

Reminder – Unauthorized Use of AI-Generated Voice

Molina Healthcare (“Molina”) has recently become aware that some providers and/or a third-party acting on providers’ behalf are conducting outbound communications to Molina, via telephone, using AI-generated voice technology.

As a reminder, the 2026 Provider Manual, which is part of your contract with Molina, expressly prohibits such activity. Specifically, the Provider Manual states as follows regarding this prohibition:

“Provider shall not use AI-generated voice technology, including but not limited to AI voice bots, voice cloning, or synthetic speech systems to initiate or conduct outbound communications to Molina. The prohibition includes, but is not limited to, communications for billing, eligibility verification, Prior Authorization, or any other administrative function.”

The use of AI-generated voice technology in telephonic communications directed to Molina constitutes a direct violation of this provision. Additionally, this activity is causing a significant disruption to Molina’s operations. This call volume is straining Molina’s staffing resources and interfering with normal call handling processes,

Molina requests that providers and/or a third-party acting on a provider’s behalf immediately cease from any further use of AI-generated voice technology in connection with communications to Molina, including but not limited to communications related to billing, eligibility verification, prior authorization, or other administrative matters.

For more information, please review the 2026 provider manual, which can be accessed via the following links:

- [2026 Medicaid Provider Manual](#)
- [2026 Medicare Provider Manual](#)
- [2026 Marketplace Provider Manual](#)

If you have any questions about this notice or the contents of our provider manual, please contact your Provider Relations Representative by emailing MHTXProviderServices@MolinaHealthcare.com.