

Molina Healthcare of Puerto Rico

Providers

REFERENCE LETTER PR PROV18-003-006CCED-ENG

March 8th, 2018

TO : ALL PARTICIPATING PROVIDERS OF MOLINA HEALTHCARE OF PR
RE : PROVIDER PORTAL

Greetings from the family of Molina Healthcare of Puerto Rico (MHPR). At Molina Healthcare PR we are committed to the health and wellbeing of our members as well as to our participating providers for the Government Health Plan.

Molina Healthcare Inc. Provider's Web Portal; is an easy to use online tool designed to send new claims, corrected claims and appeals. It allows you to attach documentation to your claims in order to facilitate sending those where documentation is required such as claims with coordination of benefit (COB).

You may also access our circular letters. The Molina Portal is a completely secure Website, it is accessible 24 hours a day, 7 days a week. You can register by accessing the Portal page through:

<http://www.molinahealthcare.com/providers>




The screenshot displays the Molina Healthcare Provider Portal interface. At the top, it indicates 'Showing Information For Puerto Rico' with dropdown menus for 'Puerto Rico' and 'Español', and a 'Type Size' control. The main header features the Molina Healthcare logo and a search bar. A navigation menu includes links for Home, Manual, Forms, Policies, HIPAA, EDI BRAVEFT, Drug Formulary, Health Resources, Communications, and Contact Us. The central content area is titled 'Provider Portal' and contains the text 'Check eligibility, claims and more.' Below this are input fields for 'User ID' and 'Password', followed by links for 'Forgot Password' and 'Register', and a 'Sign In' button. A blue arrow points to the 'Sign In' button.

Once the account has been created, you will have access to submit new claims using the corresponding link according to the service. Institutional UB04 and Professional 1500 Form.

Provider Portal	Messages and Announcements	Recent Activity	My Favorites <small>Edit</small>
<ul style="list-style-type: none"> Member Eligibility ▶ Claims ▶ Service Request/Authorization Member Roster HEDIS Profile Reports Links Forms ▶ Account Tools 	<ul style="list-style-type: none"> You have (0) new messages You have (1) announcements 	<ul style="list-style-type: none"> Click here to view your recent Service Request/Authorizations Click here to view your recent Claims Click here to view your ready for batch Claims 	<ul style="list-style-type: none"> Member Eligibility Create Professional Claims Create Institutional Claim Claim Status Inquiry Downloaded Claims Report Create Service Request/Auho... Service Request/Authoriz sbo... Member Roster
<h3>Quick Member Eligibility Search</h3> <input type="text" value="Search by Member ID"/> <input type="button" value="Go"/>			
<h4>What's New</h4>		<h4>Important!</h4> <p>Please notify Molina Healthcare at least 30 days in advance when you have any of the following:</p> <ul style="list-style-type: none"> • Change in office location, office hours, phone, fax, or email • Addition or closure of office location • Addition or termination of a provider • Change in Tax ID and/or NPI 	<h4>Poll</h4> <p>Do you like our new look?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="button" value="Vote"/> See Responses</p>

To create a new Institutional or Professional claim you must fill in all the required fields in Member and Provider tabs. To send a claim either individually or in batch, you will do it from the Summary tab where you can validate all the information before sending it.

Member, Provider y Summary


Provider Self Services
Mar 08 2018 9:32:23 AM

[Home](#) [Provider Search](#) [FAQ](#) [Training](#) [Contact Molina](#)

[Next >>](#)

[Save for Later](#)
[Save as Template](#)
[Cancel](#)

Member

Provider

Summary

* Required Field [Help](#) [FAQ](#)

What would you like to do? Create Claim Correct Claim Void Claim

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You will have the option to attach documentation from the "Provider" tab. The system has the capacity to receive 128 MB in PDF, TIFF, JPG, BMP and GIF. You can attach and select the type of documentation sent.

For Example:

Coordination of Benefit
Operative Report
Progress Note and others

Supporting Information

Type of Attachment : Select Attachment Type for each file

Supported file formats are PDF, TIFF, JPG, BMP and GIF. Upload 1 file at a time.
Total Size of all files attached cannot exceed 128 MB.

