

## Overview

### Quick Summary

To provide the guidelines for Navigating the Authenticated Portal.

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## Definitions

The following table defines the terms used in this document:

Term	Definition
<b>CAQH</b>	Council for Affordable Quality Healthcare
<b>Business Development Case</b>	A case to collect the new affiliation information for a practitioner when credentialing has already taken place or is not needed
<b>Credentialing Case</b>	A case to collect the new affiliation information as well as collect credentialing information
<b>Location</b>	A record that represents a practicing location
<b>Molina Status</b>	Status of the case
<b>Provider Group</b>	A group that credentialing will take place at the practitioner level
<b>Ancillary Group</b>	A group that the credentialing will take place at the group level
<b>Business Account</b>	A group where you are only provisioned at the TIN level, you will not be able to add providers individually you can only load a roster that will be processed manually by the Health Plan (MI Only currently)
<b>Roster Import</b>	Where rosters are uploaded to be processed
<b>Continue Enrollment</b>	The task needing to be done to collect missing information so your case will move through the process

## Navigating the Authenticated Portal

**Landing Page – You will see all Provider Group Accounts and Ancillary Group Accounts you have access to manage**

**Help- There is a help icon in the top corner, if you click on that it will bring you to a link with helpful documentation.**

**Note:** Any groups you do not see here you will have to enter a request on the pre-enrollment portal to gain access to.

Once on the landing page you will want to select a state from the drop down, then you can see the:

- Practice Name
- Practice TIN
- Practice NPI

- Molina Status (if your group is new this will be the status of your Business Development or Credentialing Case depending on your group Type) If it shows Continue enrollment you will need to click that link and continue enrollment
- Change Request (if your group has an open change request the case number will show)
- State (the state that group is contracted with or in the process of becoming contracted with)
- Account Record Type (will show if it is a Provider Group, Ancillary Group, Business Account)

Home
Help

### Welcome to the Molina Healthcare Family

Once your enrollment request is submitted, please review the next steps below to complete your application and/or add practitioners:

- Select the applicable State, check the box next the Practice Name, and click on Open Selected Practice.
- Groups/facilities, you must complete the application and provide service location, license and other information - click on the Continue Enrollment link under Molina Status.
- Add practitioner(s) if applicable via the Add Practitioner button for individual submissions, or via a Roster Upload for bulk submissions
- CAQH will pull all data back for providers that require credentialing; for practitioners that do not require credentialing or for atypical provider types, click the Continue Enrollment link under Molina Status of the practitioner's record

Search Account

Select State

Select State ▼

	Practice N...	Practice T...	Practice N...	Phone	Molina Sta...	Change R...	State	Account R...
<input type="checkbox"/>							CA,NE	Provider Group
<input type="checkbox"/>							NM	Provider Group
<input type="checkbox"/>							CA	Ancillary Group
<input type="checkbox"/>							NE	Provider Group

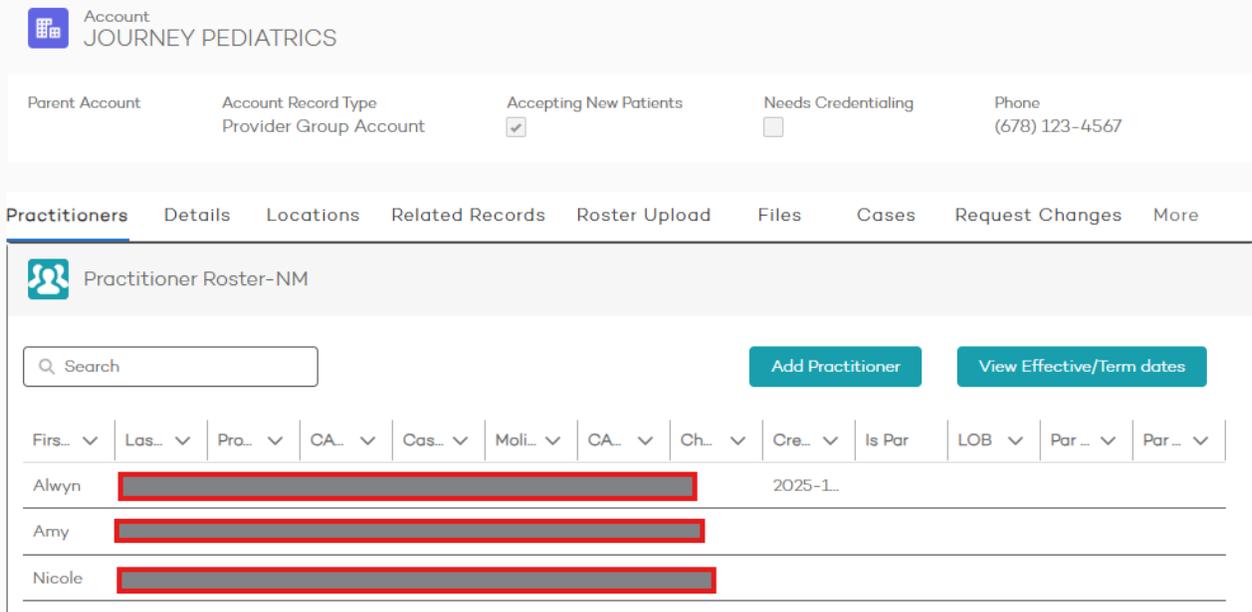
[View our list of frequently asked questions](#)

