


Provider Memorandum

Claim Management for Missing or Incorrect Member Information

Molina Healthcare of Illinois (Molina) will return any claims with missing or incorrect member information. The information below indicates how providers will be notified of claims returned for missing or incorrect member information. Any returned claims will need to be resubmitted by the provider with the correct member information.

Sample Notice for Returned Claims



Editor EDI Claim Returns Denials

ABC Provider

ABC Provider
 123 ABC Street
 Any City, ST 98765

Provider			Member ID #	Jane Doe	
Patient Acct #	123456789		Member DOB	10/15/1962	
Member	Jane Doe				
Form Type	1500				

Claim ID	Claim Line	Date of Service	CPT/HCPC	Modifier	Units	Billed Amount	Status
1834136p073	1	11/13/2018	A0425	NH	13.00	\$195.00	Rejected
1834136p073	2	11/13/2018	A0429	NH	1.00	\$500.00	Rejected
						\$695.00	

Summary of Acct # 123456789

Message: Cannot find member in plan database

Frequently Asked Questions

- **If I submit a claim with missing or incorrect member information will it be denied?**
 Claims with missing or incorrect member information will be returned with a notice (rejected), not denied. The correct member information should be submitted to Molina as a new claim submission, not as a corrected claim or replacement.
- **What type of notification will I receive for claims that are returned for missing or incorrect member information?**
 Please see sample notice above.
- **What are the newborn claim submission guidelines?**
 Please refer to your billing guidelines. For additional information on claim submissions for newborn babies, please contact Molina at (855) 866-5462.
- **Who do I contact with questions?**
 Providers with questions, may contact Molina at (855) 866-5462.

