

Adding Practitioners to a Group: Roster Uploads

QUICK REFERENCE GUIDE:



1. Create roster

Input provider and demographic information into a spreadsheet. Ensure all required information is included as indicated on the **Molina Preferred Roster Template Guide**.



2. Upload

Upload roster file in the Provider Network Management community portal under the **Roster Uploads** tab.



3. Validate and import

In the preview screen, validate and import the roster. Errors are highlighted in red so you can make corrections. Once updated, revalidate and import.



4. Complete import

Clicking **Done** completes the process. A **Final Report** is generated, indicating successful rows and failed rows with the reason for failure.

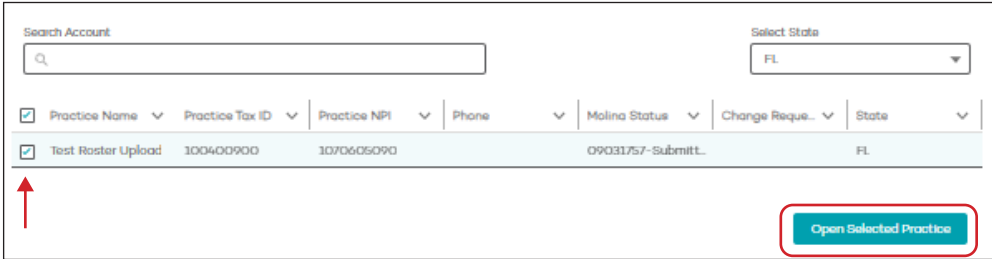
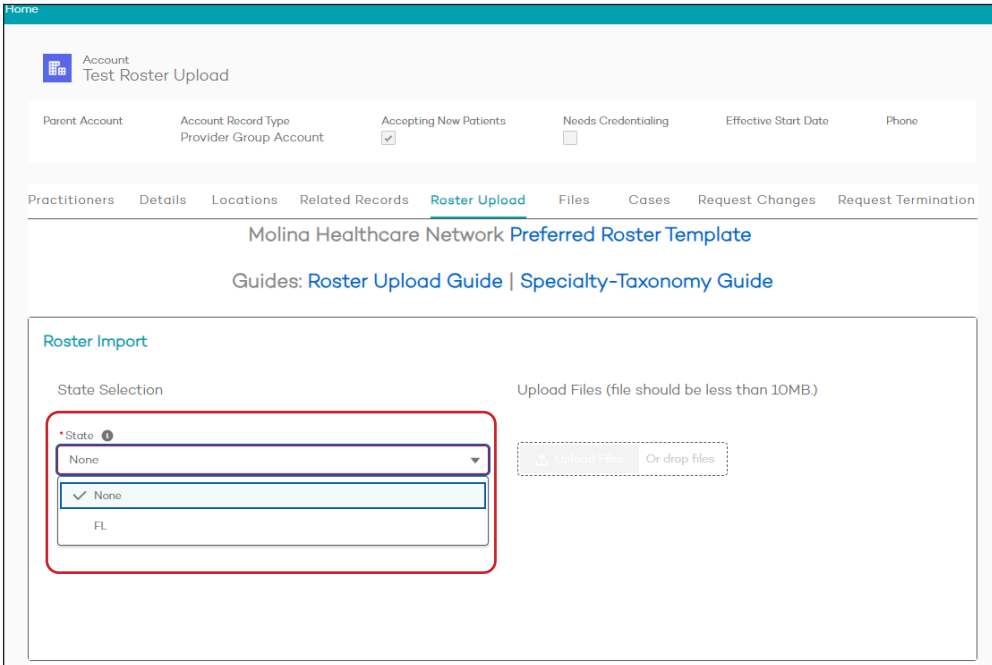


5. Track cases

Navigate to the **Roster Results** tab to track the applicable credentialing and business development cases for your provider(s). The **Final Report** is also available under the **Files** tab.

STEPS

Follow these guidelines to add practitioners to a group via a roster upload.

