate to contact your Provider Relations representative with any questions or feedback.