Web Portal

MOLINA
Medicaid Solutions

What's in the WEB PORTAL?

The Web Portal is a secure site that offers Molina Healthcare providers convenient access 24 hours a day, seven (7) days a week, to the following functions:

- Member Eligibility and Benefit Information: Users can verify member eligibility as well as view benefits, covered services, and members' health records.
- Member Roster: Users can view a list of assigned membership for PCP(s) within the user's provider panel.
- Service Requests/Authorizations: Users can create, submit, and review Prior Authorization requests.
- HEDIS® Profile: Users can view their HEDIS® scores and search for members with needed services.
- Claims: Users can submit, correct, and void claims. Users can also check claim status, and view claims reports for all submitted claims.

You can register for and access the Web Portal by going to:
https://Provider.MolinaHealthcare.com

How to Register for Web Portal

1. Go to **https://Provider.MolinaHealthcare.com**.
2. Click on the "New Provider Registration" link under the Provider Web Portal Login box.
3. Under Admin User Responsibility, select "To continue with registration, click here" and you will be taken to the registration page.

Registration is easy as 1, 2, 3!

1. Select your Line of Business (If choosing "Other Line of Business", also select your state).

Users who are rendering services for Medicare D-SNP as well as other Lines of Business, such as Marketplace and Medicaid products, can register for one Line of Business and then add the additional lines using the Manage Provider Tool within the Account Tools menu.

2. Select your Provider Type.

What Provider Type Should I Select?

Facility/Group can be used by any provider type, including solo practitioners. This registration type allows users to submit claims and service request/authorizations. To register as a Facility/Group you must have both the Molina Healthcare Provider ID and the associated TIN. This is the preferred primary method of registration.

Individual Physician is recommended for use when a provider does not need to submit new or corrected claims. Providers who participate with multiple provider groups and want to see information pertaining to each group should register with the Individual Physician type. If the provider is registered only as a Facility/Group, they will be limited to information for that registered group only.

Note: Users can register with both the Facility/Group and the Individual Physician Provider Types and link the accounts. When using the Portal, they simply select the appropriate account for the transactions needed.

3. Tax ID Number & Molina Provider ID

If you do not know your provider ID, please contact the Provider Services Department at 888-483-0760, or call or email your individual Provider Representative directly.

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Completing this step will take you to the Authentication Details screen of the registration process. You must enter your Name, Email Address, Username, Password, Security Questions and Answers and you must accept the Terms of Agreement.

Role of the Administrator

If you are the first user to register with this Provider ID, you become the primary administrator of the account. You can navigate to the Account Tools page and click on 'Manage Users' to view other users or administrators. As the administrator of an

account, you are entitled to designate or promote a user to administrator, manage users by granting different levels of access, and add other user accounts onto your account. You are also able to invite others to join your provider's account.

Requesting Access

Other users may request access to an existing account by going to the Provider Web Portal, clicking on the "Request Access for New User" link under the Login section, and providing the following information:
- NPI or Provider Name
- Requester's First & Last Name
- Position Title
- Email Address
- Phone Number (and extension if available)
- Reason for Requesting Access.

A request will be sent to the administrator of the account you specified and they will have to take action within 3 days or the request will expire.

Homepage Features:

Menu Bar Quick click to the different functions the Portal has to offer.

Messages and Announcements Displays notifications and messages sent by Molina Healthcare.

Recent Activity Find the most recent claims (based on date of service) and inpatient as well as outpatient Service Requests/Authorizations from the last 30 days.

Quick Member Eligibility Search Quickly search for members by their Member IDs.

News Content Three tiles displaying various media content, such as corporate communications, video tutorials, and a quick poll.

My Favorites Select up to eight (8) of your most used functions to quickly access on the homepage.

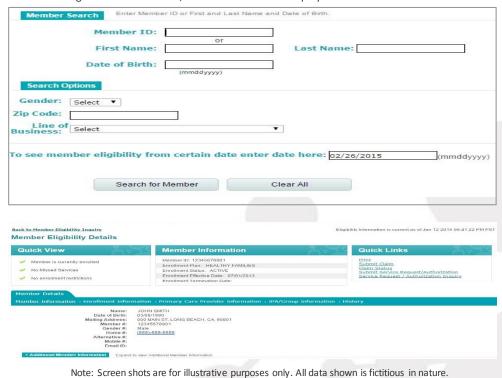MOLINA HEALTHCARE®
Your Extended Family.

MEMBER ELIGIBILITY SEARCH

Member Eligibility Search allows you to find a member by their Member ID
or First Name, Last Name, and Date of Birth.

1. Enter the Member ID and click **Search for Member**; or

2. Enter their First Name, Last Name (enter at least three character of each name) and
Date of Birth. Click **Search for Member.**

3. Narrow your search or view additional search options

If the member was not found (due to multiple records) simply use this extra option and
narrow your search by Gender, Zip Code or Line of Business.

After clicking **Search for Member**, the information will display.

Note: Screen shots are for illustrative purposes only. All data shown is fictitious in nature.

The following features are available online:

Provider Claims

- Create Professional Claim
- Download Exported Claim File
- Create Institutional Claim
- Create/Manage Templates
- Open Saved Claims
- Correct/Void Claims
- Claims Status Inquiry

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