## Navigating A Provider Group

After selecting a State from the dropdown box, you will check the box next to the group you wish to manage by selecting Open Selected Practice:



View our list of [frequently asked questions](#)



Account  
JOURNEY PEDIATRICS

Parent Account      Account Record Type  
Provider Group Account

Accepting New Patients      Needs Credentialing      Phone  
(678) 123-4567

Practitioners   Details   Locations   Related Records   Roster Upload   Files   Cases   Request Changes   More

Practitioner Roster-NM

Search      Add Practitioner      View Effective/Term dates

Firs...	Las...	Pro...	CA...	Cas...	Mali...	CA...	Ch...	Cre...	Is Par	LOB	Par...	Par...
Alwyn								2025-1...				
Amy												
Nicole												

Upon Entering your group you will see a header with the account information along with 9 tabs:

**Tab 1 Practitioners:**

Under this tab you will see your practitioner roster.

For each practitioner you can see

1. First Name
2. Last Name
3. Provider NPI
4. CAQH Number
5. Case Number
6. Molina Status
7. Change Request
8. Credentialing Approval Date
9. Is Par?
10. LOB
11. Par Effective Date
12. Par End Date

\*You will also see an add practitioner button to add a practitioner to your group

\*You will see an additional button View Effective/Term dates – this will allow you to view the participation for each practitioner for that group

**Tab 2 Details:**

-Under this tab you will see account and contact information for the group

Account Information

Account Name	Parent Account
Legal Name	Practice NPI Number
Doing Business As	Practice Tax ID Number
Entity Type	Number of Practitioners in Group
EPSDT Number	Registered with Medicaid?
	Registered with Medicare?
	Primary Specialty
	Practice Taxonomy

