

# Provider Bulletin

Molina Healthcare of New York, Inc. / Senior Whole Health of New York, Inc.

August 3, 2026

## New Provider Network Management Portal Coming Soon: ProviderTrak!

### Programs Impacted:

MNY Medicaid and HARP, MNY Child Health Plus, MNY Essential Plan, SWHNY Medicaid Advantage Plus (MAP), SWHNY Managed Long Term Care (MLTC), SWHNY Medicare

### Effective Date:

September 21, 2026

### Summary:

Molina Healthcare of New York, Inc. and Senior Whole Health of New York, Inc is pleased to share a brand-new tool that will be available to providers as of September 21, 2026: **ProviderTrak!**

ProviderTrak is designed to make it easier for providers to submit and track network participation, onboarding, and initial credentialing requests in one secure location. At launch, self-service features will allow network providers and their delegates to complete many provider applications and credentialing activities electronically.

### Initial Features:

- Submit requests to join the Molina Healthcare network
- Complete provider application
- Upload required onboarding and initial credentialing documentation electronically (e.g., W-9, licensure, certification, supporting documents)
- Track application and credentialing status in real time
- Respond to requests for additional information or documentation
- Manage user access and visibility for affiliated groups and practitioners
- Add practitioners to groups
- Upload rosters to add providers (this does not include roster changes, demographic updates, or terminations)
- Add facility locations
- Add new services/specialties

### Additional Features and Enhancements:

At this time, this feature is only available for **non-delegated groups** for the purpose of adding new practitioners and does not include roster changes, demographic updates, practitioner moves, or terminations.

ProviderTrak will continue to expand over time as additional features and functionality are rolled out. During the initial launch, some existing provider data maintenance functions will continue to follow current Molina processes.

Until further notice, please continue to email the applicable completed forms or supporting documentation to [MHNYNetworkOperations@MolinaHealthCare.Com](mailto:MHNYNetworkOperations@MolinaHealthCare.Com) for these tasks:

- Demographic updates
- Terminations / removal
- Ownership changes
- Tax ID / W-9 updates
- Supporting document updates
- Provider data maintenance requests
- **Delegated groups** should continue to submit all new practitioner additions, roster changes, demographic updates, practitioner moves, and terminations to [MHNYNetworkOperations@MolinaHealthCare.Com](mailto:MHNYNetworkOperations@MolinaHealthCare.Com).

These processes apply to existing contracted provider maintenance requests. New provider onboarding, credentialing, contracting, and network participation requests should be submitted through ProviderTrak once available.

### Provider Action Needed:

- **No action is needed at this time.**
  - Providers should continue using current processes until ProviderTrak goes live on September 21, 2026.
- **When ProviderTrak goes live**, Molina will send an email notice with the access link, registration instructions, and available training resources.
  - Providers already in Salesforce may receive a separate email from Salesforce with a link to activate their account. To ensure receipt, please check your inbox as well as your spam or junk folders so the activation email is not missed.
- **Providers with requests already under review** may receive separate communication with specific next steps.
  - If you have already submitted information through the current process, please follow the instructions provided by Molina and do not submit duplicate requests unless directed.

### Learn More:

For more details, join us at our next You Matter to Molina informational sessions. Click on the links below to register:

- [Thursday, August 27, 9-10:30 am](#)
- [Thursday, September 3, 9-10:30 am](#)
- [Wednesday, September 9, 12:30 - 2pm](#)
- [Wednesday, September 16, 12:30 - 2 pm](#)

You may also contact Provider Services at [MHNYProviderServices@MolinaHealthCare.Com](mailto:MHNYProviderServices@MolinaHealthCare.Com)