MOLINA® HEALTHCARE

Molina Healthcare Provider Portal Enhancements

New Claims Functionalities

The changes you've been asking for have arrived! One of the most used functionalities by Molina Healthcare Providers is the ability to submit claims electronically on the Provider Portal. We've listened to your feedback and have launched several new claims functionalities for both the Professional and Institutional claim forms.

The following new features are now available online: Claims Corrections, Claims Void, Claims Attachments, Claims Templates and Batch Submission. In addition, we are piloting Claims Appeals for Texas. We expect to improve your overall online experience by increasing feature richness, enhancing user productivity, and helping save on mailing costs.

Feature Summary:
- Claims Corrections
  - ✓ Select any claim in final status and submit your correction online to speed things up! The correction is treated as a new claim submission with duplicate checking turned off. It will also be auto-pended for a Claims Analyst to pick up in their queue to evaluate and process.
- Claims Voids
  - ✓ Select a claim and submit a Void request. No longer will you have to rely on paper to submit a void request.
- Claims Templates
  - ✓ The ability to create templates has been added so you will be able to save existing claims. There is no longer a need to repeatedly enter the same information into various claims.
- Claims Attachments
  - ✓ You can now add attachments when you create or correct a claim. Submit your attachments online to support your claim, including but not limited to coordination of benefit evidence. You can also add additional supporting documents into claims that are currently in the process.
- Batch Send
  - ✓ In addition to submitting single claims one-at-a-time, you will be able to batch claims together to submit multiple claims at the same time. Upon logging into or logging off from the portal, you will be notified of claims that are ready for submission. You can also selectively send, or send the entire group of claims together.

Next Stage:
- Claim Appeals
  - ✓ Providers will be able to electronically submit claim appeals for paid or denied claims, and attach supporting documentation.