Contact Information

Billing Address

Miami, FL 41234



Billing Fax

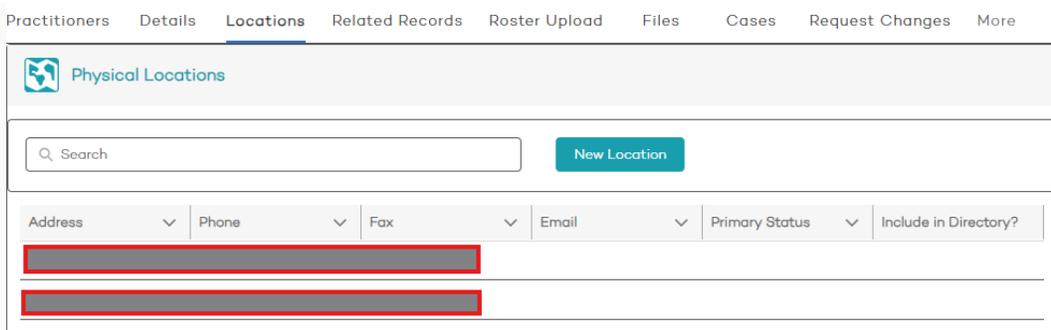
Phone

Phone Extension

Fax

**Tab 3 Locations:**

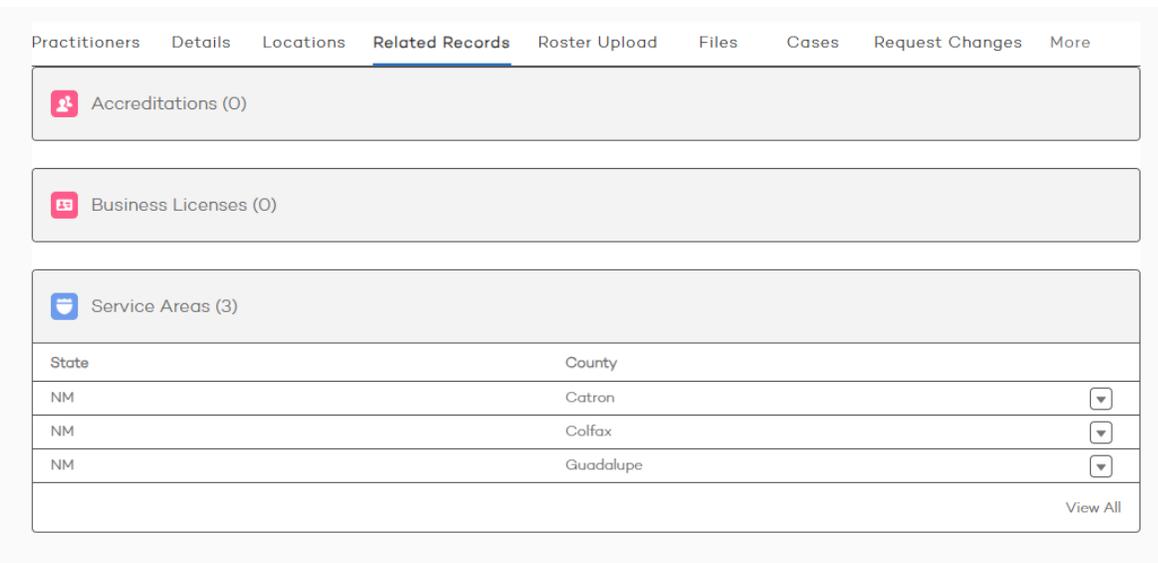
Under this tab you will see the Physical Locations associated with this group.  
 If a new location is needed, you can add one here.



The screenshot shows the 'Physical Locations' tab selected in a navigation menu. Below the menu is a search bar with a 'New Location' button. A table below contains columns for Address, Phone, Fax, Email, Primary Status, and Include in Directory?. Two rows in the table are highlighted with red boxes, indicating they are currently empty or being edited.

**Tab 4 Related Records:**

This will house Accreditations, Licenses, and Service areas.  
 This information will vary based on the account record type you are on. For a practitioner and an Ancillary group account there will be more data housed here.



The screenshot shows the 'Related Records' tab selected in a navigation menu. It displays three sections: 'Accreditations (0)', 'Business Licenses (0)', and 'Service Areas (3)'. The 'Service Areas' section contains a table with columns for State and County, and a 'View All' link.

State	County	
NM	Catron	▼
NM	Colfax	▼
NM	Guadalupe	▼

**Tab 5 Roster Upload:**

This is the tab you can upload and process a practitioner roster. Reference the “Non-Delegated Roster Uploads” training document under the training materials under the help link for the steps on this process.

Practitioners Details Locations Related Records **Roster Upload** Files Cases Request Changes More

Guides: [Roster Upload Guide](#) | [Specialty-Taxonomy Guide](#)

**Roster Import**

State Selection Upload Files (file should be less than 10MB.)

\*State ⓘ

None Upload Files Or drop files

**Tab 6 Files:**

Any files uploaded to this record will be visible here.

Practitioners Details Locations Related Records Roster Upload **Files** Cases Request Changes More

Files (1) Upload Files

Title	Owner	Last Modified	Size
 test	Nicole Nov Training	11/11/2025 12:59 PM	14KB

View All

**Tab 7 Cases:**

Here you will see any cases for this account.

You will see the case number and status.

