

July 15<sup>th</sup>, 2022



### **Change Healthcare - ProviderNet Portal Outage**

Change Healthcare's service portal, ProviderNet, is experiencing an outage and there is currently no estimated time of restoration. As a valued provider partner, we wanted to share the following information with you to minimize impacts to Molina providers due to this outage. Change Healthcare will also be publishing a customer service alert regarding this issue.

#### **Payments**

- There will be no impact or disruption to scheduled payments (EFT or paper check) from Molina.
- 835s will continue to be available through the Change Healthcare clearinghouse. Providers should expect the 835/Electronic Remittance Advice (ERA) to continue to be delivered through their current clearinghouse.
- 835s are also available to providers via the [Availity Essentials Portal](#).
- Electronic Explanation of Payments (EOPs) will continue to be available on both the [Molina Provider Portal](#) and [Availity Essentials Portal](#).

#### **Changes to banking information for Electronic Funds Transfer (EFT)**

- Changes to banking information for EFT payment is currently unavailable via ProviderNet. If changes are needed to banking information for EFT during this outage, providers should contact Change Healthcare Provider Services directly at 877-389-1160 or [WCO.Provider.Registration@ChangeHealthcare.com](mailto:WCO.Provider.Registration@ChangeHealthcare.com)

#### **New provider registration**

- Need access to an electronic EOP or 835? Please register as a Molina Provider on the Availity Essentials Provider Portal. Information on how to register is available here <https://availity.com/molinahealthcare>. If you still have a question or need assistance with a payment, please follow the usual escalation inquiry process with Molina.

#### **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) New Provider Portal**

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