

Provider Memorandum

Reminder: Electronic Claim, Claim Appeals/Dispute Submission

Molina Healthcare of Illinois (Molina) requires participating providers to submit claims, claims appeals and claims disputes electronically. Paper claims, claims appeals and claims disputes are no longer accepted.

Electronic Claims Submission

Molina offers two options for electronic claim submission:

1. Submit claims directly to Molina via the [Provider Portal](#). The portal is available to all providers at no cost, 24 hours a day, seven days a week.
2. Submit claims to Molina via your regular EDI clearinghouse using Payer ID 20934. Molina uses Change Healthcare as its gateway clearinghouse.

For additional information about electronic claims submission, refer to

www.Molinahealthcare.com/providers/il/PDF/Medicaid/Provider-Memo-Claims-Address-Reminder.pdf.

Electronic Claim Appeal and Dispute Submission

Molina offers two options for submission of claim appeals and disputes:

1. Submit claims appeals or disputes, along with supporting documentation, to Molina via the [Provider Portal](#).
2. Fax a Claims Dispute Request Form, along with supporting documentation, to Molina at (855) 502-4962. The Claims Dispute Request Form is available on Molina's website, https://www.Molinahealthcare.com/providers/il/PDF/Medicaid/Claims_Dispute_Request_Form.pdf.

For additional information about electronic claim appeal and dispute submission, refer to

www.Molinahealthcare.com/providers/il/PDF/Medicaid/Claim-Appeal-and-Dispute-Memo-Reminder-FNL-v1-7119.pdf

Questions

Providers who have questions, concerns or would like additional training, including how to use the Molina Provider Portal, may contact their provider network managers or email the Network Management Department, at MHILProviderNetworkManagement@MolinaHealthcare.com.

For help identifying your provider network manager please visit Molina's Service Area page at

www.MolinaHealthcare.com.

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