



ERA/EFT FAQs

CONTACT INFORMATION:

ProviderNet Website: <https://providernet.adminisource.com>

ProviderNet contact: Provider.Services@fisglobal.com or (877) 389-1160

Molina Healthcare EDI Website: <http://www.molinahealthcare.com/medicaid/providers/common/edi/Pages/home.aspx>

Molina ERA/EFT Unit: EDI-eraeft@MolinaHealthcare.com or (866) 409-2935

Why do I have to receive a paper check from Molina Healthcare prior to registering on ProviderNet for ERA/EFT?

- The reason behind this necessity is to ensure that the person registering the Provider has the authority to do so, and is aware of the EOP name and address information – while registering with ProviderNet.
- An initial payment to at least one Tax ID + NPI association is necessary to become eligible for EFT thru ProviderNet.
 - If the Provider has multiple NPIs associated to one Tax ID, then only one affiliation needs a paper check.
 - If the Provider has multiple Tax IDs and NPIs, then each Tax ID would need a minimum of one FFS paper check from Molina.

I called ProviderNet, and they say I'm registered, but I'm still receiving paper checks?

- You must have signed and returned an ACH Authorization form to ProviderNet
 - If not, please do so immediately and fax it back to ProviderNet (602) 643-1915
 - Also, verify that the bank account entered is valid (this could possibly cause delays in finalizing of your set-up).

How long does it take for pre-note approval?

- Normally, 10 calendar days

Can I make a change to my bank account information on ProviderNet?

- Yes, but if you change an account that is tied to an address, the EFT process may be interrupted. The best thing to do is add another account using the Accounts form, and once it has been verified (normally a ten calendar day process) you may then associate it with all applicable locations.

Can I set up multiple users on my ProviderNet account?

- Yes. The User Administration feature can be used to add and maintain users and their permissions. You may also change your login information at My Profile.