



## Provider Memorandum

### Change Healthcare ProviderNet Portal Sunsetting Notice

Molina Healthcare Inc's contracted vendor, Change Healthcare, will be sunsetting their ProviderNet portal as of **1/1/2023**.

If you or your clearinghouse were accessing 835 files and Explanation of Payments from this portal for payments issued prior to Molina's migration to ECHO Health Inc. portal, you will no longer have access to these documents through ProviderNet and will need to request them from Molina (for 835's) or access the Explanation of Payments through [Availity](#).

#### What do providers need to do?

Before 01/01/2023, please login to ProviderNet and download all 835 files, Explanation of Payments, and capitation summary documents you may be missing.

After ProviderNet has been sunset, if you require historical 835 files, Explanation of Payments, or capitation support, please contact the Molina Contact Center at (855) 326-5059.

When you contact Molina regarding 835 requests, please be sure to include information below that will be required to send the files via SFTP to you or your clearinghouse. Please note these requests can take 10-14 business days to complete.

- SFTP destination location for the 835's should be delivered to.
- Be ready to provide an IP address if Molina BAS team does not have your SFTP information on record.

#### Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at [WIProviderNetworkManagement@MolinaHealthCare.Com](mailto:WIProviderNetworkManagement@MolinaHealthCare.Com) or visit [MolinaHealthcare.com](http://MolinaHealthcare.com).

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

Learn how Molina is working with Availity at [availity.com/molinahealthcare](http://availity.com/molinahealthcare).

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