

Medicaid Claims Processing Error

Molina experienced a technical issue when performing CHAMPS Provider Enrollment validation while processing claims received between December 16, 2019 and December 19, 2019. This issue caused some claims to deny erroneously with a Claim Message of Pay To NPI is not registered with State; Referring NPI is not registered with State; Rendering NPI is not registered with State.

Only claims for the Medicaid program were impacted. The issue has been resolved and Molina is actively working to identify and reprocess those claims.

Providers do not need to submit a Claims Dispute Form for claims that were impacted by the error nor contact the Provider Contact Center.

Please allow 30 days for the claims adjustments to be completed.

[Thank you for your commitment to Molina members.](#)