

## Portal System Outage

The Molina Healthcare Web Portal is temporarily unavailable due to critical system maintenance. Molina Healthcare will work around the clock to bring our systems back online as soon as possible.

### Impacted Systems:

- The Provider and Member Portals
- Provider Online Directory (POD)

### Alternative Interim Verification and Submission Avenues:

**Eligibility:** The eligibility module of our telephonic self-service system is functioning, and will be the quickest way to confirm Member Eligibility. To access eligibility check call: (855) 322-4079. You do not need to wait through the full message to make your selections.

**Claims Submission:** Claims should be submitted via an EDI clearinghouse if possible. If clearinghouse submission is not possible, please use the Claims Address on the back of the Member ID card.

**Claims Status:** The claim status module of our telephonic self-service system is functioning, and will be the quickest way to verify claim status. If you need additional assistance, please call the Provider Services Call Center.

**Prior Authorizations:** The fastest route for Prior Authorization is submission via fax:

- Medicaid/MyCare Ohio Opt-Out Fax #: 866-449-6843
- Medicare & MyCare Ohio Opt-In Outpatient Fax #: 844-251-1450
- Medicare & MyCare Ohio Opt-In Inpatient Fax #: 877-708-2116
- Marketplace Fax #: 855-502-5130

The quickest option for checking the status of a request is through our telephonic self-service system.

**Provider Directories:** Molina Healthcare is posting PDF versions of our Provider Directories on the MolinaHealthcare.com website. They can be accessed by clicking “find a provider” from the link at the top of the page.

### What to Expect:

Molina Healthcare will continue to work around the clock to resolve this issue and bring our systems back on-line as soon as possible. We appreciate your patience and your ongoing care for our Members.

P.O. Box 349020 – Columbus, Ohio 43234-9020ZIP - Phone (855) 322-4079

### Questions?

Provider Services – (855) 322-4079  
8 a.m. to 5 p.m., Monday to Friday  
(MyCare Ohio available until 6 p.m.)

### Connect with Us

[OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com)  
[www.facebook.com/MolinaHealth](http://www.facebook.com/MolinaHealth)  
[www.twitter.com/MolinaHealth](http://www.twitter.com/MolinaHealth)