Practitioners Details Locations Related Records Roster Upload Files **Cases** Request Changes More

Cases (2)

Case	Status
184647943	In Signatures
184647942	Submitted

View All

**Tab 8 Request Changes:**

If your state allows for changes requested via the portal you will see those options here. If you are in a state that this functionality is not yet live you will see this message:

Practitioners Details Locations Related Records Roster Upload Files Cases **Request Changes** More

To submit a change or term request, please contact your provider relations or provider services team. You can locate their information using the help icon in the top left menu

**Tab 9 More (Request Termination):**

If your state allows for terminations requested via the portal you will see those options here. If you are in a state that this functionality is not yet live you will see this message:

Practitioners Details Locations Related Records Roster Upload Files Cases **Request Termination** More

To submit a change or term request, please contact your provider relations or provider services team. You can locate their information using the help icon in the top left menu

**NOTE: If your state does not allow for the terminations/changes to be requested via the portal please submit those the historical way.**

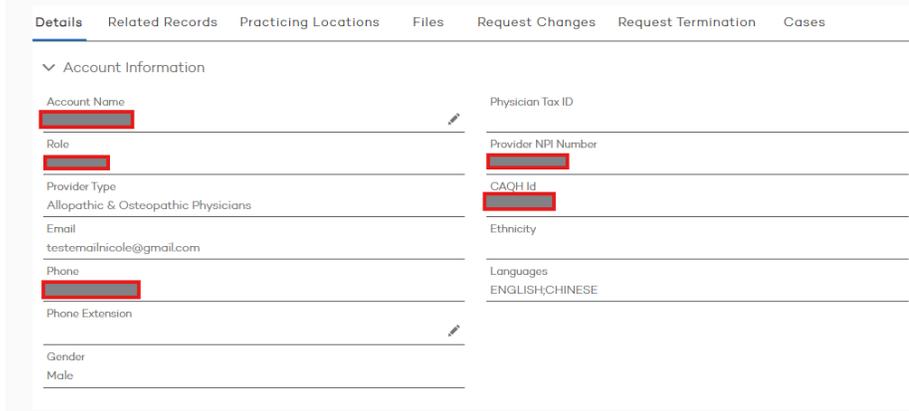
## Navigating a Practitioner in the Portal

You will select your practitioner under the group you wish to see information for. You will see 7 tabs.

1

**Tab 1 Details:**

You will see the applicable information for the practitioner you are viewing.



The screenshot shows a user interface with several tabs: Details, Related Records, Practicing Locations, Files, Request Changes, Request Termination, and Cases. The 'Details' tab is active and displays 'Account Information' with a dropdown arrow. The information is organized into two columns:

- Left Column:** Account Name, Role, Provider Type (Allopathic & Osteopathic Physicians), Email (testemailnicole@gmail.com), Phone, Phone Extension, and Gender (Male).
- Right Column:** Physician Tax ID, Provider NPI Number, CAQH Id, Ethnicity, and Languages (ENGLISH, CHINESE).

Red boxes highlight the Account Name, Role, CAQH Id, and Phone fields.

2

**Tab 2 Related Records:**

You will see applicable Board Certs, Licenses, Education, Insurances, Specialties, Work History and Healthcare Affiliations under this tab.

