



Provider Memo

Potential Delay in Member ID Card Distribution for Members

Date: December 30, 2021

Dear Provider,

There may be a delay in when both **Molina Healthcare of New York, Inc. (Upstate)** and **Affinity by Molina Healthcare members (Downstate)** receive their ID cards.

To ensure members have what they need to obtain care, we sent potentially impacted members a letter which includes their Member ID to use in place of the ID card when seeking services until the permanent ID card arrives.

Members also have access to view or print an ID cards via the member portals www.MyMolina.com (Upstate) and www.MyAffinityPortal.com (Downstate), as well as 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 for all members via:

- **Provider Portal:** available 24/7 at www.availity.com/molinahealthcare
- **Member Services:** 1-800-223-7242

Thank you for your ongoing partnership and care for members. For questions or concerns, please reach out to 1-877-872-4716.

Thank you for serving our members!