
Adding Practitioners to a Group: Roster Uploads

Quick Reference Guide:

1

Create roster

Input provider and demographic information into a spreadsheet. Ensure all required information is included as indicated on the *Molina Preferred Roster Template Guide*.

2

Upload

Upload roster file in the Provider Network Management community portal under the [Roster Uploads](#) tab.

3

Validate and import

In the preview screen, validate and import the roster. Errors are highlighted in red so you can make corrections. Once updated, revalidate and import.

4

Complete import

Clicking **Done** completes the process. A *Final Report* is generated, indicating successful rows and failed rows with the reason for failure.

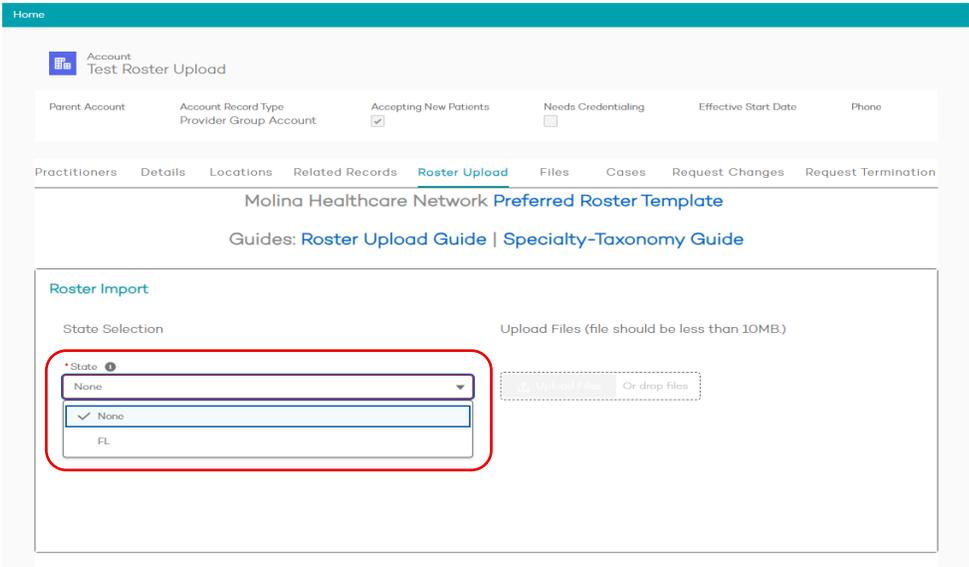
5

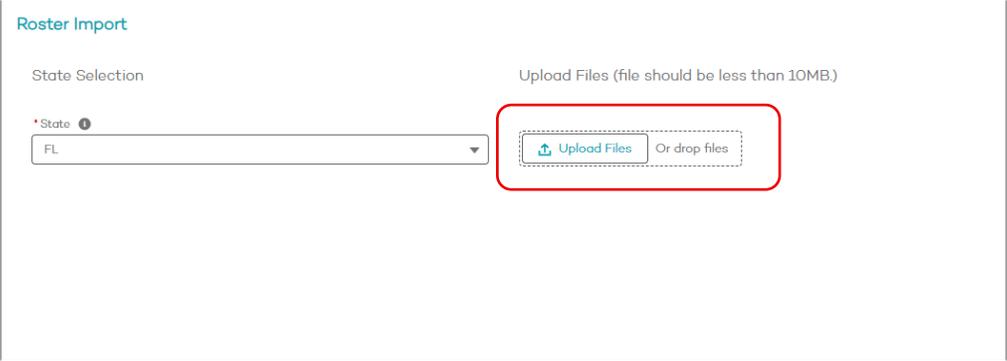
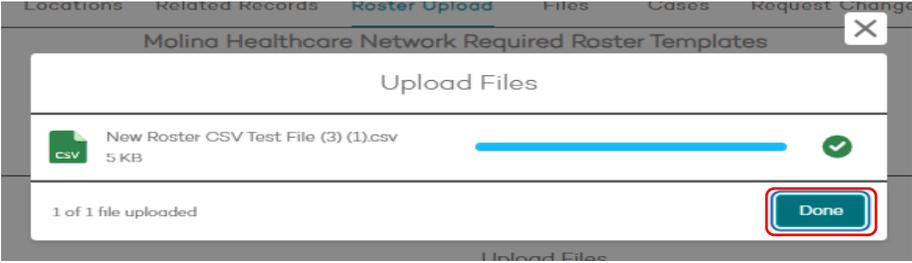
Track cases

Navigate to the [Roster Results](#) tab to track the applicable credentialing and business development cases for your provider(s). The *Final Report* is also available under the [Files](#) tab.

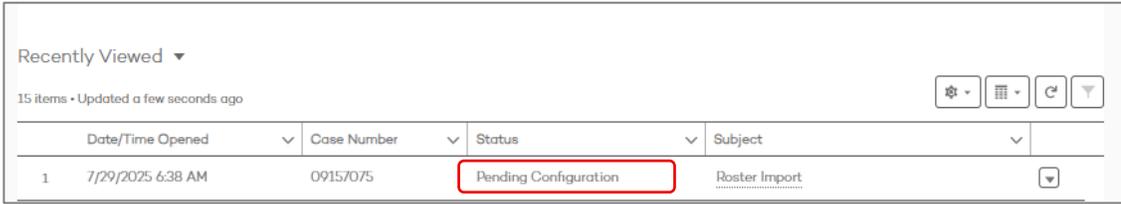
Steps

Follow these guidelines to add practitioners to a group via a roster upload.