Step	Action																
1	<h3>Create Excel template</h3> <p>Create a roster file complying with the Molina Preferred Roster Template Guide (can be in Excel or CSV format).</p>																
2	<h3>Open group account page</h3> <p>On the welcome page, select the box next to the Practice Name. Click Open Selected Practice.</p>  <table border="1"><thead><tr><th><input checked="" type="checkbox"/></th><th>Practice Name</th><th>Practice Tax ID</th><th>Practice NPI</th><th>Phone</th><th>Molina Status</th><th>Change Reque...</th><th>State</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>Test Roster Upload</td><td>100400900</td><td>1070605090</td><td></td><td>09031757-Submitt...</td><td></td><td>FL</td></tr></tbody></table> <p>RESULT: The Group Account page opens.</p>	<input checked="" type="checkbox"/>	Practice Name	Practice Tax ID	Practice NPI	Phone	Molina Status	Change Reque...	State	<input checked="" type="checkbox"/>	Test Roster Upload	100400900	1070605090		09031757-Submitt...		FL
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<input checked="" type="checkbox"/>	Test Roster Upload	100400900	1070605090		09031757-Submitt...		FL										
3	<h3>Select state</h3> <p>In the Roster Upload tab, select the state.</p>  <p>Home</p> <p>Account Test Roster Upload</p> <p>Parent Account Account Record Type Provider Group Account Accepting New Patients <input checked="" type="checkbox"/> Needs Credentialing <input type="checkbox"/> Effective Start Date Phone</p> <p>Practitioners Details Locations Related Records Roster Upload Files Cases Request Changes Request Termination</p> <p>Molina Healthcare Network Preferred Roster Template</p> <p>Guides: Roster Upload Guide Specialty-Taxonomy Guide</p> <p>Roster Import</p> <p>State Selection Upload Files (file should be less than 10MB.)</p> <p>*State <input type="text" value="None"/> <input type="button" value="Upload Files"/> Or drop files</p> <ul style="list-style-type: none">NoneNoneFL																

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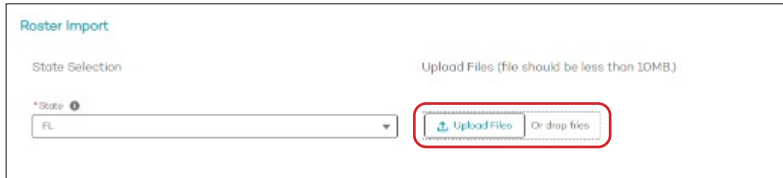
Upload roster

- Click **Upload Files**.
- Both Excel and CSV files are accepted.

Note: There is also a “drop files” option.

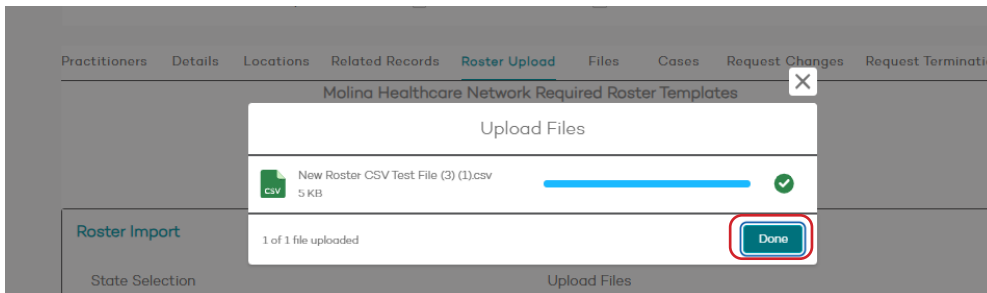
RESULT: The file upload window opens.

- Select the roster file.
- Click **Open**.



RESULT: The roster is uploaded. Wait until the green check appears to ensure the upload is successful.

Click **Done** to close the **Upload Files** window.



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Configure roster

All custom roster templates must be pre-configured by Molina prior to import. **This will only need to be done the first time a custom template is submitted.**

- If the roster template has not been configured:
 - The user will see a warning message as the roster is routed internally to be configured.
 - Molina will then process your roster after it is configured. A notification will be sent confirming the status of your roster import.



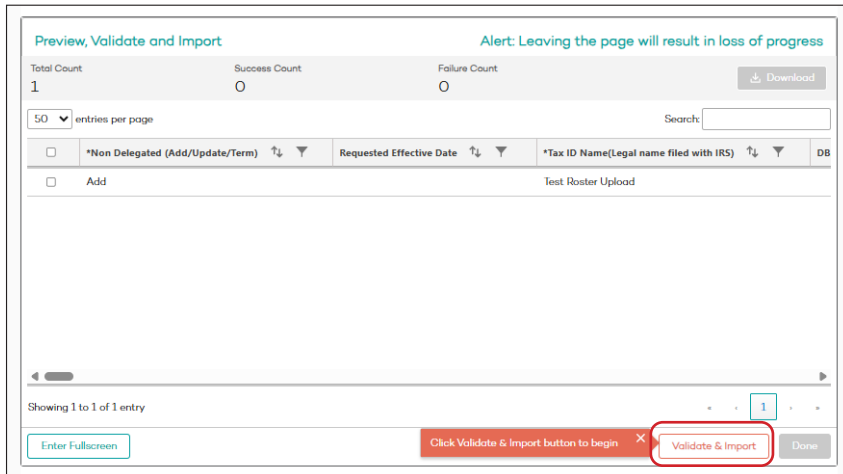
- A roster import case is created with a status of “**Pending Configuration.**”

Date/Time Opened	Case Number	Status	Subject
7/29/2025 6:38 AM	0915/075	Pending Configuration	Roster Import

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Preview and validate roster

- If no custom configuration is required, once the roster is uploaded, a preview screen appears.
- Select the **Validate & Import** button.

