

# Provider Memorandum

## Reminder: Provider Claims Appeals and Disputes Submission Process

Molina Healthcare of Illinois (Molina) requires providers to submit claims appeals and disputes documentation electronically. This memo serves as a reminder for providers, who were first notified of this policy update on June 5, 2018, then later September 1, 2018 and again on June 14, 2019. Providers submitting paper appeals and disputes since April 15, 2019 have received final notices. Molina will no longer accept paper appeal and dispute submissions. Molina began to strictly enforce this policy on July 1, 2019.

In addition, Molina's call center provider service representatives will no longer be able to send claims to be adjusted on behalf of the provider.

## Electronic Submissions

Molina providers may use one of the following options for submission of a claim appeal or dispute:

- **Provider Web Portal:** Providers may submit their appeals and disputes along with supporting documentation through Molina's Provider Web Portal. The Provider Web Portal can be accessed on the Molina provider home page at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).
- **Fax:** A Claims Dispute Request Form is required when submitting via fax. The completed Claims Dispute Request Forms along with supporting documentation may be faxed to Molina at: (855) 502-4962. The Claims Dispute Request Form may be accessed on Molina's website at: [https://www.molinahealthcare.com/providers/il/PDF/Medicaid/Claims\\_Dispute\\_Request\\_Form.pdf](https://www.molinahealthcare.com/providers/il/PDF/Medicaid/Claims_Dispute_Request_Form.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 Provider Network Management Department, [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).

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