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Molina Healthcare 2026 Provider Satisfaction Survey

Molina Healthcare of Ohio, Inc. will soon distribute the 2026 Provider Satisfaction Survey to providers selected as part of this year's random sample. Your feedback is an important part of our ongoing efforts to improve our programs, services and support for providers and members.

If you receive the 2026 Provider Satisfaction Survey, please complete it by Nov. 12, 2026. You may complete the survey by mail, phone or online. A QR code will be provided so you can scan it with your digital device and complete the survey directly.

On average, the survey takes 15 minutes to complete. Molina uses an independent third party, Press Ganey, an NCQA-certified survey vendor.

Molina administers the annual Provider Satisfaction Survey in an ongoing effort to meet the needs of our provider partners and measure provider satisfaction. Your feedback is important and You Matter to Molina.

Molina followed up with all 2025 Provider Satisfaction Survey respondents to better understand your feedback and support a positive provider experience. We also collaborated with other Molina health plans to share best practices and explore additional ways to support our provider community.

You Said	We Did
Need clear communication of assigned Provider Relations Representatives to support strong collaboration.	Provider Relations Representative contact information is shared through a welcome email, trainings, Provider Bulletin quick links and the You Matter to Molina website under Contact Us – Molina Healthcare of Ohio Provider Relations.
The prior authorization process is challenging and would benefit from faster turnaround times, improved consistency and less paperwork.	Prior authorizations are completed within seven days using a Digital-Only Authorization Model via the Availity Essentials portal (Availity), creating a more streamlined process and accelerating turnaround times (TAT).
Opportunities to strengthen customer service through more organized communication.	Molina supports open communication by hosting the Provider Engagement Council (PEC) to collaborate on provider informed solutions, with representation from multiple Molina departments. Provider Relations Representatives are also available to support providers through email, orientations and ad hoc meetings.
An improved portal experience and easier ways to verify member benefits.	Availity Essentials, Molina's provider portal solution, offers trainings and tools within the platform. Molina offers multiple training options to encourage portal utilization, including live Teams sessions and on-demand trainings and presentations available on the You Matter to Molina website.
Improved timeliness in claims processing and continued	Molina recognizes the importance of timely claims processing and adherence to billing guidelines and remains committed to

You Said	We Did
adherence to billing guidelines.	accurate processing and meeting or exceeding prompt payment requirements.
Challenges related to formulary coverage and access to specialists and hospitals in certain areas.	The Ohio Department of Medicaid (ODM) partners with Gainwell, the Single Pharmacy Benefit Manager (SPBM), which administers the ODM Unified Preferred Drug List (UPDL), also known as the Formulary. This ensures a consistent drug list across all managed care plans and fee-for-service Medicaid. Molina also continuously works to maintain network adequacy across all service areas to support member access to care.
Need improved member education to support understanding of benefits and services.	Molina remains committed to clear communication of member benefits and eligibility and to providing tools that help members navigate the health care system. The enhanced Provider Online Directory (POD) supports this effort by allowing members to locate providers by specialty, name, or keyword, with filters such as gender, language, and hospital affiliation.

Molina is committed to providing quality health care for our members. Each completed survey is reviewed and analyzed to identify opportunities to better support providers and members. Your feedback helps us improve day-to-day service, strengthen operational efficiencies and enhance how we partner with our provider network.

We know your time is valuable. We want to thank you in advance for taking the time to share your feedback with us. If you have any questions regarding the survey, please contact your Molina Provider Relations Team at OHProviderRelations@MolinaHealthcare.com.

Helping Members Find In-Network Care: Provider Online Directory FAQ

Guiding Members to the Provider Directory: Providers are encouraged to guide members to Molina’s online Provider Directory to support timely access to appropriate, in-network services.

Finding Providers Online: Members can visit MolinaProviderDirectory.com/OH to find participating doctors, pharmacies and specialists. The directory allows members to search by name, specialty, language spoken, gender or proximity to their location. Encourage members to use these features to identify providers that best meet their care needs and preferences.

Getting Help with the Search Tool: Members who need assistance using the directory can access “Search Help – FAQs” at the bottom of the website. This resource offers answers to common questions and tips to help refine search results.

Coverage Reminder: Your patient’s health plan may not cover services provided by all provider types listed in the directory. Please encourage members to review their plan benefits to understand what services are covered under their specific plan. This tool does not include or provide access to benefit or payment information. Members with questions about their coverage should contact Member Services at the phone number listed on the back of their ID card.

Questions and Quick Links		
Provider Services: (855) 322-4079 Mon. – Fri. Medicaid 7 a.m. to 8 p.m., MyCare Ohio 8 a.m. to 8 p.m., Medicare and Marketplace 8 a.m. to 5 p.m.	Email: OHProviderRelations@MolinaHealthcare.com	Provider Website: MolinaHealthcare.com/OhioProviders