
Overview

Quick Summary

To provide an introduction to Provider Lifecycle Management.

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Introduction

Provider Onboarding: Key Components

Welcome to the Molina Healthcare Provider Network Management Portal, an online application created with the provider community in mind. This tool is designed to streamline provider onboarding and operational management. Benefits of this tool:

- Improve provider experience and responsiveness
 - Standardize the enrollment process to reduce turnaround times
 - Online management of your existing practice
 - Self-service provider data management
 - Automated messages providing status update
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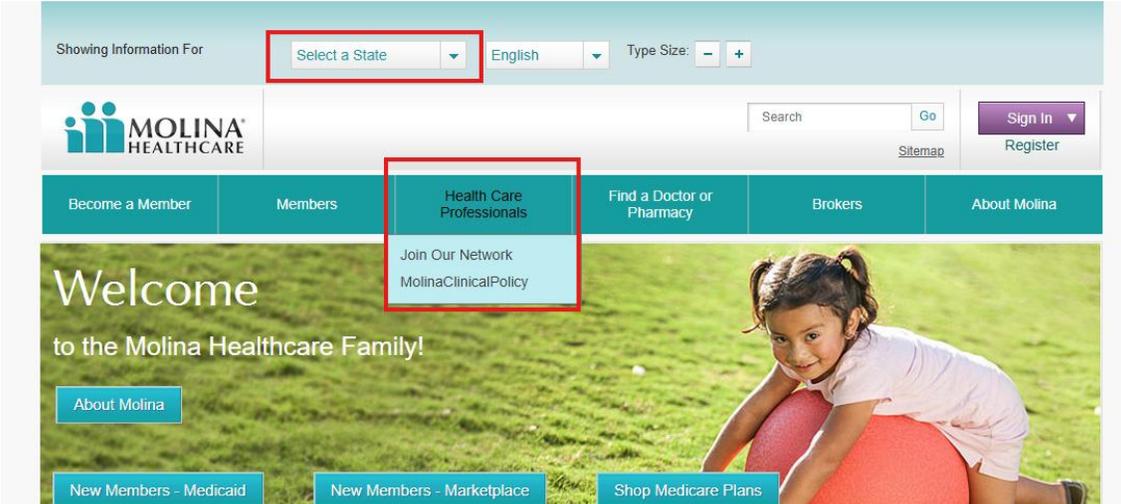
Join Our Network

Accessing the Join Our Network Page

When a provider contacts Molina to become an in-network provider, they are directed to the state’s Molina Healthcare Website to begin the process.

Medicaid and Medicare Providers

The provider clicks on the **Join Molina Healthcare of (State)’s Network** link in the **Health Care Professionals** drop-down.



The screenshot shows the Molina Healthcare website interface. At the top, there is a navigation bar with a search box, a language dropdown set to 'English', and a type size control. Below this is a main navigation menu with tabs for 'Become a Member', 'Members', 'Health Care Professionals', 'Find a Doctor or Pharmacy', 'Brokers', and 'About Molina'. The 'Health Care Professionals' tab is active, and its dropdown menu is open, showing options: 'Join Our Network', 'MolinaClinicalPolicy', 'Medicaid/Healthy MI Plan/MiChild', 'Medicare', 'Dual Options', 'Marketplace', 'Avallity Essentials Provider Portal', 'Prior Auth LookUp Tool', and 'You Matter to Molina'. The 'Join Our Network' option is highlighted with a red box. Below the navigation is a large banner with the text 'Welcome to the Molina Healthcare Family!' and a photo of a young girl playing with a red ball. There are also buttons for 'About Molina', 'New Members - Medicaid', 'New Members - Marketplace', and 'Shop Medicare Plans'.

Result: The **Join Our Network** page opens.

Marketplace Providers

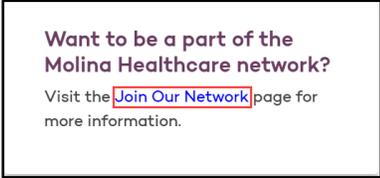
a. The provider clicks on the **Join Molina Healthcare Link** in the **Health Care Professionals** drop-down.



The screenshot shows the Molina Healthcare website interface. The 'Health Care Professionals' tab is active, and its dropdown menu is open, showing options: 'Join Molina Healthcare of Michigan's Network', 'Medicaid/Healthy MI Plan/MiChild', 'Medicare', 'Dual Options', 'Marketplace', 'Avallity Essentials Provider Portal', 'Prior Auth LookUp Tool', and 'You Matter to Molina'. The 'Join Molina Healthcare of Michigan's Network' option is highlighted with a red box. Below the navigation is a large banner with the text 'Your Medicare coverage is' and a video player showing a person at a computer. There is a 'Watch Now' button and a video player with a play button. The background of the banner features colorful puzzle pieces.

Result: The **Marketplace Provider Portal** opens.

- b. The provider scrolls down to the **Want to be a part of the Molina Healthcare Network?** window and clicks **Join Our Network**:



Result: The **Join Our Network** page opens.

Join Our Network Home Page: Overview

The **Join Our Network** page details the steps required for becoming a participating provider. In addition, this page includes the following links:

- **First-time user of the online provider portal?:** Providers use this link to receive a username and password.
- **Existing users of the online provider portal?:** Existing providers use this link to access and update information in the provider portal.