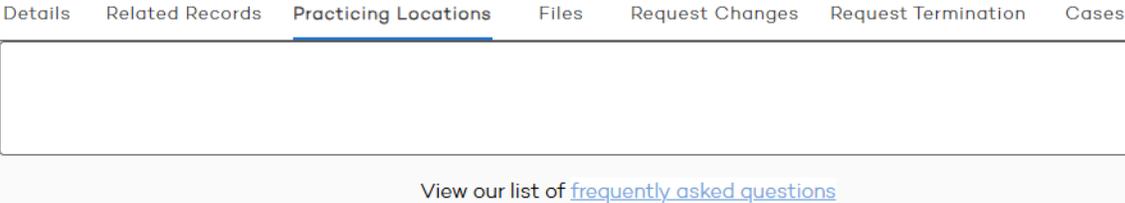
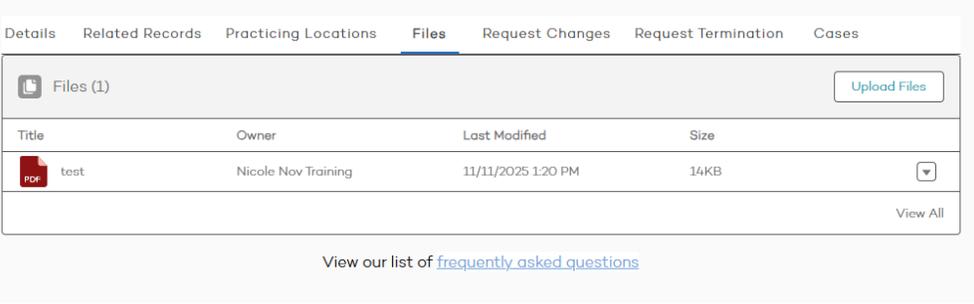
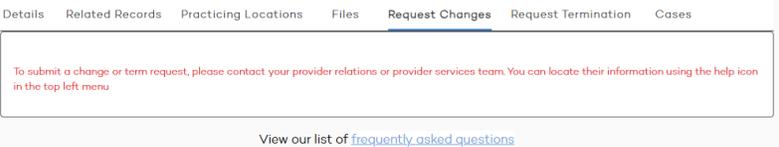
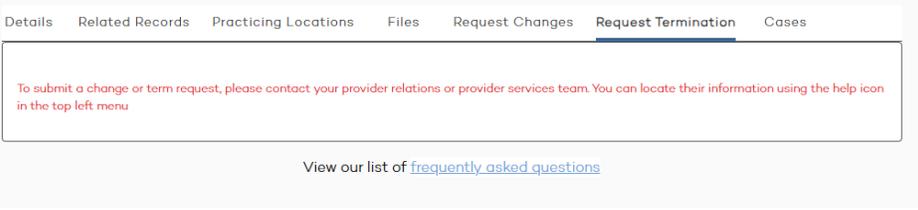
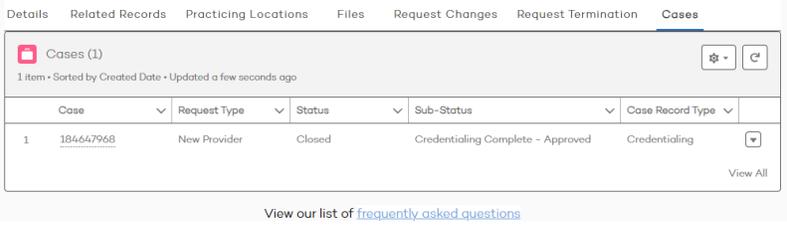


The screenshot shows the 'Related Records' tab selected. It displays a section for 'Board Certifications (1)' with a table containing the following headers: Board Certification Name, Board Name, Certification Type, and Status. A single row is visible, with the Board Certification Name field highlighted in red. A 'View All' link is located at the bottom right of the table.

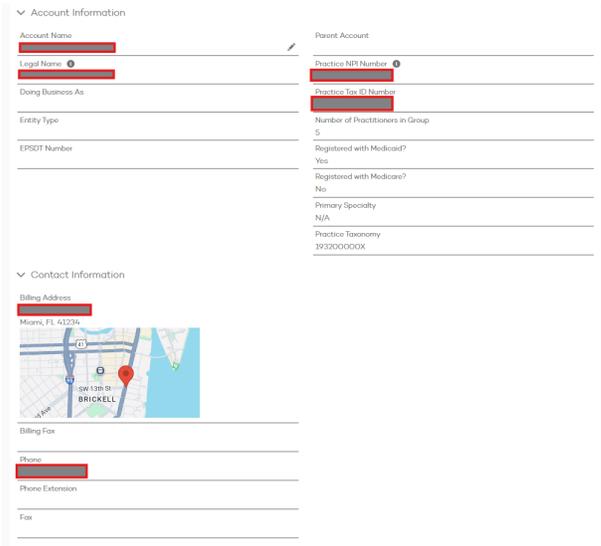
3

**Tab 3 Practicing Locations:**

The locations a provider has practicing affiliations with under this group will be listed here.

	
<p><b>4 Tab 4 Files:</b> Any files loaded in association to the practitioner will be viewable here.</p>	
<p><b>5 Tab 5 Request Changes:</b> If your state allows for changes requested via the portal you will see those options here. If you are in a state that this functionality is not yet live you will see this message:</p>	
<p><b>6 Tab 6 Request Termination:</b> If your state allows for terminations requested via the portal you will see those options here. If you are in a state that this functionality is not yet live you will see this message:</p>	
<p><b>7 Tab 7 Cases:</b> You will see cases associated to this provider for this group under this tab.</p>	

