

Provider Memorandum

Provider Online Directory Demographic Updates

On February 4, 2019, Molina Healthcare (Molina) added a new Online Demographic Update feature to the <u>Provider Online Directory</u>. 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 <u>Universal IAMHP Roster Template</u>. Competed rosters should be emailed to Molina Provider Information Management at <u>MHIL_Provider_Information_Management@MolinaHealthCare.Com</u>.

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.

For help identifying your provider network manager, visit Molina's Service Area page at www.MolinaHealthcare.com.

Provider Online Directory Demographic Update Process

Online Correction Form

Member or Provider submits correction on Provider Online Directory (POD)



Or Provider submits correction on the **Provider Portal**



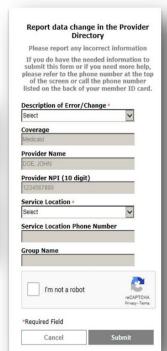
Molina internally processes and analyzes the corrections



Validated corrections updated on either POD or Provider portal and Provider's account



Member





Online Correction Locations