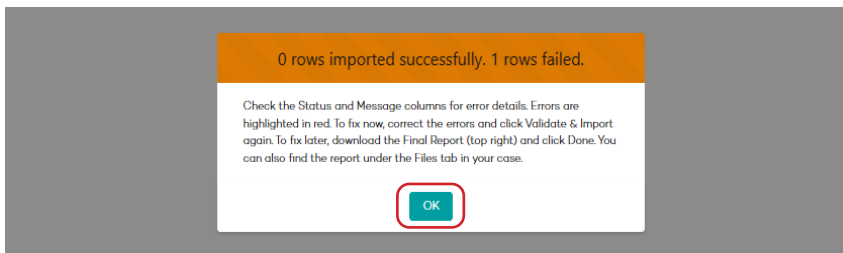


RESULT: A notification appears.

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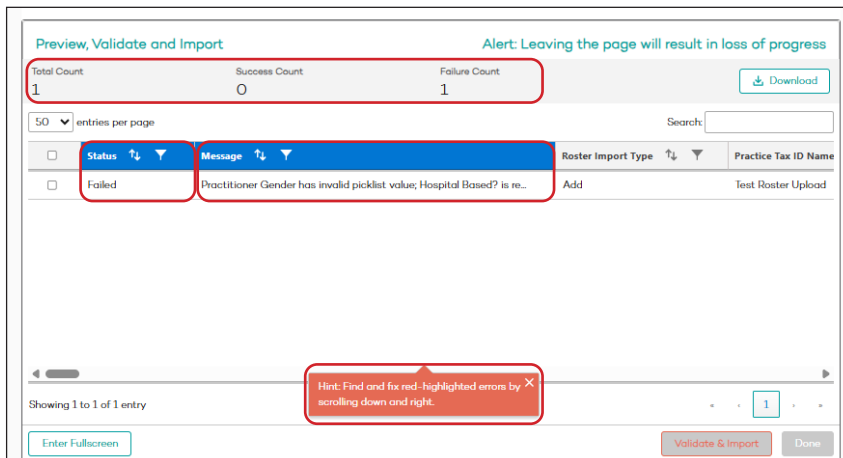
Import roster

- This import notification details how many rows were successfully imported.
- Click **OK**.



RESULT: A preview screen appears. This screen details the:

- **Total Count:** **Success Count** and **Failure Count**
- **Status:** Which rows succeeded and which rows failed
- **Message:** Errors for the rows that failed



Note: Use the system hints to determine the next steps.

Correct roster errors

- Use the scroll bar and navigate to the right to locate the errors.
- Roster error fields are highlighted in red.

Preview, Validate and Import Alert: Leaving the page will result in loss of progress

Total Count: 1 Success Count: 0 Failure Count: 1 [Download](#)

50 entries per page Search:

Practitioner Languages Spoken	Practitioner Gender	Practitioner License Number	Practitioner License Effective Date

Showing 1 to 1 of 1 entry

[Enter Fullscreen](#) [Validate & Import](#) [Done](#)

- Identify and correct the errors.
- Click the **Validate & Import** button to incorporate the corrections.

Preview, Validate and Import Alert: Leaving the page will result in loss of progress

Total Count: 1 Success Count: 0 Failure Count: 1 [Download](#)

50 entries per page Search:

Practitioner Languages Spoken	Practitioner Gender	Practitioner License Number	Practitioner License Effective Date

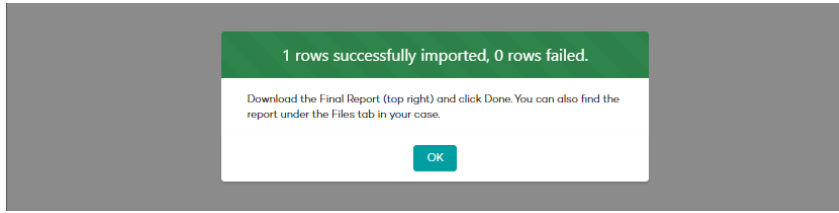
Showing 1 to 1 of 1 entry

[Enter Fullscreen](#) [Click to import corrected rows](#) [Validate & Import](#) [Done](#)

