



Provider Memorandum

Claim Reconsideration Now Live within Availity

Molina Healthcare strives to offer tools to our provider partners so you can get more done with less effort. Effective Monday, September 26th, Molina will offer first attempt claim reconsideration through the secure integrated messaging feature.

You can submit secure messages from the Claim Status screen directly to Molina using Availity's Messaging Application. Go to Claims & Payments | Claims Status. **Note:** You will need the Claim Status and the Messaging App roles to access this function. If you're an administrator for your organization, you can assign roles by selecting **Maintain User** from your account dashboard. Then, select the user and **View/Edit** their roles.

5 Tips to Get You Started

1. Initiate a message via the "Message this payer" option on the claim status results page. Important: The message must pertain to the current claim listed on the claim status results page.
2. Allow up to two business days for a response.
3. Access the Messaging Queue from the top right corner of your Availity home page.
4. Conversations display as cards. The color of the cards indicates the status.
5. All users have sorting and filtering options. If a message is missing from your queue, clear your filter options.

Availity Customer Support

If you have questions about secure Messaging, you can reach Availity Client Services at (800) 282-4548 from 7 a.m. to 7 p.m. Central Time, Monday through Friday.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at WIProviderNetworkManagement@MolinaHealthCare.Com or visit MolinaHealthcare.com.

Register Now for Availity, Molina Healthcare's Inc. (Molina) New Provider Portal

Learn how Molina is working with Availity at availity.com/molinahealthcare.