

# Provider Bulletin

Molina Healthcare of Washington, Inc.

March 19, 2026

## Claims Denied in Error Due to Unregistered NPI Medicaid

Molina Healthcare of Washington, Inc. is notifying impacted providers of a temporary issue that resulted in certain claims denying in error for unregistered NPI. The issue has been identified and corrected, and Molina is actively reprocessing affected claims.

### What Happened

On March 2, 2026, Molina received a provider file from the Health Care Authority (HCA) that incorrectly terminated some active providers from participating status. The file was processed on March 3, 2026, resulting in NPI-related claim edits and claim denials.

On March 5, 2026, HCA notified Molina that the file contained errors and that some providers were incorrectly flagged as unregistered.

### Corrective Actions Taken

- Molina restored the prior week's provider file on March 6, 2026, reinstating affected providers to their correct participating status.
- Claims processed during the window of March 5–6, 2026 may have denied in error prior to the correction.

### Claim Reprocessing

- Molina has initiated a high-priority project to reprocess all claims that were denied incorrectly.
- While claim adjustments typically take 30–45 days, some impacted claims are already beginning to reprocess.

### Provider Action Required

- No action is required from providers currently.
- All claims denied in error will be automatically adjusted and reprocessed, and corrected payment will be issued once reprocessing is complete.

### Questions

Please contact your Molina Provider Relations representative with any questions regarding this notice or impacted claims.