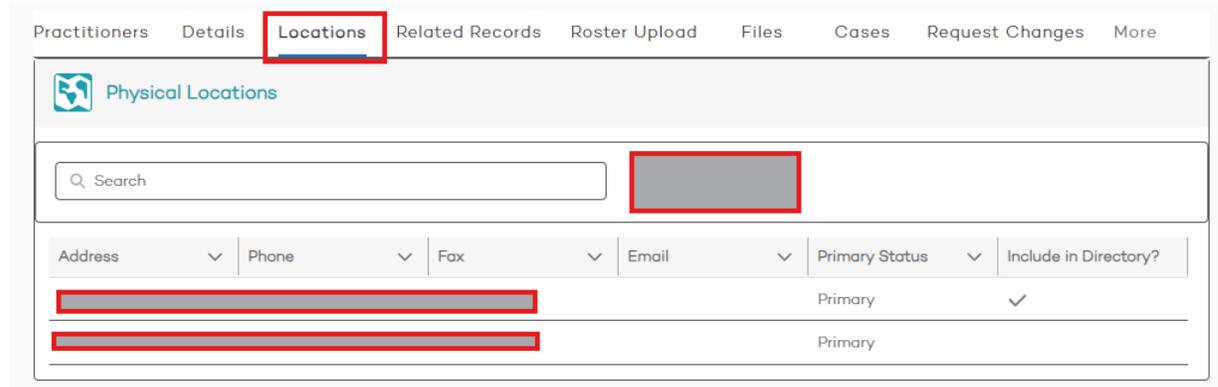
## Navigating an Ancillary Group

Upon Entering your group you will see a header with the account information along with 9 tabs:	
<b>1</b>	<p><b>Tab 1 Practitioners:</b></p> <p>Under this tab you will see your practitioner roster. For each practitioner you can see</p> <ol style="list-style-type: none"> <li>1. First Name</li> <li>2. Last Name</li> <li>3. Provider NPI</li> <li>4. CAQH Number</li> <li>5. Case Number</li> <li>6. Molina Status</li> <li>7. Change Request</li> <li>8. Credentialing Approval Date</li> <li>9. Is Par?</li> <li>10. LOB</li> <li>11. Par Effective Date</li> <li>12. Par End Date</li> </ol> <p style="text-align: right;">*You will also see an added practitioner button to add a practitioner to your group *You will see an additional button View Effective/Term dates – this will allow you to view the participation for each practitioner for that group</p>
<b>2</b>	<p><b>Tab 2 Details:</b></p> <p>-Under this tab you will see account and contact information for the group</p>  <p>The screenshot shows a form with two main sections: 'Account Information' and 'Contact Information'.  <b>Account Information:</b>          - Account Name: [Redacted]          - Legal Name: [Redacted]          - Doing Business As: [Redacted]          - Entity Type: [Redacted]          - ERSDT Number: [Redacted]          - Parent Account: [Redacted]          - Practice NPI Number: [Redacted]          - Practice Tax ID Number: [Redacted]          - Number of Practitioners in Group: 5          - Registered with Medicare?: Yes          - Registered with Medicare?: No          - Primary Specialty: N/A          - Practice Taxonomy: 392200000X  <b>Contact Information:</b>          - Billing Address: [Redacted]          - Address: Miami, FL 33134          - Map: Shows a location on a map near Brickell.          - Billing Fax: [Redacted]          - Phone: [Redacted]          - Phone Extension: [Redacted]          - Fax: [Redacted]</p>

3

**Tab 3: Locations**

Under this tab you will see the physical locations for your ancillary group.  
You can add a new location by clicking the New Location button.

