

# Provider Memorandum

## Provider Online Directory Demographic Updates

On February 4, 2019, Molina Healthcare (Molina) added a new Online Demographic Update feature to the [Provider Online Directory](#). The feature allows providers and members to submit updates to basic demographic information, such as provider address or phone number. Molina expects this feature will improve accuracy and makes it easier to keep demographic information updated.

### About the Online Demographic Update Feature

Both providers and members can submit basic demographic changes. If a member submits an edit, Molina will contact the provider to validate the data update. Once the provider verifies the edit, the Provider Online Directory will be updated. Typically, the process should take 10-15 business days. Below are some key points about the new feature:

- Only one update can be submitted per submission
- The Online Demographic Update feature is designed for single, one-stop updates
- Updating through the online process meets state minimum provider demographics compliance requirements
- Providers or members will not receive notification when the change is completed

Please refer to the next page for a graphic illustration of the Provider Online Directory Demographic Update process.

All high volume updates or updates associated with claims payment should continue to be submitted via the [Universal IAMHP Roster Template](#). Completed rosters should be emailed to Molina Provider Information Management at [MHIL\\_Provider\\_Information\\_Management@MolinaHealthCare.Com](mailto:MHIL_Provider_Information_Management@MolinaHealthCare.Com).

### 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 Provider Network Management Department at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com).

For help identifying your provider network manager, visit Molina's Service Area page at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

# Provider Online Directory Demographic Update Process

## Online Correction Form

- 1 Member or Provider submits correction on **Provider Online Directory (POD)** Or Provider submits correction on the **Provider Portal**
- 2 Molina internally processes and analyzes the corrections
- 3 Validated corrections updated on either POD or Provider portal and Provider's account

Member

Provider

**Report data change in the Provider Directory**

Please report any incorrect information

If you do have the needed information to submit this form or if you need more help, please refer to the phone number at the top of the screen or call the phone number listed on the back of your member ID card.

**Description of Error/Change\***  
Select

**Coverage**  
Medicaid


**Provider Name**  
DOE, JOHN

**Provider NPI (10 digit)**  
1234567890

**Service Location\***  
Select

**Service Location Phone Number**

**Group Name**

I'm not a robot 

\*Required Field

Cancel Submit

**Report data change in the Provider Directory**

Please provide the updated information

If you do not have the information necessary to submit this form or if you require additional assistance or support, please contact your Provider Services team using the information found in the Contact Us page.

**Description of Error/Change\***  
Select

**Coverage**  
Medicaid

**Provider Name**  
DOE, JOHN

**Provider NPI**  
1234567890

**Who can we call with questions on this submission?**  
What phone number should we use?\*

What email address can we use?

**Service Location\***  
Select

**Service Location Phone Number Listed**

**Details of Error/Change**

Files accepted: Microsoft Word, Excel, PDF, TIF, JPG, and BMP

Attach a File  
...No Files Selected

Upload

\*Required Field

Cancel Submit

## Online Correction Locations

Banner & Links Conveniently located on:

City: 1100000000  
Zip: 77080

Mobile Number:

[Edit](#)

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**Provider Details**

[Back](#)

**Name:** DOE, JOHN      **Title:** DO      **Ge:** Male

**NPI:** 1234567890      **License ID:** Not Available      **License Type:** SPECIALIST

**Report data change in the Provider Directory**  
If you are a Molina Member: [Submit Here](#)  
If you are a Molina Provider: [Submit Here](#)

\*Medical Doctors are Licensed and Regulated by State Medical board.

POD – Search Details page

Provider Portal