Electronic provider support services

Electronic data interchange claims

Electronic data interchange (EDI) is used for the safe and efficient transmission of health insurance claims information.

Benefits of EDI

EDI claim submissions

- Ensures **HIPAA compliance.**
- Lowers **operational costs** associated with paper claims (printing, postage, etc.).
- **Improves accuracy of data** and **efficient data** delivery.
- **Decreases claims delays** as errors can be corrected and resubmitted electronically.
- **Eliminates mailing time** and claims reach Molina **faster**.

EDI claim submission methods

- **Molina's provider portal** – Submit claims directly to Molina via the provider portal at https://provider.molinahealthcare.com. The provider portal is available at no cost, 24 hours a day, 7 days a week. It allows for easy submission of attachments and corrected claims. It allows you to void claims and check the status of your claims online, at any time.

- **EDI clearinghouse** - You may submit your EDI claims through Molina's contracted clearinghouse, Change Healthcare, or through your own clearinghouse using the Payer ID **MCC02**. Change Healthcare is contracted with hundreds of clearinghouses, and Molina will receive your claims from your clearinghouse.

FAQ's

Can I submit Coordination of Benefits (COB) claims electronically?

Yes, Molina and our connected Clearinghouses fully support electronic COB.

Do I need to submit a certain volume of claims to send EDI?

No, any number of claims via EDI saves both time and money.

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Which clearinghouses are currently available to submit EDI claims to Molina?

Molina Healthcare uses Change Healthcare as our channel partner for EDI claims. You may use the clearinghouse of your choice. Change Healthcare partners with hundreds of other clearinghouses.

What claims transactions are currently accepted for EDI transmission?

- 837P (Professional claims)
- 837I (Institutional claims)

Will you continue to accept paper claims?

Molina strongly encourages all providers to utilize EDI claims submission options, there are certain circumstances where paper claims will be accepted. For more information contact your Provider Services Representative.

What if I still have questions?

More information is available at Molinahealthcare.com under the EDI tab. You may also email us at EDI.Claims@MolinaHealthcare.com.

Electronic remittance advice/Electronic funds transfer

The Electronic Remittance Advice (ERA), or 835, is the electronic transaction which provides claims payment explanations in HIPAA-compliant files. Electronic Funds Transfer (EFT) is the transferring of funds electronically. It deposits payments directly into your account

Benefits of ERA/EFT

ERA and EFT allow providers to:

- Receive f**aster payments.**
- Lower claim processing time to as little as three days from the day the claim was submitted.
- S**earch for historical explanation of payment** (EOP) by claim number, member name, etc.
- V**iew, print, download and save** a PDF version of the EOP for easy reference with no paperwork to store.
- R**oute files** to their FTP and/or their associated clearinghouse.
- **Ensure HIPPAA compliance**

Getting started with ERA/EFT

Register with Change Healthcare – Change Healthcare's ProviderNet is an easy-to-use portal where providers can receive and manage claims payments and remittance information electronically. The online registration process allows providers to enter their office location and depository accounts and authorize specific payers to initiate electronic payments. Visit https://providernet.adminisource.com/Start.aspx to get started.

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FAQ's

Will I be charged for being configured for EFT through Change Healthcare's ProviderNet?

No, this service is offered at no cost to our providers.

How long does it take for pre-note approval?

Approval can take up to 10 calendar days.

Can I set up multiple users on my ProviderNet account?

Yes, the User Administration feature can be used to add and maintain users and their permissions.

How long does it normally take for the EFT payment to get applied to my bank account?

For verified bank accounts, the money is transferred within 24 hours of Molina's payment process. However, banks may vary on when funds are release. Please check with your bank on specifics on when the payment will be released into your account.

How do I view my EOPs that are associated with EFT payments?

The EOP are available to view and download on the ProviderNet website. EOP PDFs will remain online for up to 24 months after the original payment.

What if I still have questions?

Contact Change Healthcare Provider Services at wco.provider.registration@changehealthcare.com or (877) 389-1160.