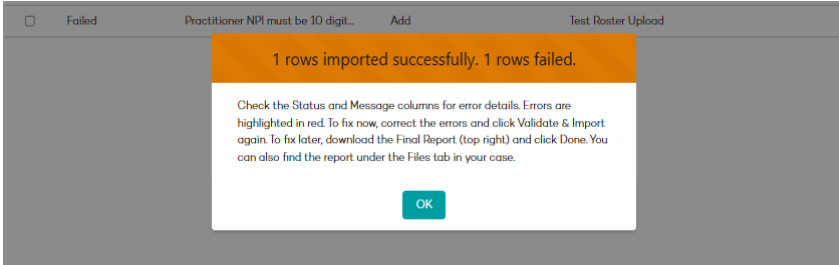
RESULT: A notification window opens that details the number of valid rows and the number of rows that have errored out. Only successfully validated rows will be imported.

- Click **OK** to proceed.

Example of a fully successful roster import:



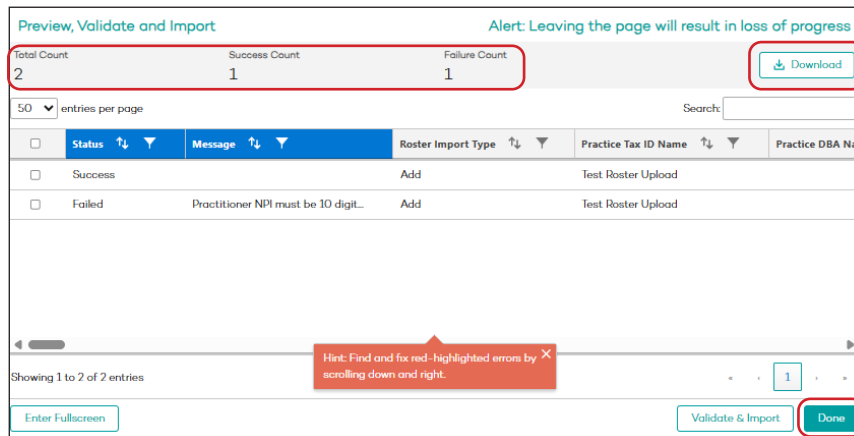
Example of a partially successful roster import:



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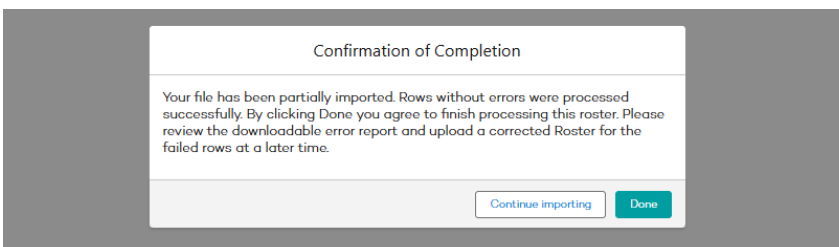
Finalize import process

- A preview screen appears.
- The count is updated to detail the status of the rows imported.
- Click **Done** to process the roster.



If processing a partial roster upload:

- Select the **Download** button to access the **Final Report**.
- Click **Done**.



RESULT: A "**Confirmation of Completion**" screen appears.

- This alerts the user of the next steps if they choose to conclude the roster processing at this point.

Review Roster Import Case

Roster Import Cases are created for both the group and the practitioners that were added.

Roster Import Cases - Group

- A **Roster Import Case** is created for the group.
- The case status shows as **Closed**.

Home

Case 09156926 Reassign Process Roster Import

Contact Name: Tina RosterTest | Case Record Type: Roster Import | Status: **Closed** | Date/Time Opened: 7/28/2025 5:43 PM

Details | Roster Results | Roster Import Result | Files | Roster Upload

Account Name: Test Roster Upload | Contact Email: molinotesting3+3720@gmail.com

Contact Name: Tina RosterTest

Sub-Status: _____

Web Email: _____ | Priority: Medium

Description: _____ | Case Origin: Web

Subject: Roster Import

[Click here](#) for our list of frequently asked questions.
Return to the Molina Healthcare [website](#)

Account Test Roster Upload

Parent Account: _____ | Account Record Type: Provider Group Account | Accepting New Patients: | Needs Credentialing: | Effective Start Date: _____ | Phone: _____

