

# Provider Memorandum

## **Primary Care Provider Assignment Reminder**

Molina Healthcare of Illinois (Molina) is reminding its contracted primary care providers (PCP) that they may see any Molina member, without a referral, even if they are not listed as the primary care provider on the member's ID card.

## **Changing a PCP**

Providers may direct members to contact Molina if they are interested in changing their PCP. Molina members may change their PCP by doing the following:

1. Visiting the member portal at [www.MyMolina.com](http://www.MyMolina.com). Members may use the member portal to change their PCP, update their contact information, request a new ID card, and view service history.
2. Members who want to change their PCP may also call Member Services. The phone number can be found on the back of the member's Molina ID card.

Only a member or their authorized representative can request the change. Molina cannot accept PCP change requests from providers.

## **Timing of PCP Changes**

PCP changes for members will take effect on the first day of the month following the date of the member's request.

## **Questions**

If you have questions, please call Molina Provider Services at (855) 866-5462.