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

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.

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

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` ▽   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.

`Select File`   Browse your system for files to attach

`Upload File`   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	26	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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`Save As Template`   `Appeal Claim`   `Void Claim`   `Correct Claim`   `View Diagnosis Code`   `Print Claim Summary`   `Back`

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.

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`Save As Template`   `Appeal Claim`   `Void Claim`   `Correct Claim`   `View Diagnosis Code`   `Print Claim Summary`   `Back`

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**"
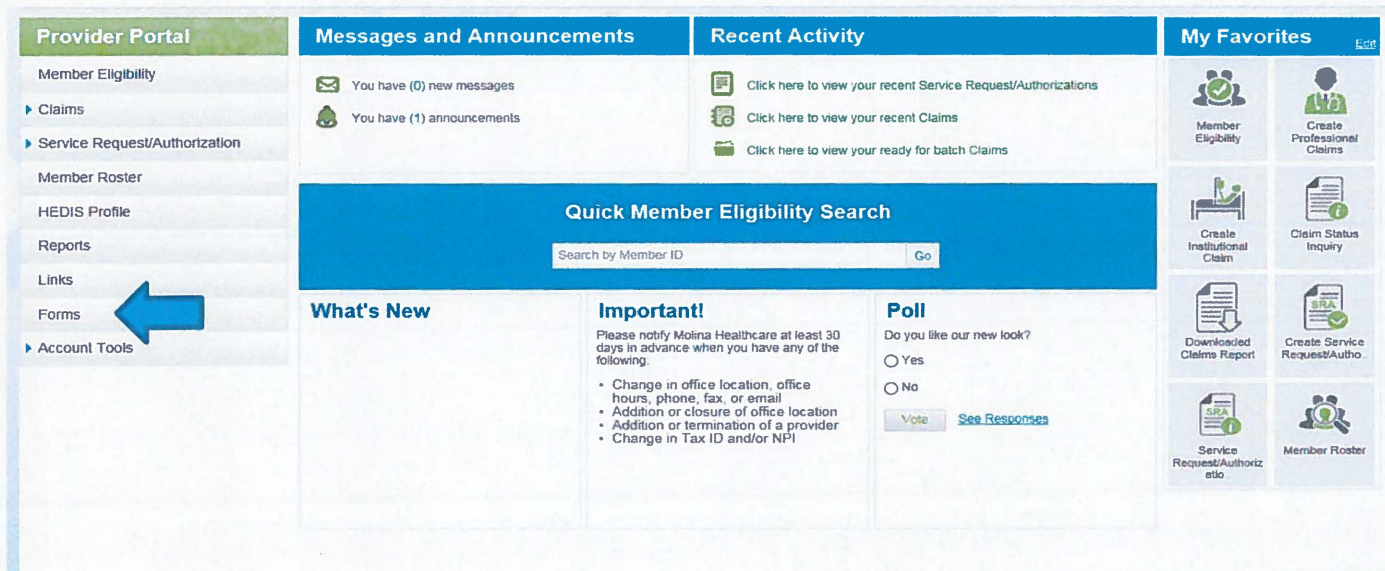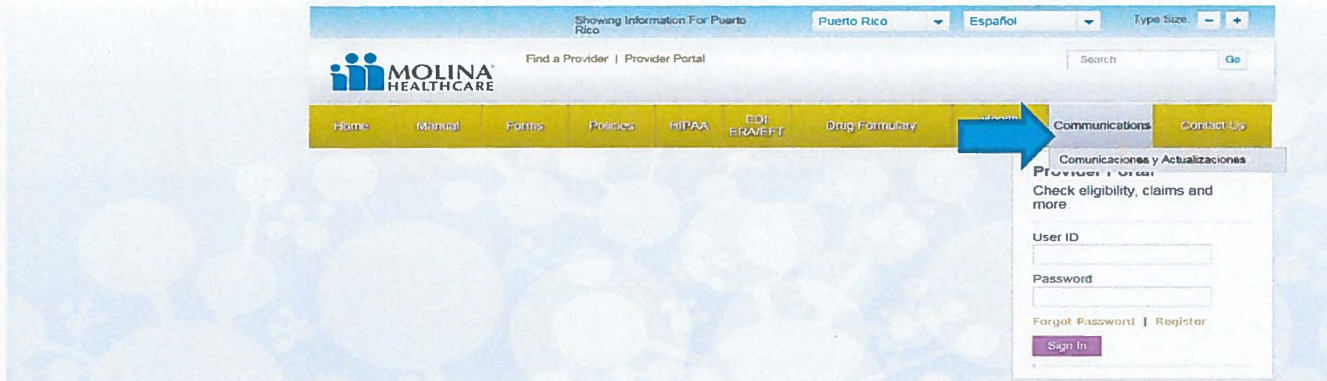
If you wish to obtain informative material you may select "Training" from the main page of the Portal.
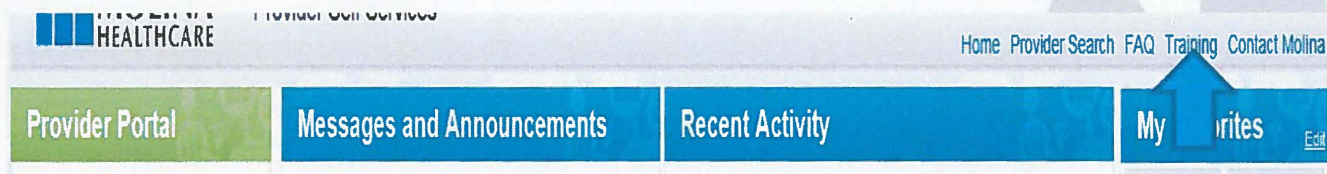
There you will be able to obtain educational material on how to use the portal; "Users Guide" as well as in video.

MOLINA HEALTHCARE — 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,

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