



# Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

September 2017

## **WebPortal Provider Claim Appeal Submission Now Available**

Molina Healthcare delivers excellent customer service in part through the deployment of electronic provider support services. As such Molina can now accept provider appeals electronically through the secure Provider WebPortal.

The benefits of submitting your provider appeal request electronically via the Provider WebPortal are:

- The member, claim number and provider information auto populate in the form
- You can electronically attach chart notes or any other documentation you would like to submit as part of the appeal
- You can add any additional free text regarding your appeal request in the text box of the appeal form
- You will receive an electric acknowledgment letter immediately following submission
- Free of charge, no more postage

To submit an appeal you will need to be in the Claims Status Inquiry module. Once you have identified the claim you are appealing you can click on the "Appeal Claim" button located at the bottom of the page. When you are ready to submit the appeal click on the "Submit" button.

If you have already submitted an appeal by e-mail, mail or fax, please do not resubmit through the WebPortal. This will create duplicates and will cause delays. Any appeals submitted previously are in process.

If you are not currently registered to access the Molina Provider WebPortal please go to <https://provider.molinahealthcare.com/provider/login> and register.

If you have any questions or concerns, please call the Provider Services Contact Center at (855) 322-4082 Monday through Friday between 7:30 a.m. and 6:30 p.m.