



To our partners and friends, Molina Healthcare extends best wishes for a joyous holiday season!

As the holiday season approaches, we'd like to take this opportunity to thank you for your continued partnership. It is providers like you who make our jobs a pleasure and continue to improve the health of our members/your patients.

It has been a busy year of updates, improvements and celebrations at Molina, including:

- In January, Molina increased the file submission size for uploading appeals on the Provider Portal from 20 MB to 128 MB.
- In March, Molina updated the Provider Portal to include a feature that helps a provider report demographic information corrections.
- In April, Molina launched the Molina Medicaid Women's Health Education and Scheduling Line to help members learn about and schedule important health screenings.
- In May, Molina added new incentives to our Pregnancy Rewards Program including the ability for members to receive up to \$225 in gift cards and to be enrolled in a monthly drawing to win six months of diapers.
- In July, Molina launched the "It Matters to Molina Corner" in our Monthly Provider Bulletin and began holding monthly "It Matters to Molina" provider forums offering open Q&A sessions to our network and focused presentations on a variety of topics.
- In October, Molina created a Provider Services page on the Provider Website to make it easier for providers to contact their Provider Services Representative.
- In November, Molina and the Ashtabula County Medical Center open a new Baby Closet to help provide new mothers with supplies.
- Molina posted Medication Assisted Treatment (MAT) videos on the Molina homepage at www.MolinaHealthcare.com/OhioProviders
- Molina has continued to grow the Molina HOPE Diaper Bank in Cleveland to help families in need.
- Molina continued our exciting partnership with the Cleveland Cavaliers and the Molina's Hoops for Health incentive program.
- Molina earned a four-star rating in the "Access and Service" and the "Qualified Providers" categories in the 2019 National Committee for Quality Assurance (NCQA) Health Plan Report Card.
- Molina will again offer Medicare products in 27 Ohio counties in 2020

This year's improvements were possible because of your feedback. We continue to welcome your suggestions on ways Molina can partner with you to increase provider and member satisfaction. We always encourage you to click on the "[Email us](#)" link under "Your Opinion Matters to Molina" at the top of the Provider Website.

We hope your holiday season and New Year are filled with joy, happiness and success! We look forward to working with you in 2020 and for many years to come.

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→ [Happy Holidays from Molina](#)

Questions?

Provider Services – (855) 322-4079
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(MyCare Ohio available until 6 p.m.)

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Fighting Fraud, Waste & Abuse

Do you have suspicions of member or provider fraud? The Molina Healthcare AlertLine is available 24 hours a day, 7 days a week, even on holidays at (866) 606-3889. Reports are confidential, but you may choose to report anonymously.