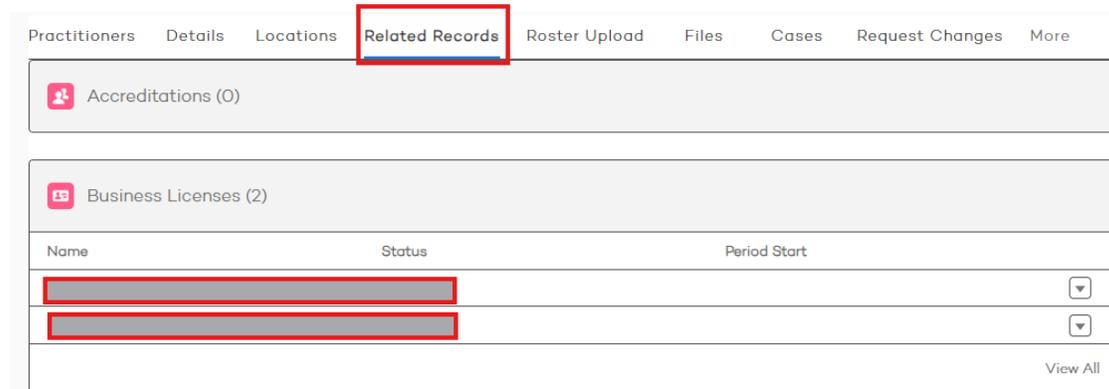


Address	Phone	Fax	Email	Primary Status	Include in Directory?
[Redacted]				Primary	<input checked="" type="checkbox"/>
[Redacted]				Primary	

4

**Tab 4: Related Records**

Under this tab you will see accreditations and licenses for this ancillary record.

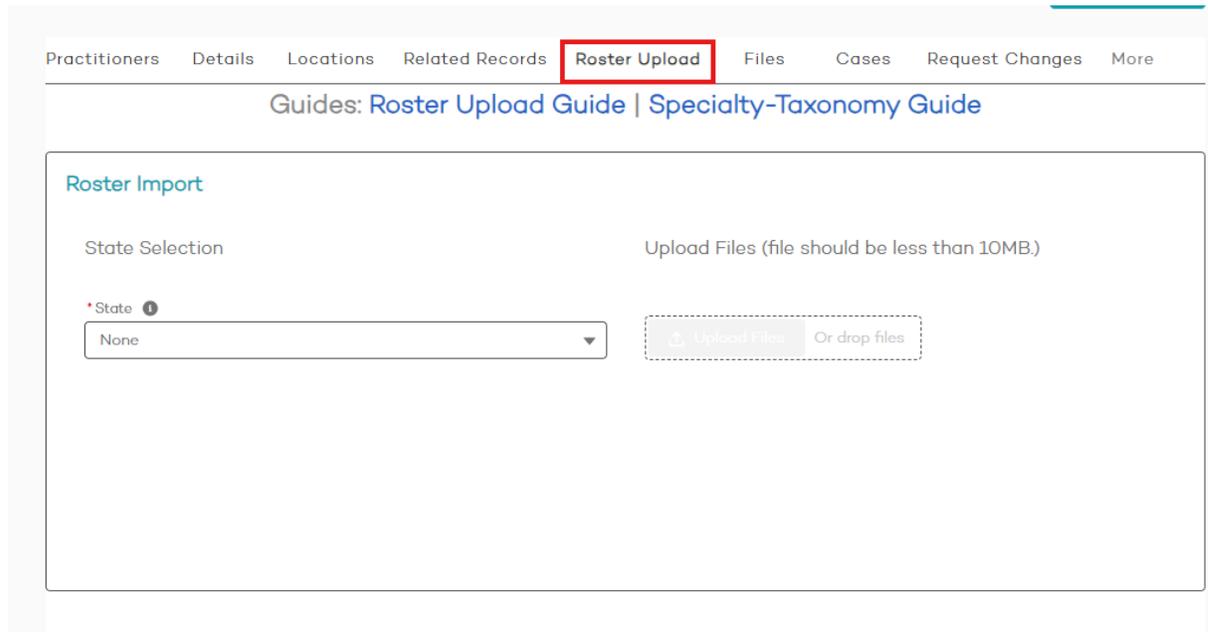


Name	Status	Period Start
[Redacted]		[Redacted]
[Redacted]		[Redacted]

[View All](#)