Step	Action
1	<p>Create Excel template</p> <p>Create a roster file complying with the <i>Molina Preferred Roster Template Guide</i> (can be in Excel or CSV format).</p>
2	<p>Open group account page</p> <p>On the welcome page, select the box next to the Practice Name. Click Open Selected Practice.</p> <div data-bbox="306 646 1295 913" style="border: 1px solid #ccc; padding: 10px;">  </div> <p>RESULT: The Group Account page opens.</p>
3	<p>Select state</p> <p>In the Roster Upload tab, select the state.</p> <div data-bbox="354 1066 1323 1633" style="border: 1px solid #ccc; padding: 10px;">  </div>

<p>4</p>	<p>Upload roster</p> <ul style="list-style-type: none"> • Click Upload Files. • Both Excel and CSV files are accepted. <p><i>Note: There is also a “drop files” option.</i></p> <p>RESULT: The file upload window opens.</p> <ul style="list-style-type: none"> • Select the roster file. • Click Open.  <p>RESULT: The roster is uploaded. Wait until the green check appears to ensure the upload is successful.</p> <ul style="list-style-type: none"> • Click Done to close the Upload Files window. 
<p>5</p>	<p>Configure roster</p> <p>All custom roster templates must be pre-configured by Molina prior to import. This will only need to be done the first time a custom template is submitted.</p> <ul style="list-style-type: none"> • If the roster template has not been configured: <ul style="list-style-type: none"> ○ The user will see a warning message as the roster is routed internally to be configured. ○ Molina will then process your roster after it is configured. A notification will be sent confirming the status of your roster import. 

- A Roster Import case is created with a status of “Pending Configuration.”

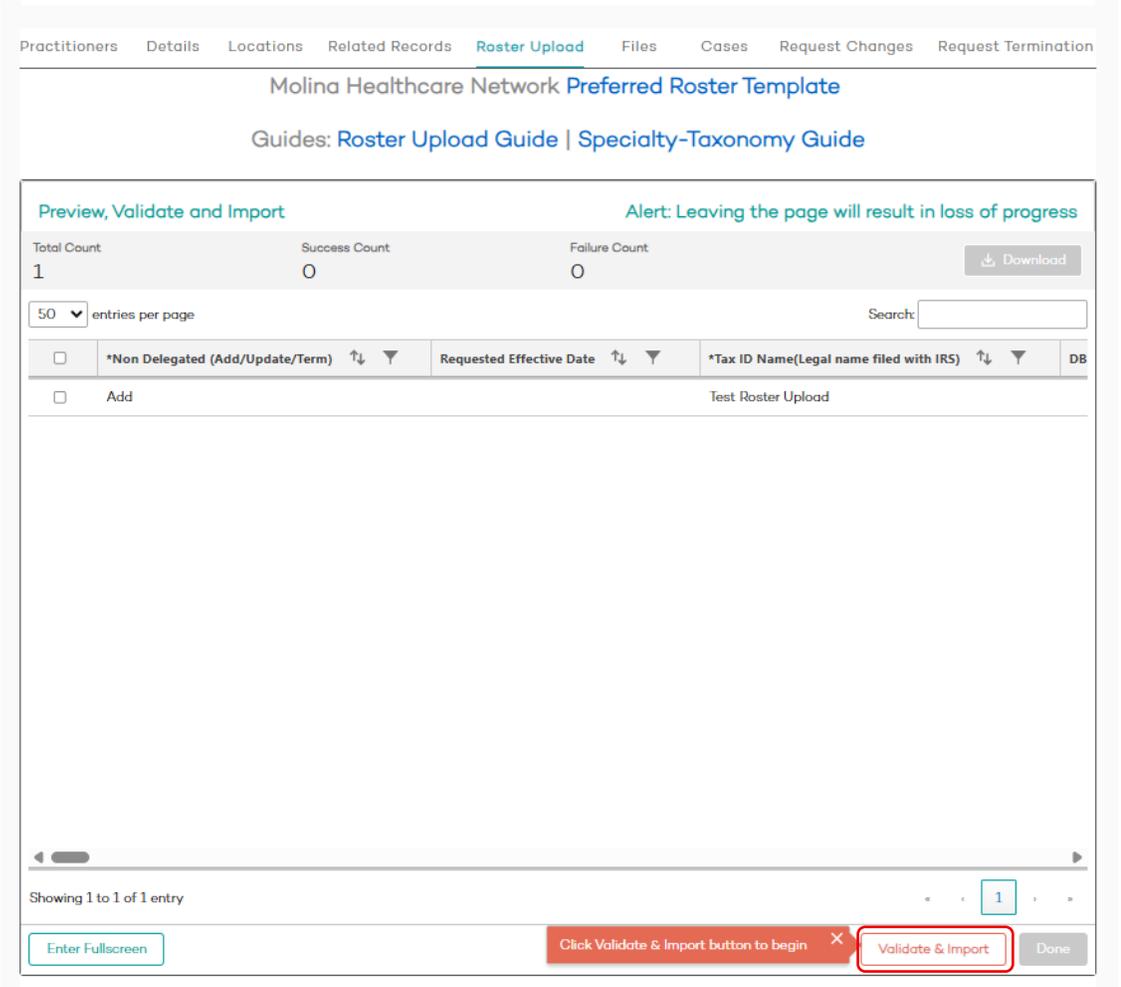


Recently Viewed ▾
15 items • Updated a few seconds ago

Date/Time Opened	Case Number	Status	Subject
7/29/2025 6:38 AM	0915/075	Pending Configuration	Roster Import

6 Preview and validate roster

- If no custom configuration is required, once the roster is uploaded, the preview screen appears.
- Select the **Validate & Import** button.



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

Molina Healthcare Network Preferred Roster Template

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

Preview, Validate and Import Alert: Leaving the page will result in loss of progress

Total Count: 1 Success Count: 0 Failure Count: 0 [Download](#)

50 entries per page Search:

<input type="checkbox"/>	*Non Delegated (Add/Update/Term) ↑↓ ▾	Requested Effective Date ↑↓ ▾	*Tax ID Name(Legal name filed with IRS) ↑↓ ▾	DB
<input type="checkbox"/>	Add		Test Roster Upload	

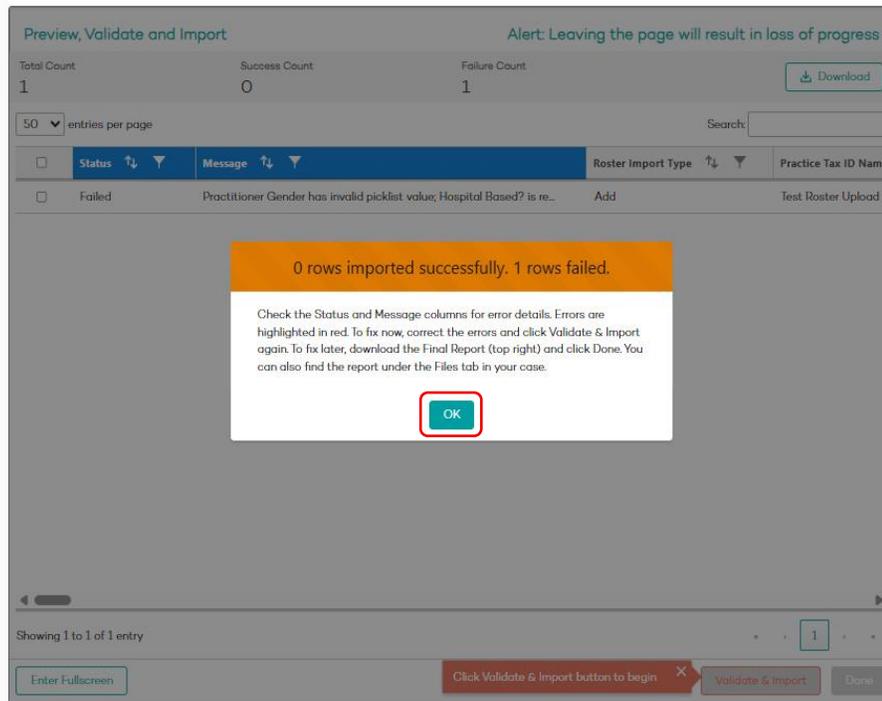
Showing 1 to 1 of 1 entry

[Enter Fullscreen](#) Click Validate & Import button to begin Validate & import [Done](#)

RESULT: A notification appears.

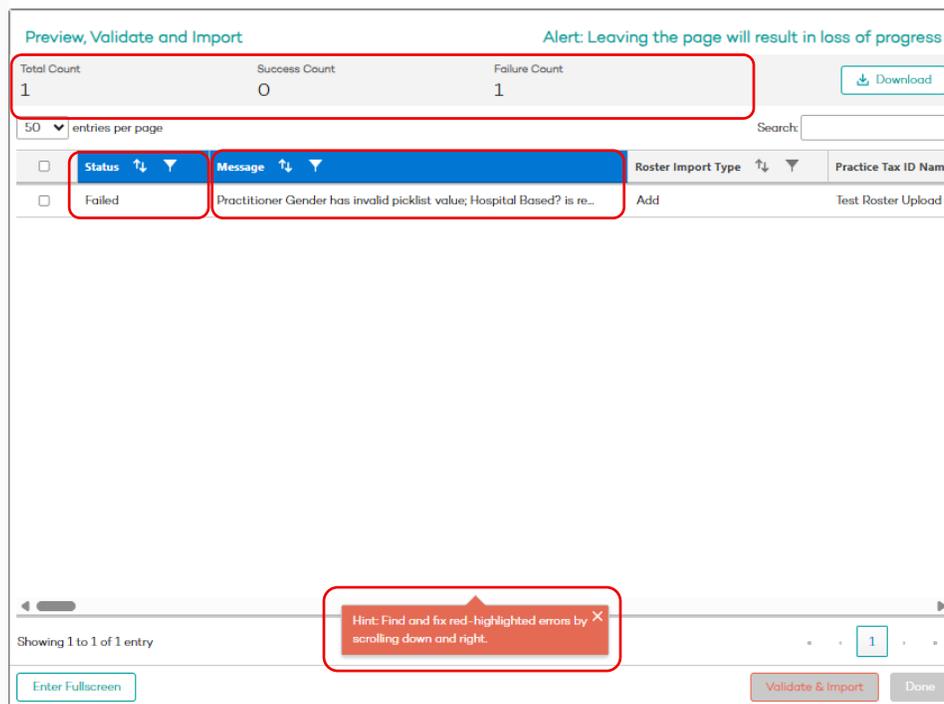
7 Import roster

- The import notification details how many rows were successfully imported.
- Click **OK**.



RESULT: The preview screen appears. This screen details the:

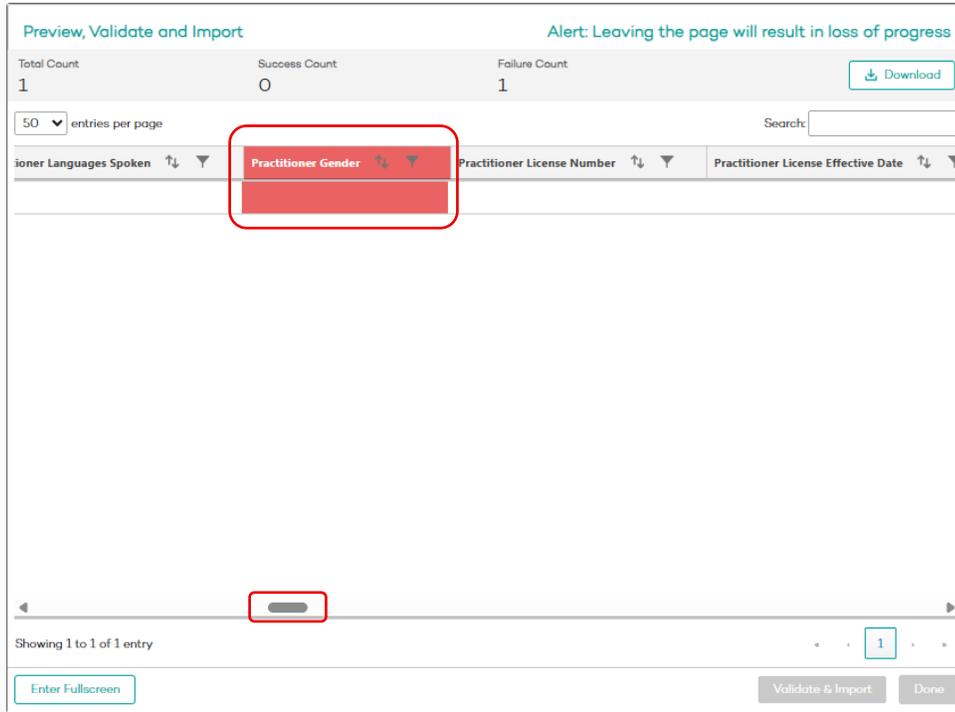
- **Total Count:** Success Count and Failure Count
- **Status:** Which rows succeeded and which rows failed
- **Message:** Errors for the rows that failed



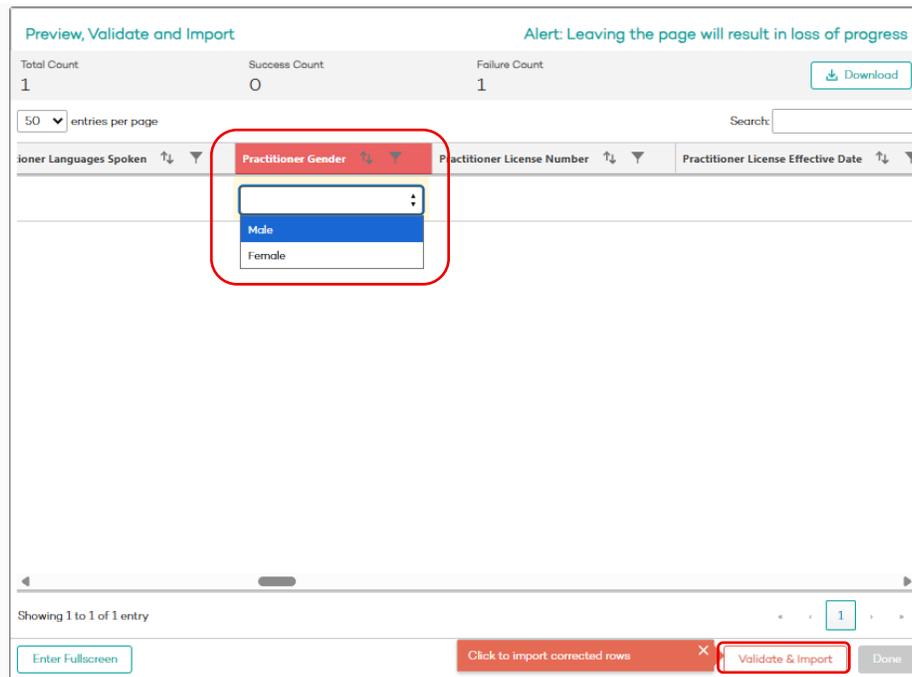
Note: Use the system hints to determine the next steps.

8 Correct roster errors

- Use the scroll bar and navigate to the right to locate the errors.
- Roster error fields are highlighted in red.



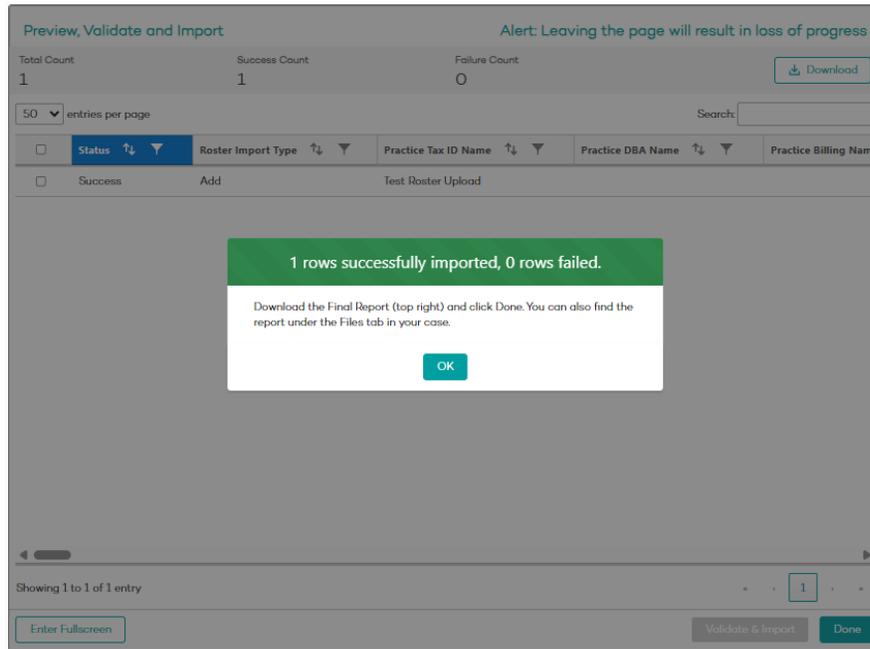
- Identify and correct the errors.
- Click the **Validate & Import** button to incorporate the corrections.



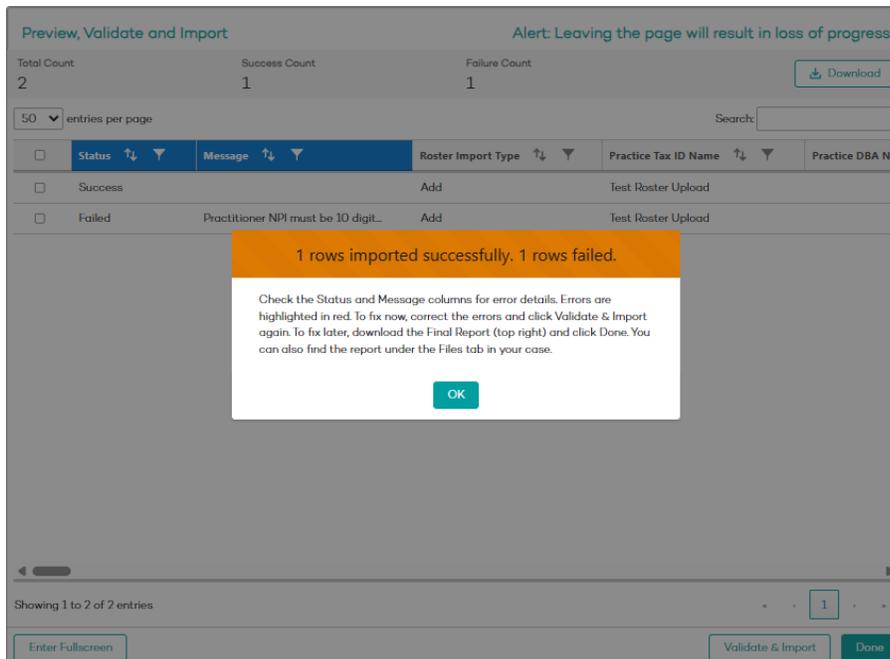
RESULT: A notification window opens that details the number of valid rows and the number of rows that have errored out. Only successfully validated rows will be imported.

- Click **OK** to proceed.

Example of a fully successful roster import:

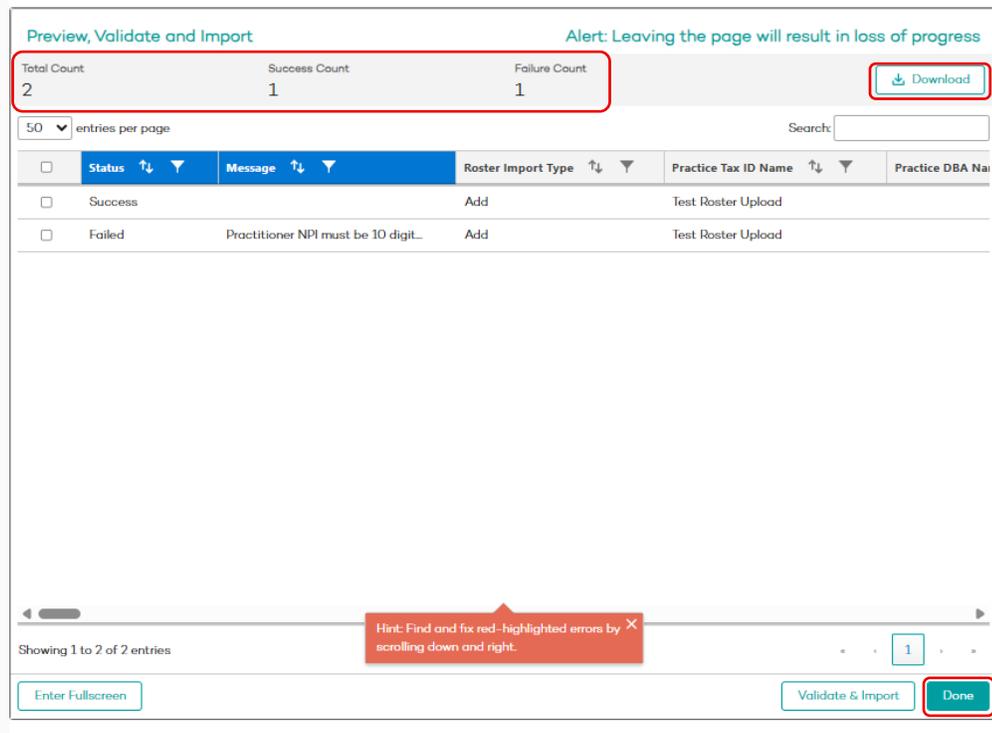


Example of a partially successful roster import:



9 Finalize import process

- A preview screen appears.
- The count is updated to detail the status of the rows imported.
- Click **Done** to process the roster.

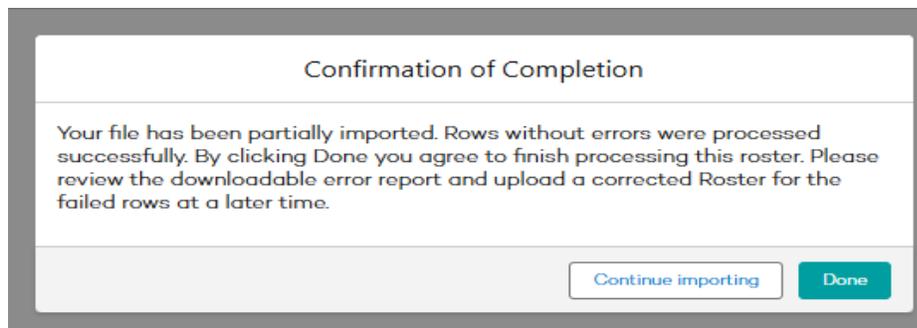


If processing a partial roster upload:

- Select the **Download** button to access the Final Report.
- Click **Done**.

RESULT: A “Confirmation of Completion” screen appears.

- This alert provides the next steps if choosing to conclude a partially processed roster.



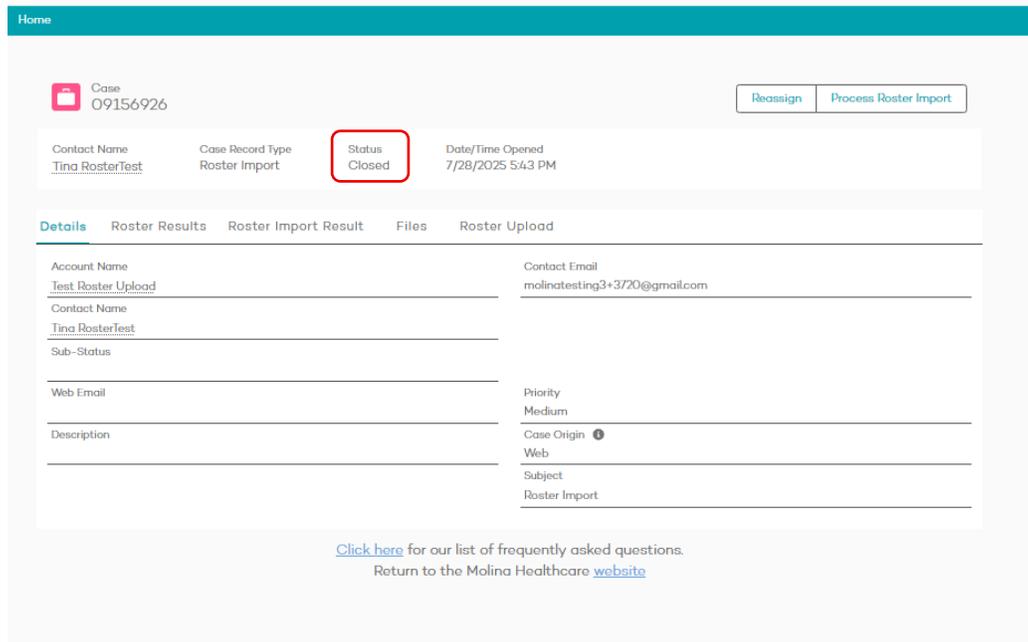
10

Review Roster Import Cases

Roster Import Cases are created for both the group and the practitioners that were added.

Roster Import Cases - Group

- A Roster Import Case is created for the group.
- The case status shows as **Closed**.



The screenshot shows a web interface for a case management system. At the top, there is a teal header with the word 'Home'. Below this, a case card is displayed for Case ID 09156926. The card includes a 'Reassign' button and a 'Process Roster Import' button. A table below the card lists case details: Contact Name (Tina RosterTest), Case Record Type (Roster Import), Status (Closed, highlighted with a red box), and Date/Time Opened (7/28/2025 5:43 PM). Below the table are tabs for 'Details', 'Roster Results', 'Roster Import Result', 'Files', and 'Roster Upload'. The 'Details' tab is active, showing fields for Account Name (Test Roster Upload), Contact Email (molinatesting3+370@gmail.com), Contact Name (Tina RosterTest), Sub-Status, Web Email, Priority (Medium), Case Origin (Web), and Subject (Roster Import). At the bottom of the screenshot, there is a link to 'Click here for our list of frequently asked questions' and a link to 'Return to the Molina Healthcare website'.

Account
Test Roster Upload

Parent Account
Account Record Type
Provider Group Account
Accepting New Patients
Needs Credentialing
Effective Start Date
Phone

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

Molina Healthcare Network Preferred Roster Template

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

Roster Import

State Selection

* State ⓘ

None ▼

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

Upload Files Or drop files

Recently Viewed ▼

17 items • Updated a few seconds ago

	Date/Time Opened	Case Number	Status	Subject
1	7/28/2025 5:43 PM	09156926	Closed	Roster Import

Roster Import Cases - Practitioners

Practitioner records created via the roster upload are located in the:

- [Practitioners Tab](#) in the Group Account.
- [Roster Results Tab](#) for the Roster Import Case.

Roster Import

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

* State ⓘ

None ▼

Upload Files Or drop files

Recently Viewed ▼

18 items • Updated a few seconds ago

	Date/Time Opened	Case Number	Status	Subject
1	7/28/2025 5:43 PM	09156926	Closed	Roster Import

 Case
09156926

[Reassign](#) [Process Roster Import](#)

Contact Name Tina RosterTest	Case Record Type Roster Import	Status Closed	Date/Time Opened 7/28/2025 5:43 PM
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Details **Roster Results** Roster Import Result Files Roster Upload

Roster Import Results

2 items • Sorted by Created Date  

Case	Subject	Status	
1 09156930	Successfully processed roster import for Test Provider	Closed	
2 09156929	Roster Credential Case for Test Provider	Closed	

- The status will change to “Waiting for CAQH” if the practitioner **requires** credentialing.
- The status will change to “Submitted” if the practitioner does **not** require credentialing.

 Account
Nicole Tester Group

Parent Account	Accepting New Patients <input checked="" type="checkbox"/>	Effective Start Date 7/3/2023	Phone (713) 951-2001
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Practitioners Details Locations Related Records Roster Upload Files Cases Request Changes More

 Practitioner Roster

[Add Practitioner](#)

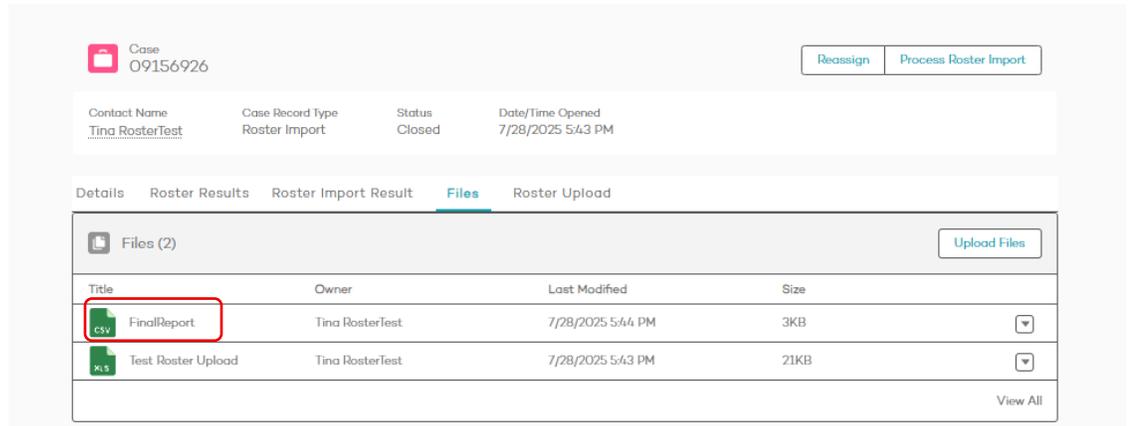
First Name	Last Name	Provider NPI N.	CAQH ID	Case Number	Molina Status	Change Requ..
Oscar	Tester			07434019	Waiting for CAQH	
Cookie	Mom			07434021	Submitted	

11

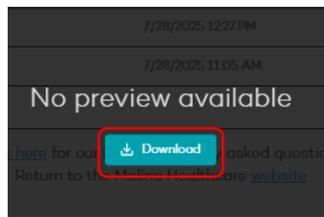
Download Final Report

The Final Report will be located in the **Files Tab**.

- Select the **FinalReport** link.



- Download the file.



- Review the report.
- The **Status** column at the end of the report details which rows were imported successfully and which rows failed.
- The **Message** column details the reason for the failure.

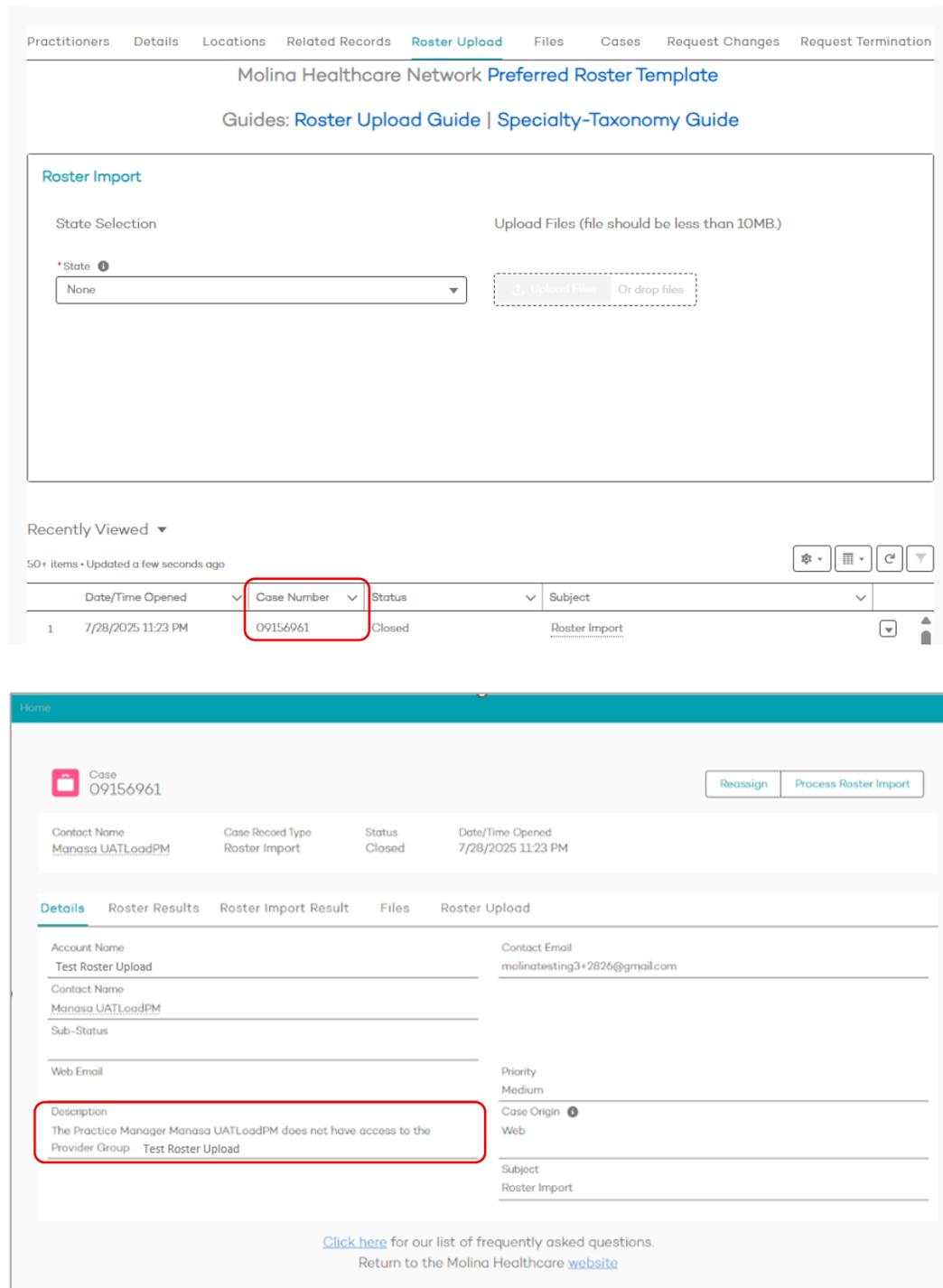
BV	BW	BX	BY	BZ	CA	CB	CC	CD	CE	CF	CG	CH	CI	CJ	CK	CL	CM	CN
Location C	Location C	Location C	Location C	Patient Ca	Requester	Location F	Location F	Location C	Status	Message								
														Success				
														Failed	Practitioner NPI must be 10 digits only			

12 **Locate post-import roster errors**

To review post-import roster errors:

- Navigate to the [Roster Upload](#) tab.
- Select the case number.

RESULT: The details page opens and displays the error message.



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

Molina Healthcare Network [Preferred Roster Template](#)

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

Roster Import

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

*State ?

None Or drop files

Recently Viewed ▼

50+ items • Updated a few seconds ago ⚙️ 📄 🔄 🔍

	Date/Time Opened	Case Number	Status	Subject
1	7/28/2025 11:23 PM	09156961	Closed	Roster Import

Home

Case 09156961 Reassign Process Roster Import

Contact Name: Manasa UATLoadPM | Case Record Type: Roster Import | Status: Closed | Date/Time Opened: 7/28/2025 11:23 PM

Details Roster Results Roster import Result Files Roster Upload

Account Name: Test Roster Upload | Contact Email: molinatesting3+2826@gmail.com

Contact Name: Manasa UATLoadPM

Sub-Status

Web Email

Priority: Medium | Case Origin: Web

Subject: Roster Import

Description: The Practice Manager Manasa UATLoadPM does not have access to the Provider Group - Test Roster Upload

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