Provider Bulletin

Molina Healthcare of California

https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

November 27, 2023

☒ Imperial
☒ Riverside
☒ San Bernardino
☒ Los Angeles
☒ Orange
☒ Sacramento
☒ San Diego

Availity Essentials Is Now Molina Healthcare's Exclusive Provider Portal

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

The countdown is on! 4 weeks are left until the Molina Legacy provider portal sunsets!

What you need to know:

Availity Essentials is now the official secure provider portal for MHC. The following tools will be accessible only via Availity Essentials:

- Eligibility and Benefits
- Claims inquiry
- Claims submission
- Saved claims
- Claims template portal
- Member search

When this is happening:

The Molina Legacy provider portal will be sunset on **December 25, 2023,** and all access will be blocked.

Provider Action

What you need to do:

If your organization is not yet registered for Availity Essentials, please register now at: https://availity.com/MolinaHealthcare and click the **Register** button.

For registration issues, call Availity Client Services at (800) AVAILITY (282-4548).

Assistance is available Monday-Friday, 8 a.m. to 8 p.m. ET.

Once you have your Availity Essentials account, you can learn more about the features and functionality offered for Molina providers. Simply log in > go to Help & Training > Get Trained to register for a webinar.

- **Tuesday, December 5** at 1 p.m. ET, 10 a.m. PT - Availity Essentials Provider Portal Overview for Molina Healthcare Providers - Live Webinar
- **Tuesday, January 2** at 3 p.m. - 4:15 p.m. ET, 12 p.m. PT - Availity Essentials Provider Portal Overview

Learn how to get the most out of Essentials with Availity and Molina representatives in an on-demand webinar - Recorded Webinar

PLEASE SEE THE ATTACHED FLYER FOR MORE INFORMATION.

MOLINA HEALTHCARE

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
California Hospital Systems	Deletha Foster Teresa Suarez Laura Gonzalez	909-577-4351 562-549-3782 562-549-4887	Deletha.Foster@molinahealthcare.com Teresa.Suarez2@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com
Los Angeles	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts	562-517-1014 562-549-3550 562-549-4809 562-549-4069	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Latoya.Watts@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento	Johonna Eshalomi Marina Higby	562-549-3708 916-561-8550	Johonna.Eshalomi@molinahealthcare.com Marina.Higby@molinahealthcare.com
San Bernardino	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com
San Diego / Imperial County	Briana Givens Salvador Perez Dolores Ramos Lincoln Watkins	562-549-4403 562-549-3825 562-549-4900 858-300-7722	Briana.Givens@molinahealthcare.com Salvador.Perez@molinahealthcare.com Dolores.Ramos@molinahealthcare.com Lincoln.Watkins@molinahealthcare.com

Availity Essentials is now Molina Healthcare's exclusive provider portal

Availity Essentials is now Molina Healthcare's official secure provider portal for traditional (non-atypical) providers. After December 25, when the Molina legacy provider portal is sunset, the following tools will be accessible only via Availity Essentials: eligibility and benefits, claims inquiry, claims submission, saved claims, claims template portal and member search.

The following enhancements were recently added on Availity Essentials to help make the most out of working with Molina:

What's new?	How does it benefit me?
Appeals	Submit appeal and dispute requests, upload supporting documentation, check request statuses and receive notifications when requests have been finalized and processed by Molina
Overpayments	Eliminate mail and fax for faster dispute resolution and ensure overpayment requests are up to date. View the status and details of any claim Molina has identified as an overpayment. Request additional information, dispute or resolve the overpayment.
Claims Corrections	Molina providers now have access to a new Claims Correction feature from the Claim Status page. Claims Correction allows you to correct and resubmit a paid or denied claim from the Claim Status response page.
Patient Search	Save time entering patient information for eligibility and benefits inquiries. Enter the patient's member ID or last name, first name, DOB and select the patient matching the criteria. The information will automatically populate on the request.

If your organization is not yet registered for Availity Essentials and you're responsible for the registration, please visit **Availity.com/MolinaHealthcare** and click the **Register** button.

If you are an atypical provider – e.g., personal care, adult day care, taxi services or offer home modifications and have questions about registering, explore registration resources on the Availity's **atypical training microsite**.

For registration issues, call Availity Client Services at (800) AVAILITY (282-4548). Assistance is available Monday-Friday 8 a.m. to 8 p.m. ET.

Once you have your Availity Essentials account, you can learn more about the features and functionality offered for Molina providers. Simply log in > go to **Help & Training** > **Get Trained** to register for a webinar.

- **Tuesday, December 5 at 1 p.m. ET, 10 a.m. PT - Availity Essentials Provider Portal Overview for Molina Healthcare Providers - Live Webinar**

- **Tuesday, January 2 at 3 p.m. - 4:15 p.m. ET, 12 p.m. PT - Availity Essentials Provider Portal Overview**

- **Learn how to get the most out of Essentials with Availity and Molina representatives in an on-demand webinar - Recorded Webinar**

MOLINA HEALTHCARE