Join Our Network

Thank you for your interest in joining Molina Healthcare of Idaho's provider network. We currently provide coverage to Medicaid Plus, Medicare Choice Care, Medicare Complete Care, and Marketplace members in the state of Idaho. Contracted providers are an essential part of delivering quality care to our members, and we value our partnerships with our providers.

Note: To join Molina Healthcare of Idaho's network, you must be enrolled as an Idaho Medicaid provider at both the practice/facility and individual provider levels, as applicable.

Follow These Steps to Join Our Network

- Step One - Connect** ▶
- Step Two - Documentation** ▶
- Step Three - Credentialing** ▶
- Step Four - Contract** ▶

Changes to your provider/practice information? Please notify Molina Healthcare at least 30 days in advance when you have any of the following:

- Change in office location, office hours, phone, fax, or email
- Addition or closure of office location
- Addition or termination of a provider
- Change in Tax ID and/or NPI
- Open or close your practice to new patients

First time user of our online provider portal? Please click [here](#) to receive a username and password to update your information.

Existing users of our online provider portal: Please click [here](#) to access our online provider portal to update your information.

Step One - Connect

Provides the points of contact and the process for joining the Molina network based on the provider type.

All Providers with the Exception of LTSS, Dental, Vision, and Pharmacy

Please submit a [Contract Request on our online provider portal](#). ←

Long Term Support Services (LTSS)

Long Term Support Service (LTSS) providers are those that help members maintain independence in their home under the MI Health Link Program

Providers include, but are not limited to, Environmental Accessibility Adaptation, Home Delivered Meals, Non-Medical Transportation, Personal Care Services, Chore Services and Adult Day Care Program. For additional information, please visit – [Managed Long-Term Services and Supports](#) website.

If you are one of these providers, please submit a [Contract Request on our online provider portal](#).

Dental Providers

Molina Healthcare of Michigan provides dental services to Medicaid adult and pregnant members through [DentaQuest](#). To become a dental provider, please contact (844) 870-3977 or visit [DentaQuest.com](#).

Molina's Medicare supplemental dental benefits are administered through our [vendor](#), Delta Dental. For participation, please call (888) 818-7932 or visit [DeltaDental.com](#).

Vision Providers

Molina covers both medical and routine vision services. Medical benefits are administered by Molina, while Marketplace and supplemental Medicare benefits are administered through our vendor, Vision Service Plan (VSP). To provide both medical and routine vision services to Molina members, you will need to contract with both Molina and VSP. To contract with VSP, please visit the provider page at [VSP.com](#) or by calling (916) 851-4165. Note: Ophthalmology physicians may contract directly through Molina utilizing the Contract Request Form at the top of this page.

Note: Practitioner groups that include optometrists must be contracted with our [vendor](#) in order to contract with the Health Plan.

Pharmacy Providers

Please contact our Pharmacy benefits manager, CVS Pharmacy, by visiting [Join CVS Caremark Network](#) or by calling (800) 364-6331.

Note: The **Contract Request on our online provider portal** link directs the user to the Pre-Enrollment Portal where an online request to join the network is initiated.

Click **OK** when the following pop-up window displays:



Result: The Pre-Enrollment Portal appears.

- The portal provides access to workflows for each enrollment option.
- No login is required to access the Pre-Enrollment Portal.

Home

Welcome to the Molina Healthcare Network Pre-Enrollment Portal

Click "Next" in the box that most applies to you.

Join the Molina Network

Submit a contract request to participate in the Molina Healthcare Network.

Next

Access the Portal

Contracted providers that need to gain access to the portal to add practitioners to your group, upload a roster, add facility locations or check on credentialing status.

Next

Delegated provider

I am a delegated provider that would like to submit my delegated roster.

Next

[Click here](#) for a list of our frequently asked questions
Return to the Molina Healthcare [website](#)

Step Two – Documentation

Provides information regarding state-specific documentation required to complete the contract request.

Step Two - Documentation

If your Contract Request is accepted, you will be asked to provide additional information in our online provider portal to complete both the contracting and credentialing processes. Documents you may be asked to provide in the portal may differ depending on provider type, and may include:

- W-9
- Practitioner Information
- Idaho Medicaid Identification Number(s)

Upon completion of your online application, Provider Network Management will then begin the network enrollment process and send you a Provider Agreement for signature.

Step Three – Credentialing

Provides information regarding **CAQH** and any state-specific credentialing requirements.

Step Three - Credentialing

Providers must meet credentialing requirements. To prepare for the credentialing process, please ensure that you have a complete **CAQH** application. This means:

- Your application is in a completed status (Initial Profile Complete or Re-attestation)
- You have authorized Molina to view your data
- You have attested in the last 120 days
- Your documents are completed and not expired
- You are licensed to practice in Idaho

Step Four- Contract

Provides information regarding the contracting process.

Step Four - Contract

The final step will be for Molina to countersign your Provider Agreement and provide you with a signed copy. Credentialed facilities and/or practitioners will also be loaded into Molina's claims payment system as in-network providers. The in-network effective date for each facility and/or practitioner will be the latter of the effective date on your Provider Agreement or be the date of credentialing completion, which will be included in the notification that you will receive from Molina.