Practitioners | Details | Locations | Related Records | **Roster Upload** | Files | Cases | Request Changes | Request Termination

Molina Healthcare Network Preferred Roster Template

Guides: [Roster Upload Guide](#) | [Specialty-Taxonomy Guide](#)

Roster Import

State Selection: *State | Upload Files (file should be less than 10MB): Or drop files

Recently Viewed

Date/Time Opened	Case Number	Status	Subject
7/28/2025 5:43 PM	09156926	Closed	Roster Import

Roster Import Cases - Practitioners

Practitioner records created via the roster upload are located in the:

- **Practitioners** tab in the **Group Account**.
- **Roster Results** tab for the **Roster Import Case**.

Roster Import

State Selection Upload Files (file should be less than 10MB)

*State ⓘ

None Or drop files

Recently Viewed ▾

18 items • Updated a few seconds ago ⚙️ 🗑️ 🔄 📄

	Date/Time Opened	Case Number	Status	Subject
1	7/28/2025 5:43 PM	09156926	Closed	Roster Import

Case 09156926 Reassign Process Roster Import

Contact Name: Tina RosterTest | Case Record Type: Roster Import | Status: Closed | Date/Time Opened: 7/28/2025 5:43 PM

Details **Roster Results** Roster Import Result Files Roster Upload

Roster Import Results ⚙️ ▾

2 items • Sorted by Created Date

	Case	Subject	Status
1	09156930	Successfully processed roster import for Test Provider	Closed
2	09156929	Roster Credential Case for Test Provider	Closed

- The status will change to **“Waiting for CAQH”** if the practitioner *requires* credentialing.
- The status will change to **“Submitted”** if the practitioner does *not* require credentialing.

Parent Account Accepting New Patients Effective Start Date: 7/3/2023 Phone: (713) 951-2001

Practitioners Details Locations Related Records Roster Upload Files Cases Request Changes More

Practitioner Roster Add Practitioner

🔍 Search

First Name	Last Name	Provider NPI N.	CAQH ID	Case Number	Malina Status	Change Requ...
Oscar	Tester			07%34019	Waiting for CAQH	
Cookie	Mom			07%34021	Submitted	

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Download Final Report

The **Final Report** will be located in the **Files** tab.

- Select the **Final Report** link.

Case 09156926

Reassign Process Roster Import

Contact Name: Tina RosterTest, Case Record Type: Roster Import, Status: Closed, Date/Time Opened: 7/28/2025 5:43 PM

Details Roster Results Roster Import Result **Files** Roster Upload

Files (2) Upload Files

Title	Owner	Last Modified	Size
FinalReport	Tina RosterTest	7/28/2025 5:44 PM	3KB
Test Roster Upload	Tina RosterTest	7/28/2025 5:43 PM	21KB

View All

- Download the file.

Jennifer Cordero 7/28/2025 12:27 PM 3KB

Jennifer Cordero 7/28/2025 11:05 AM 20KB

No preview available

Click here for more information and questions. Return to the Home Healthcare website

Download

Review the report.

- The **Status** column at the end of the report details which rows were imported successfully and which rows failed.
- The **Message** column details the reason for the failure.

BV	BW	BX	BY	BZ	CA	CB	CC	CD	CE	CF	CG	CH	CI	CJ	CK	CL	CM	CN	
Location	Location	Location	Location	Patient Ca	Requestec	Location	F Location	F Location	F Location	F Location	F Location	F Location	F Location	F Location	F Location	F Location	F Location	F Location	F Location
														Status	Message				
														Success					
														Failed	Practitioner NPI must be 10 digits only				

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Locate post-import roster errors

To locate post-import roster errors:

- Navigate to the **Roster Upload** tab.
- Select the case number.

Recently Viewed

50+ items - Updated a few seconds ago

Date/Time Opened	Case Number	Status	Subject
7/28/2025 11:23 PM	09156961	Closed	Roster Import

RESULT: The details page opens and displays the error message.

Case 09156961

Reassign Process Roster Import

Contact Name: Manassa UATLoadPM, Case Record Type: Roster Import, Status: Closed, Date/Time Opened: 7/28/2025 11:23 PM

Details Roster Results Roster Import Result **Files** Roster Upload

Account Name: Test Roster Upload, Contact Email: molinotesting3+2826@gmail.com

Contact Name: Manassa UATLoadPM

Sub-Status

Web Email

Priority: Medium, Case Origin: Web

Subject: Roster Import

Description: The Practice Manager Manassa UATLoadPM does not have access to the Provider Group - Test Roster Upload