

Provider Notice

Submitting provider rosters and other changes to provider info

Thank you for being a part of the Molina Complete Care (MCC) network. To comply with CMS and state Medicaid regulatory requirements, providers should submit full roster updates to MCC on a quarterly basis (once every 3 months). Please read the following guidelines for submitting rosters and roster updates.

How to submit provider rosters and roster updates

- All provider rosters submitted to MCC for processing must include a complete listing of affiliated practitioners and facilities associated with:
 - Group practices of 5 or more providers
 - IPAs
 - Hospitals and hospital systems
 - PHOs, IDNs and other state/regional/national provider chains.
- Interim roster updates can be submitted on a monthly basis and must contain a minimum of 5 affiliated providers. Roster updates submitted for fewer than 5 providers will not be accepted.
- All provider rosters and provider roster updates must be submitted using the Molina Complete Care Roster Template and include all the required data elements.
 - *The roster template is available on the MCC website at www.MCCofVA.com*
- Any roster, roster update or data maintenance request that does not contain all required data elements will be returned to the contracted provider entity (submitter) to append the missing information.
- Save completed requests using the following file naming convention: [provider name_date].xls
Example file names:
Group Practice: ABCPediatrics_01012020
Health System, IPA, PHO: BaptistHealthSystem_01012020
- Email completed rosters, roster updates and data maintenance files/forms to MCCVA-Providerroster@molinahealthcare.com.
- All provider rosters, roster updates and data maintenance tasks including the required data elements will be processed within 30 calendar days from the date of receipt (via email). Upon completion, an email confirmation will be sent to the address provided on the original request.

How to submit provider data maintenance task

- Individually contracted providers (solo practitioners/facilities) and group practices with fewer than 5 providers can update their demographic information by submitting a provider maintenance task.
- Provider maintenance tasks can be submitted each month (as needed) by downloading and completing the Molina Complete Care Roster Template.
 - *The roster template is available on the MCC website at www.MCCofVA.com*
- Provider data maintenance tasks that do not contain all required data elements will be returned to the contracted provider entity (submitter) to append the missing information.
- Save completed requests using the following file naming convention:[provider name_date].xls
 - Example file names:
 - Individual Provider:** JohnSmith_01012020
 - Small Group Practice:** ABCPediatrics_0101202
 - Please note groups must be less than 5 providers
- Email provider data maintenance files/forms to MCCVA-Provider@molinahealthcare.com.
- All provider data maintenance forms will be completed within 30 calendar days from the date of receipt (via email). Upon completion, an email confirmation will be sent to the address provided on the original request.

Questions?

We're here to help you, so you can focus on your patients. Call our Customer Service Representatives at 1-800-424-4524 or email MCCVA-Provider@molinahealthcare.com.