Browse your system for files to attach

Upload selected file

On the portal you can easily correct your claims by clicking on the "Correct Claim" option.

The system is enabled to complete the claim with the information initially received so you can identify the information sent and correct the field as needed.

Claim Line	Service From Date	Service To Date	Rev Code	Service Code	Modifiers	Units	Billed Amt	Deductible	Co-Ins	Paid Amt	Co-Pay	Line Status Effective	Status	Remit Message
1	12/13/2017	12/13/2017		73660	25	1	3.96	0.00	0.00	0.00	0.00	12/13/2017	No Payment will be made for this claim line	

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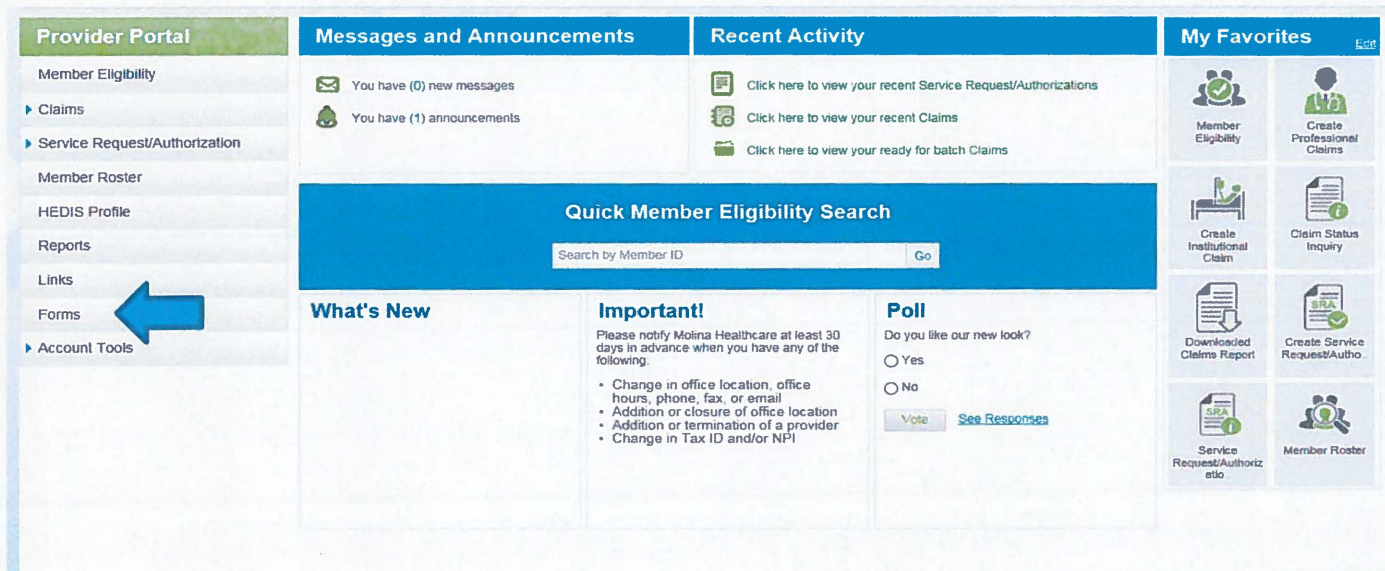
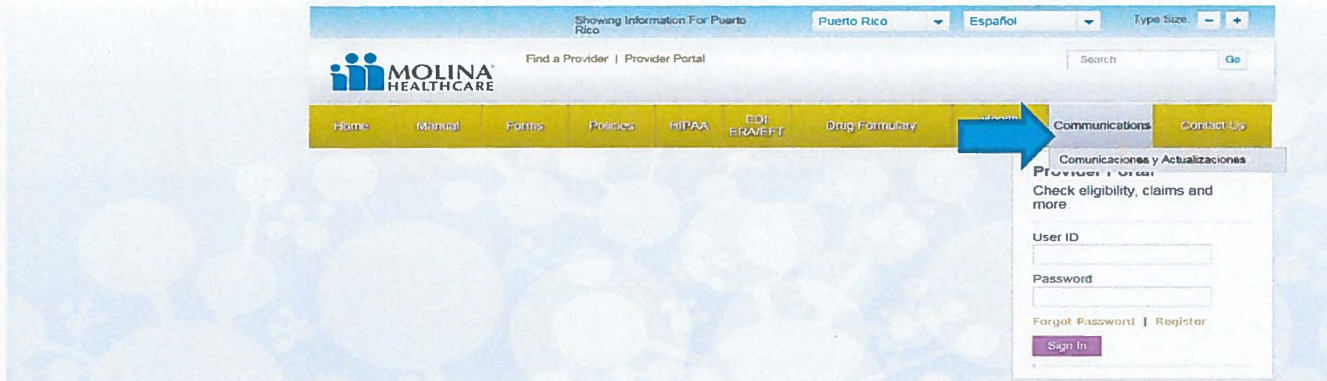
The provider will also have the option of sending an appeal through the Portal by clicking on the option "Appeal Claim" once you have sent the adjustment (CRRF) and disagree with the decision made.

