

Provider Memorandum

Prohibition on Billing Medicaid Plan Members

This memo serves as a reminder that Molina Healthcare of Illinois (Molina) providers may not bill Molina members for covered services.

Under no circumstance will members be liable for any amount owed by Molina to the provider. Balance billing Molina members for services covered by Molina is prohibited. This includes asking members to pay the difference between the discounted and negotiated fees, and the provider's usual and customary fees. In addition, providers are responsible for verifying eligibility and obtaining approval for services that require prior authorization.

For additional information please refer to the *Compliance* or *Provider Responsibilities* chapters of the Medicaid Provider Manual, www.molinahealthcare.com/providers/il/PDF/Medicaid/provider-manual.pdf.

Questions

Providers with questions may contact their provider network managers or email the Provider Network Management Department at MHILProviderNetworkManagement@MolinaHealthcare.com.

Providers who need help identifying their assigned provider network manager may visit Molina's Service Area page at www.MolinaHealthcare.com/providers/il/medicaid/contacts/Pages/servicearea.aspx.

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