

PROVIDER MEMORANDUM

Portal System Outage

Molina Healthcare identified a possible security issue related to our Web Portal. Protection of our Member and Provider information is of utmost importance to Molina, and out of an abundance of caution, we have taken our Web Portal temporarily offline to perform additional testing of our system security.

Impacted Systems:

- The Provider and Member Portals
- Provider Online Directory (POD)

Alternative Interim Verification and Submission Avenues:

Eligibility: The eligibility module of our telephonic self-service system is functioning, and will be the quickest way to confirm Member Eligibility. To access eligibility information call: **(855) 866-5462. Select option 1 for Molina Medicaid Members or select option 2 for Molina Dual Options Members, also known as Medicare-Medicaid Plan (MMP). After selecting the plan, providers must select 1 for eligibility.** You do not need to wait through the full message to make your selections. Providers may also utilize the State of Illinois Medical Electronic Data Interchange (MEDI) system to check Member eligibility. Use the following link for MEDI access: <https://www.illinois.gov/hfs/MedicalProviders/EDI/medi/Pages/default.aspx>

Claims Submission: Claims should be submitted via an EDI clearinghouse if possible. If clearinghouse submission is not possible, please use the Claims Address on the back of the Member ID card.

Mail paper claims to:
Molina Healthcare of Illinois
P.O. Box 540
Long Beach, CA 90801

Claims Status: The claim status module of our telephonic self-service system is functioning, and will be the quickest way to verify claim status. If you need additional assistance, please call the Provider Services Call Center.

Prior Authorizations: The fastest route for Prior Authorization is submission via fax: **(866) 617-4971**. The quickest option for checking the status of a request is through our telephonic self-service system.

Provider Directories: Molina is posting PDF versions of our Provider Directories on the MolinaHealthcare.com website. They can be accessed by clicking "find a provider" from the link at the top of the page. Use the following the link to access the provider directories: <https://provider.molinahealthcare.com/provider/login>.

What to Expect:

Molina will continue to work around the clock to resolve this issue and bring our systems back on-line as soon as possible. We appreciate your patience and your ongoing care for our Members.

Please email or contact your Provider Service Representative with details of your questions, concerns or if you need additional support. The Molina team will respond to inquiries as quickly as possible. You may also contact the Provider Services Department at (630) 203-3965 or via email at IllinoisProviders@MolinaHealthcare.com.