Claim Line	Service From Date	Service To Date	Rev Code	Service Code	Modifiers	Units	Billed Amt	Deductible	Co-Ins	Paid Amt	Co-Pay	Line Status Effective	Status	Remit Message
1	12/13/2017	12/13/2017		73660	25	1	3.96	0.00	0.00	0.00	0.00	12/13/2017	No Payment will be made for this claim line	

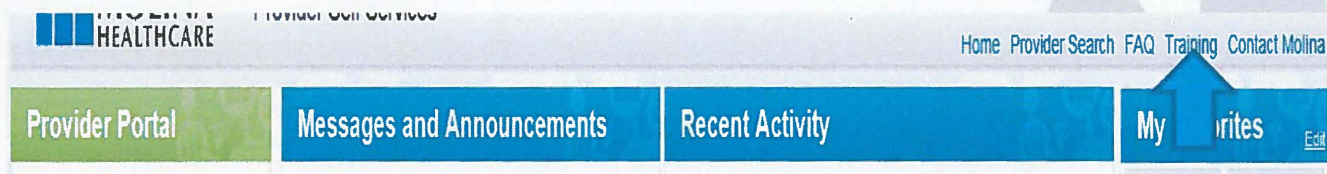
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From our home page you can find our circular letters by selecting "Communications" and you will also have access to the circular letters from your main page by selecting "Form"



If you wish to obtain informative material you may select "Training" from the main page of the Portal.



There you will be able to obtain educational material on how to use the portal; "Users Guide" as well as in video.



Provider Self Services

Training Materials

Web Portal Training Materials

[Service Request / Authorizations Video](#)

[Account Tools Video](#)

[Provider Online Directory Video](#)

[Claims Video](#)

[Member Roster Training Video](#)

[Professional Claim \(CMS1500\) Help](#)

[Institutional Claim \(UB04\) Help](#)

[Claims and UB04 FAQ](#)

[HEDIS Profile Training Video](#)

 [Alegeus ProviderNet Registration Instructions](#)

 [Web Portal Quick Reference Guide](#)

 [ICE Provider Toolkit](#)

State Specific Training Materials

 [ESCRITO DE INSTRUCCIONES DEL PORTAL DE PROVEEDORES](#)

The use of the Molina Portal will help expedite the process and therefore the payment of your claims. Through our Provider Services Department you can obtain a complete orientation on how to use the portal; we have a fully trained staff to assist you.

For more information, you may call our Provider Call Center at (888) 558-5501 Monday through Friday from 7:00 a.m. to 7:00 p.m. Audio impaired people can call TTY (787) 522-8281.

Cordially,

A handwritten signature in blue ink, appearing to read 'Edna'.

Sra. Edna Marín, MA
VP, Network Management & Operations
Molina Healthcare Puerto Rico of Inc.