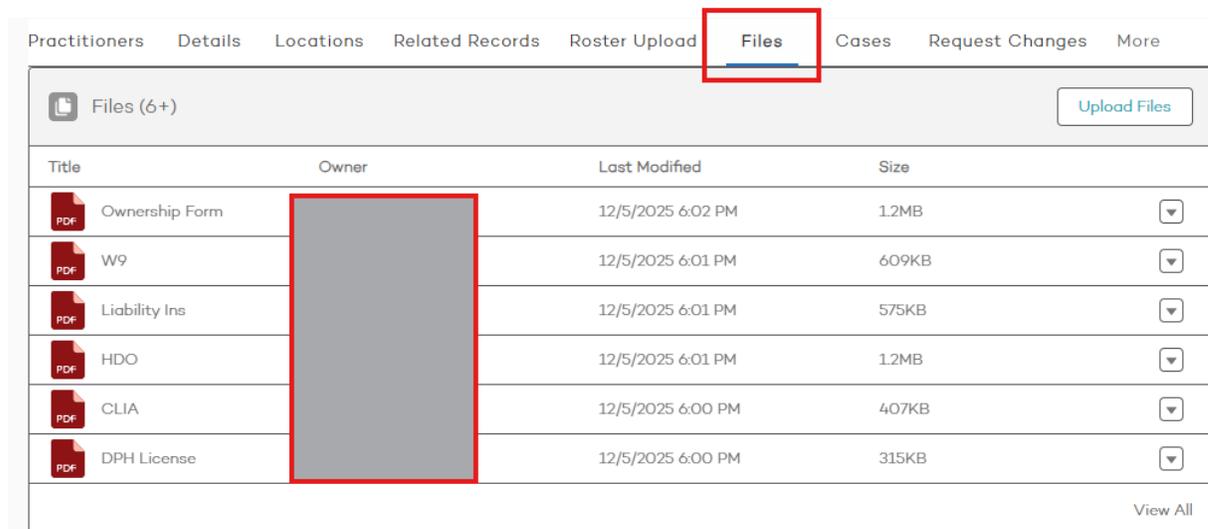
**5 Tab 5: Roster Upload**

This tab is where you can import and upload a roster.



**6 Tab 6: Files**

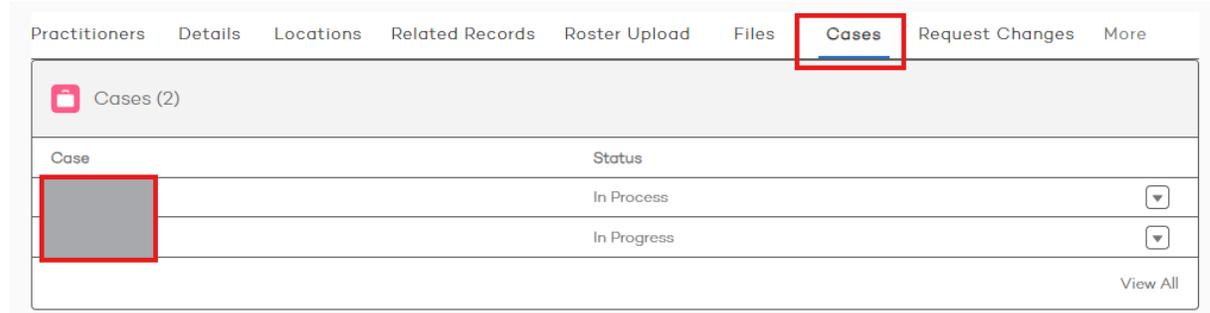
All files that have been uploaded to this account will be visible under this tab. You can also upload additional files here as well.



7

**Tab 7: Cases**

You can view cases associated with this ancillary and their status under this tab.



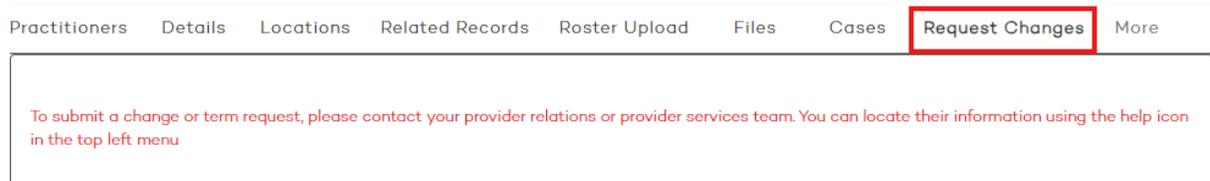
Case	Status	
	In Progress	▼
	In Progress	▼

View All

8

**Tab 8: Request Changes**

If your state allows for changes requested via the portal you will see those options here. If you are in a state that this functionality is not yet live you will see this message:



To submit a change or term request, please contact your provider relations or provider services team. You can locate their information using the help icon in the top left menu

9

**Tab 9: More – Termination**

If your state allows for terminations requested via the portal you will see those options here. If you are in a state that this functionality is not yet live you will see this message:

