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.
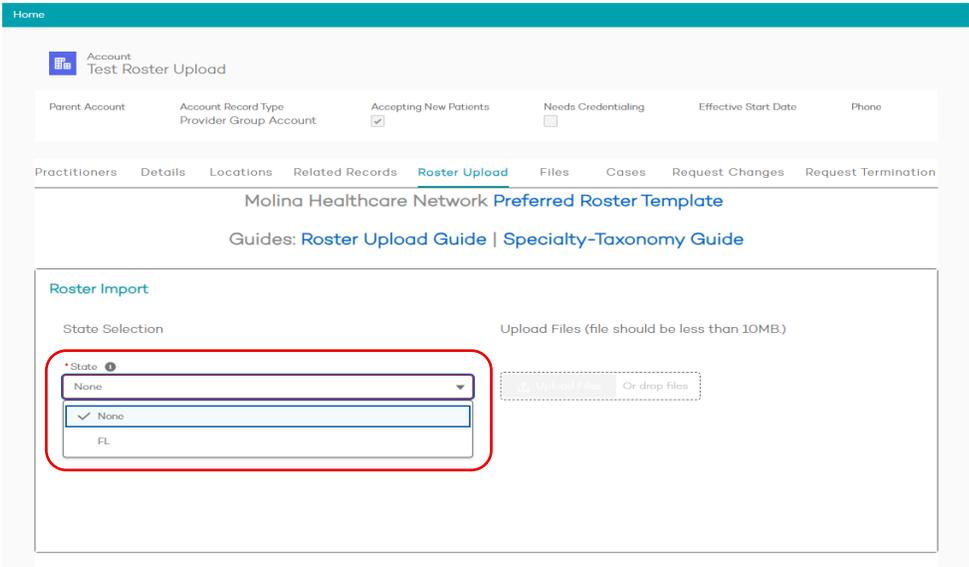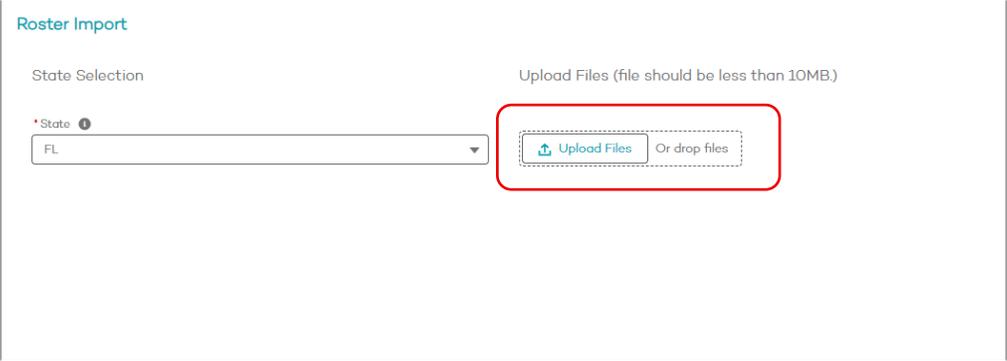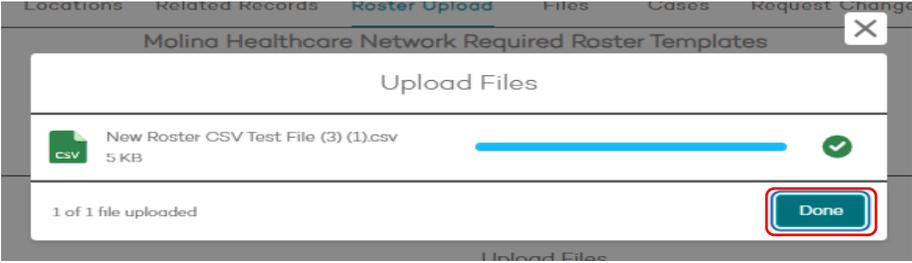
5

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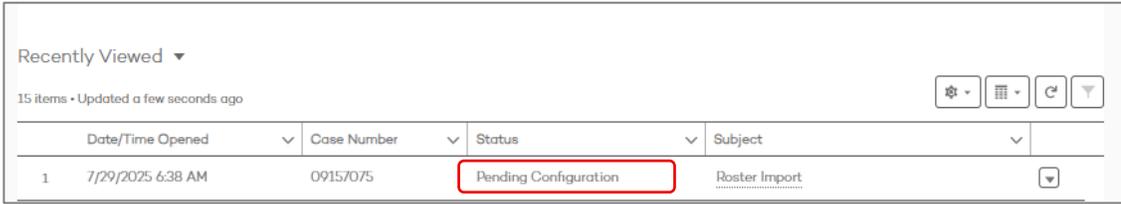
Follow these guidelines to add practitioners to a group via a roster upload.

Step	Action
1	**Create Excel template** Create a roster file complying with the *Molina Preferred Roster Template Guide* (can be in Excel or CSV format).
2	**Open group account page** On the welcome page, select the box next to the Practice Name. Click Open Selected Practice. RESULT: The Group Account page opens.
3	**Select state** In the Roster Upload tab, select the state.

| 4 | **Upload roster**
| |
| | • Click Upload Files**.**
| | • Both Excel and CSV files are accepted.
| | *Note: There is also a "drop files" option.*
| |
| | RESULT: The file upload window opens.
| |
| | • Select the roster file.
| | • Click **Open.**
| |
| | Roster Import
| |
| | State Selection   Upload Files (file should be less than 10MB.)
| |
| | *State ⓘ
| | FL ▾   ⬆ Upload Files   Or drop files
| |
| | RESULT: The roster is uploaded. Wait until the green check appears to ensure the upload is successful.
| |
| | • Click **Done** to close the Upload Files window.
| |
| | Locations   Related Records   Roster Upload   Files   Cases   Request Change
| | Molina Healthcare Network Required Roster Templates   ✕
| | Upload Files
| | 📄CSV   New Roster CSV Test File (3) (1).csv   5 KB   ━━━━━━━ ✅
| | 1 of 1 file uploaded   Done
| | Upload Files
| 5 | **Configure roster**
| |
| | 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.**
| | • If the roster template has not been configured:
| | o The user will see a warning message as the roster is routed internally to be configured.
| | o Molina will then process your roster after it is configured. A notification will be sent confirming the status of your roster import.
| |
| | ⚠ Warning   ✕
| | Thank you for your roster submission. Your roster is being sent to our internal Molina team for processing and you will be notified if there is any further action required.

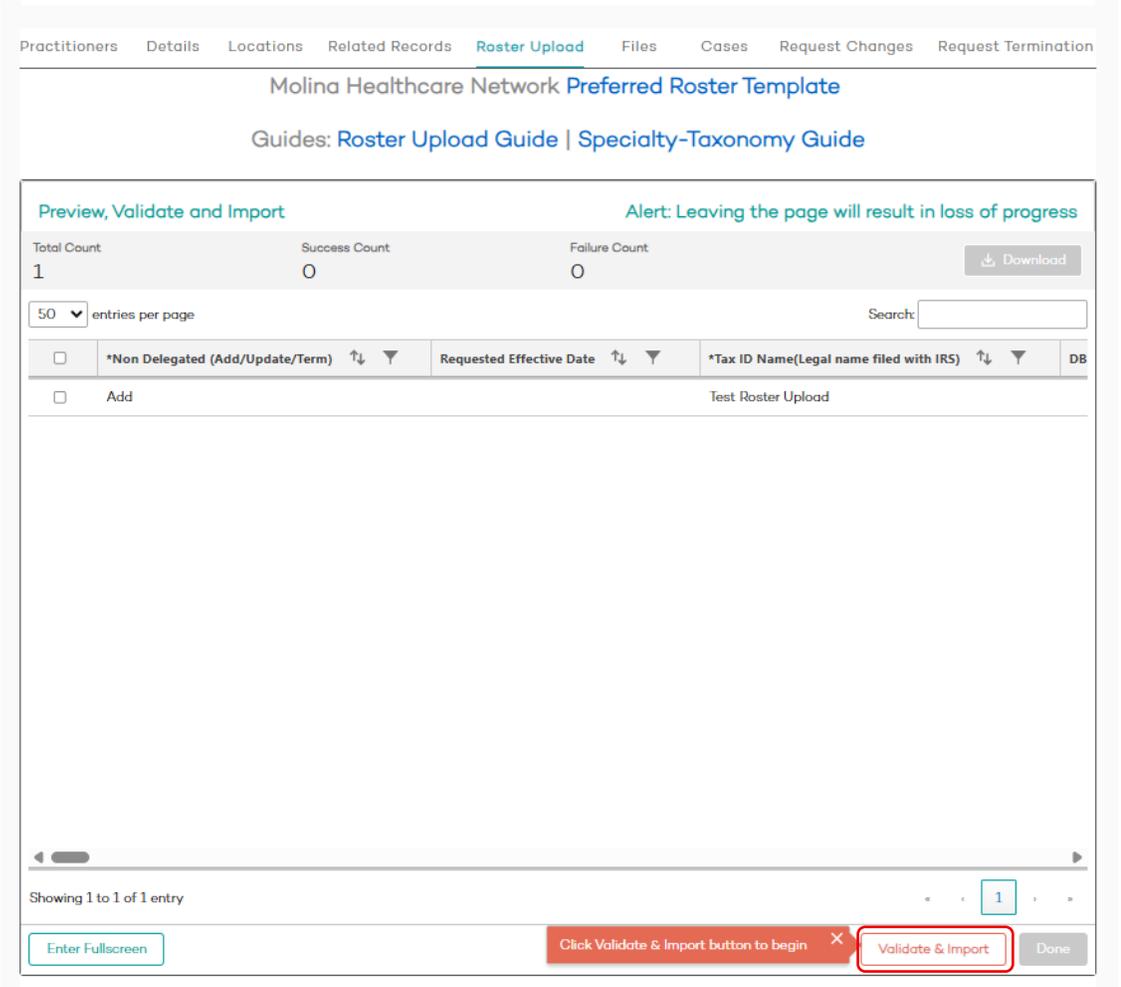|	
	• A Roster Import case is created with a status of "Pending Configuration." Recently Viewed ▾ 15 items • Updated a few seconds ago 	Date/Time Opened	Case Number	Status	Subject	 	1	7/29/2025 6:38 AM	09157075	Pending Configuration	Roster Import	
6	**Preview and validate roster** • If no custom configuration 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 Success Count Failure Count 1 0 0 ⬇ Download 50 ▾ entries per page Search: ☐	*Non Delegated (Add/Update/Term) ⇅ ▼	Requested Effective Date ⇅ ▼	*Tax ID Name(Legal name filed with IRS) ⇅ ▼	DB ☐	Add		Test Roster Upload	 Showing 1 to 1 of 1 entry « ‹ 1 › » 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.**
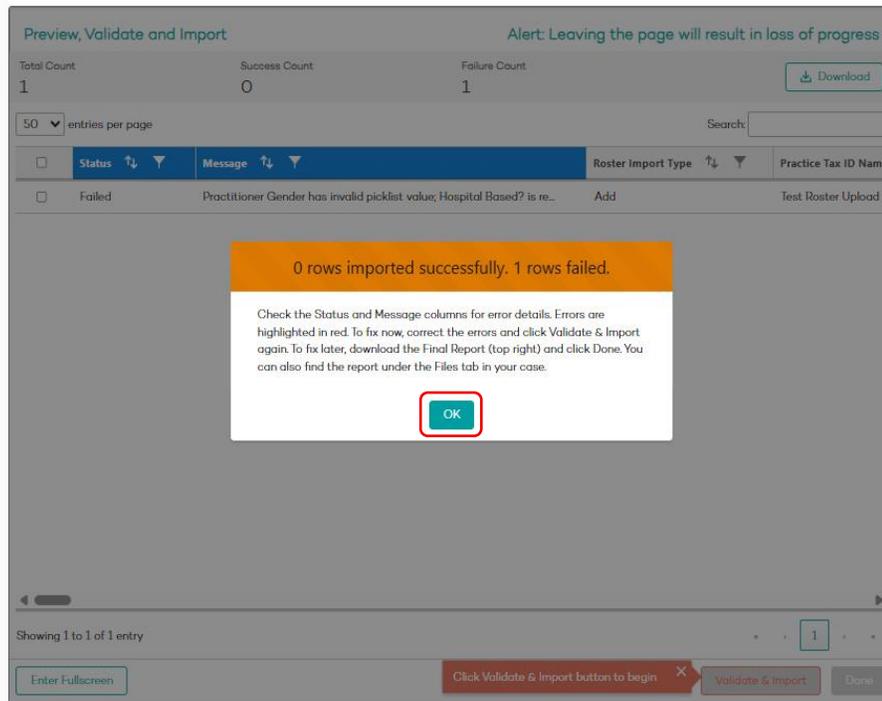
RESULT: The preview screen appears. This screen details the:

- **Total Count:** Success Count and Failure Count
- **Status:** Which rows succeeded and which rows failed
- **Message:** Errors for the rows that failed
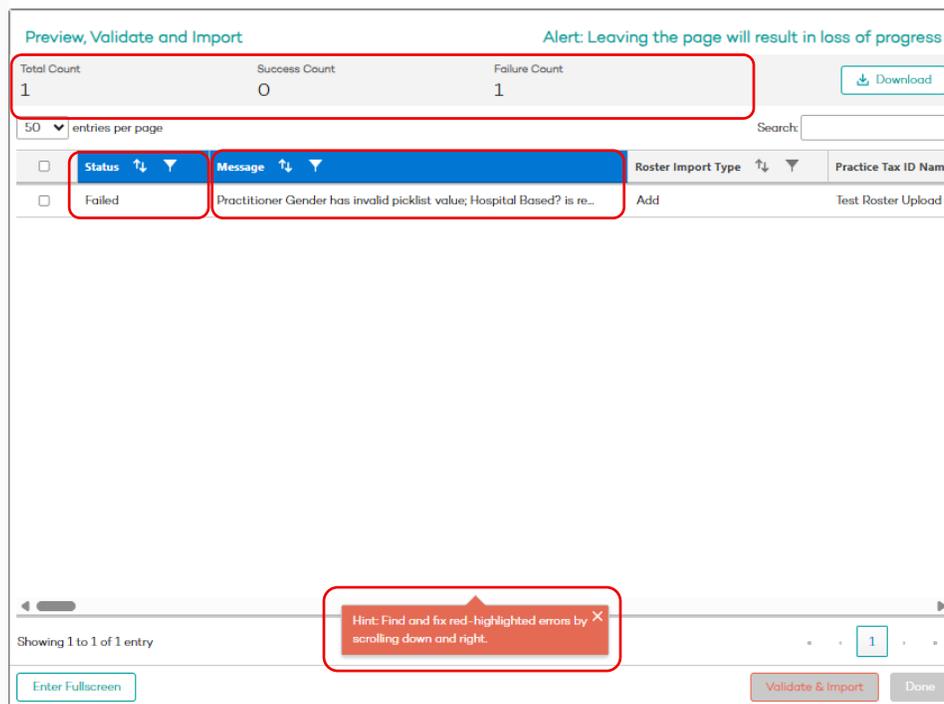
Note: Use the system hints to determine the next steps.

8	**Correct roster errors**
	• Use the scroll bar and navigate to the right to locate the errors.
	• Roster error fields are highlighted in red.
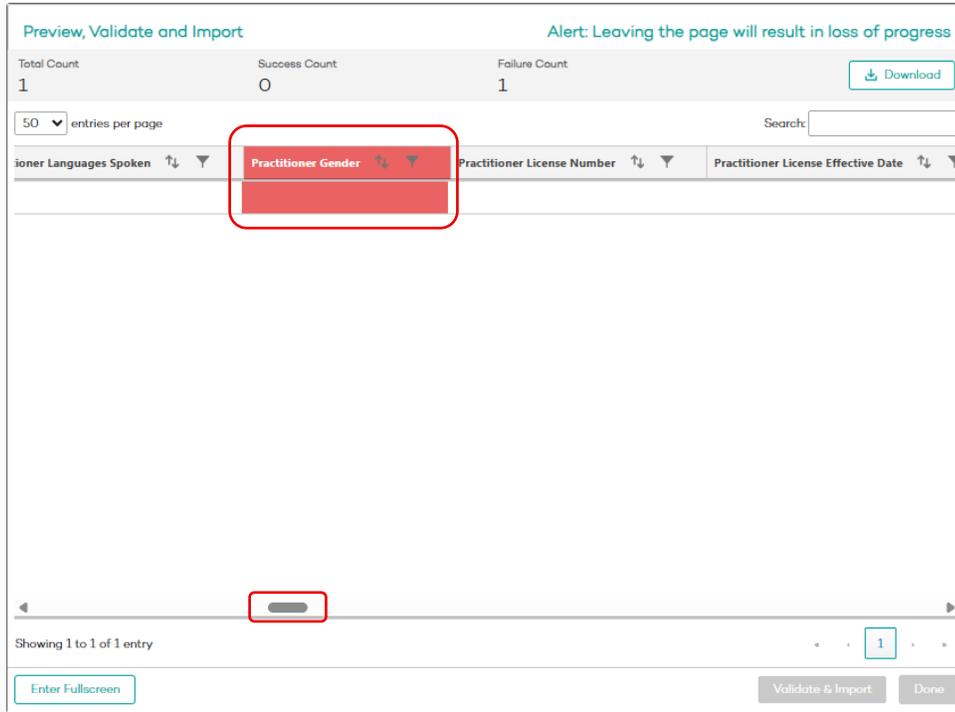
• Identify and correct the errors.
• Click the Validate & Import button to incorporate the corrections.
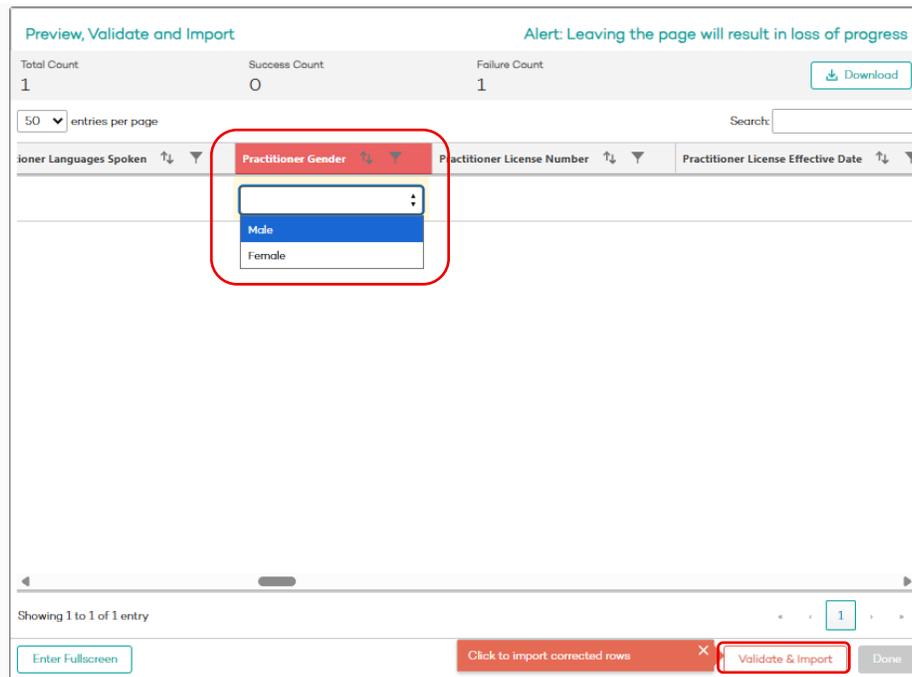
RESULT: A notification window opens that details the number of valid rows and the number of rows that have errored out. Only successfully validated rows will be imported.

- Click **OK** to proceed.

Example of a fully successful roster import:
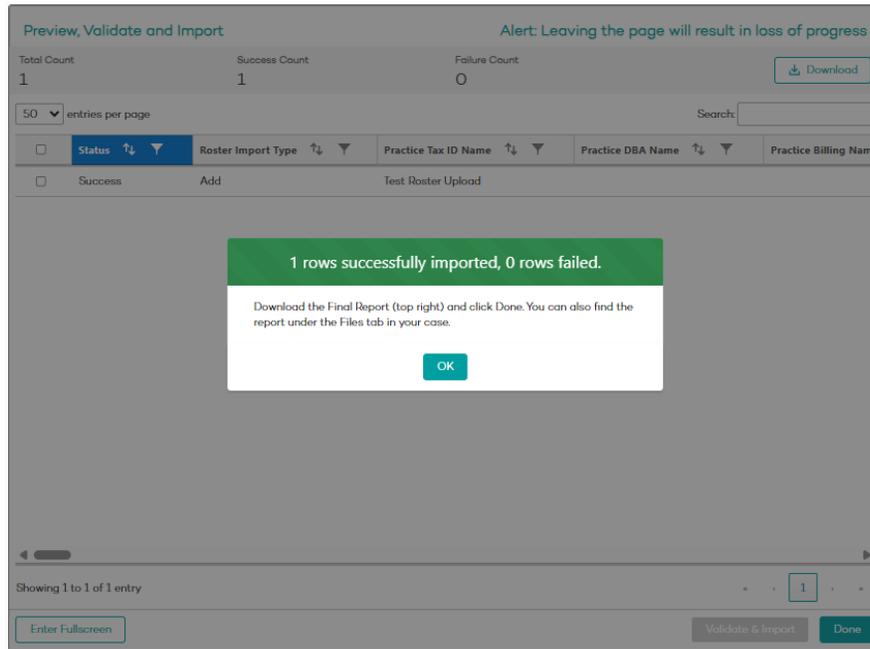
Example of a partially successful roster import:
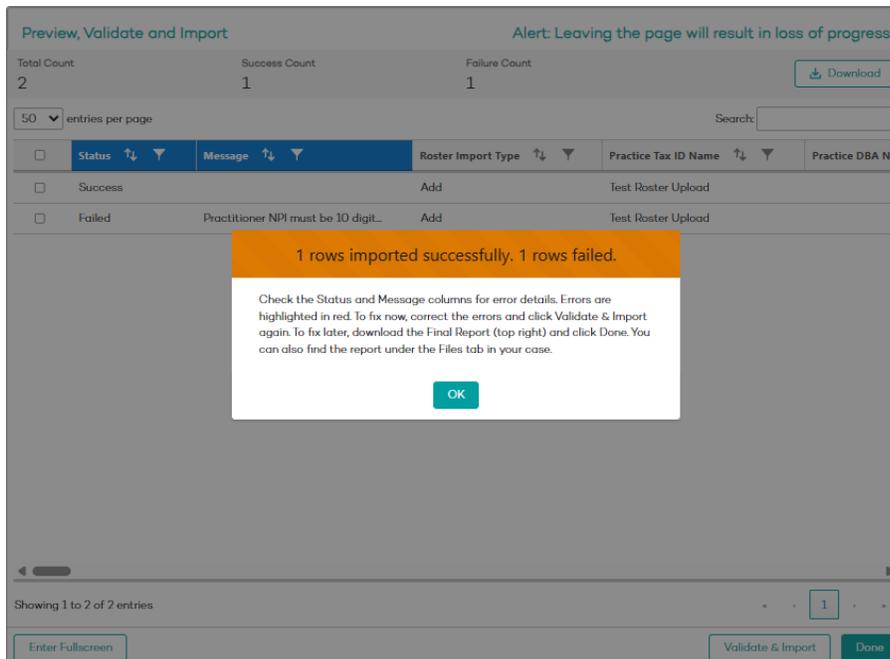
9	**Finalize import process** • A preview screen appears. • The count is updated to detail the status of the rows imported. • Click **Done** to process the roster**.** If processing a partial roster upload: • Select the Download button to access the Final Report. • Click **Done.** RESULT: A "Confirmation of Completion" screen appears. • This alert provides the next steps if choosing to conclude a partially processed roster.
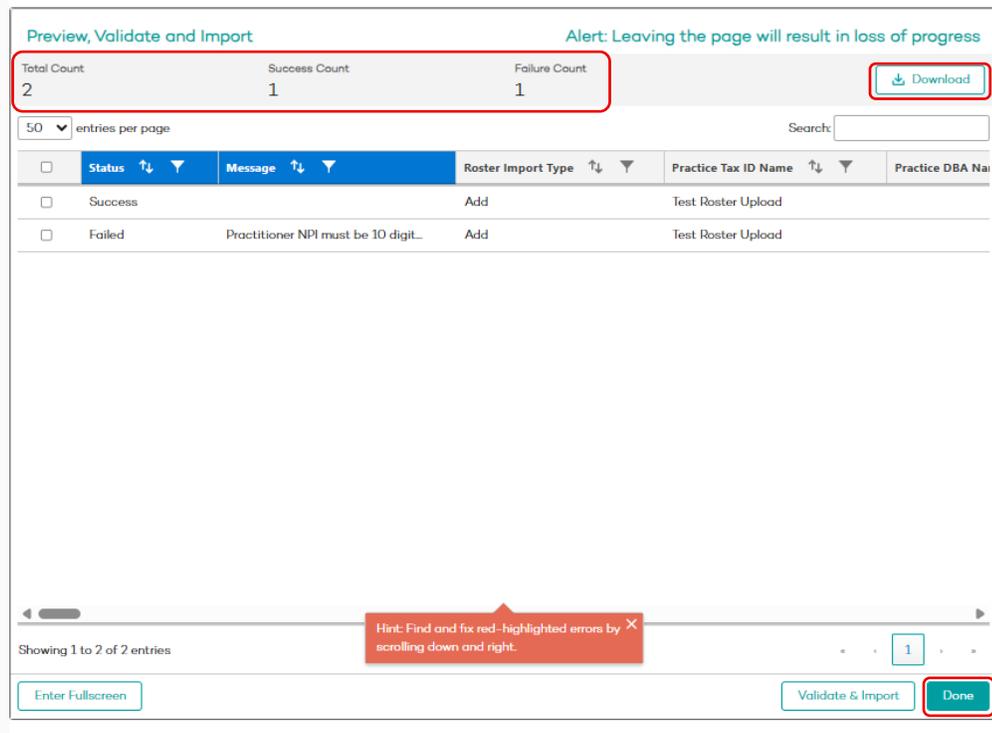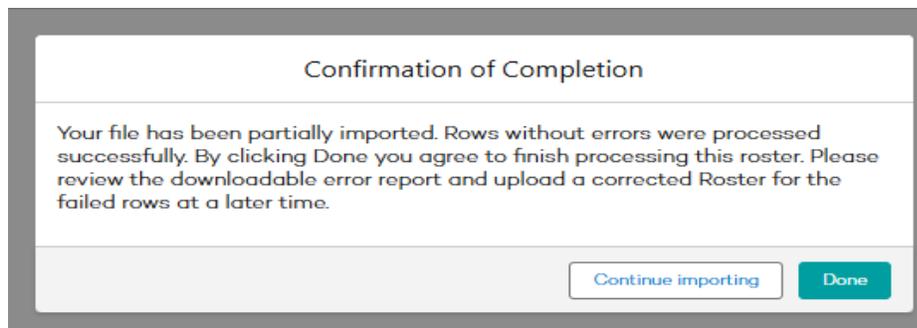
10	**Review Roster Import Cases** Roster Import Cases are created for both the group and the practitioners that were added. **Roster Import Cases - Group** • A Roster Import Case is created for the group. • The case status shows as **Closed.**

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.

- 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.

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

• Select the FinalReport link.
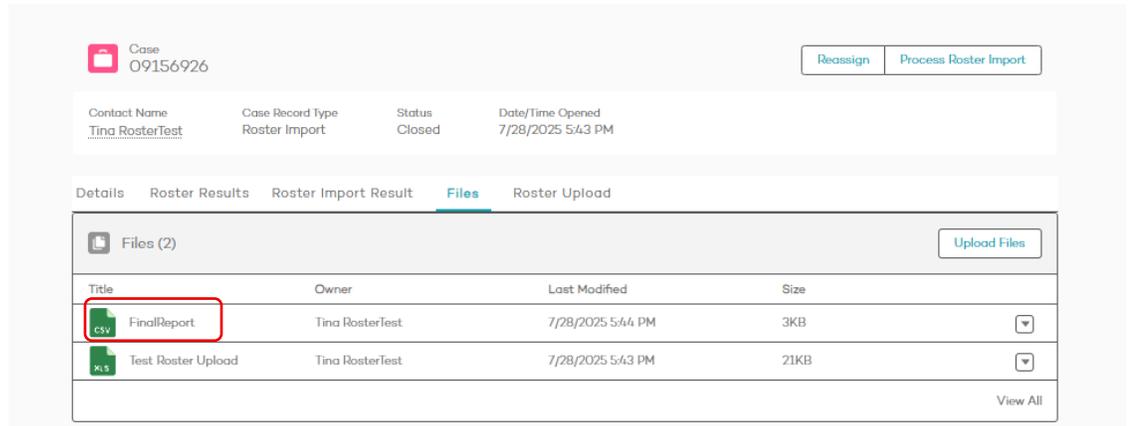
• Download the file.
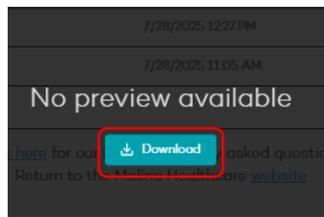
• Review the report.
• The Status column at the end of the report details which rows were imported successfully and which rows failed.
• The Message column details the reason for the failure.

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.