Provider Bulletin

Molina Healthcare, Inc.

March 18, 2024

Optum-Change Healthcare outage

Molina Healthcare, Inc. (Molina) is advising our providers of a critical outage of our third-party vendor, Optum-Change Healthcare (**CHC**), resulting in impacts to *Electronic Claims Submission, Payment and Settlement Services.*

Status update

Molina has established a dedicated contact center to assist providers impacted by the CHC outage, which is available Monday-Friday from 5AM PST to 6:30PM PST.

The contact center number is (844) 548-7684.

Reminder

Claims submission

Providers utilizing **CHC** to submit claims to Molina prior to this outage may now do so via our alternate established connection with **SSI Claimsnet, LLC** ("SSI Group") clearinghouse or another clearinghouse of their choice. Providers not directly utilizing **CHC** can and should continue utilizing their current clearinghouse for claims submission. Our Availity Essentials provider portal solution was not impacted by this outage and remains available as another option to key in claims for submission.

Providers can register with SSI Group for claim submission via Claimsnet's Provider Registration Form located online at **https://products3.ssigroup.com/ProviderRegistration/register**.

Providers can register with Availity Essentials to key in claims for submission at **https://www.availity.com/molinahealthcare**.

During this transition, we encourage all our providers submitting paper claims to explore our electronic submission options.

For those providers who have submitted electronic claims to Molina via a clearinghouse on or after 2/21/2024 and have not received acknowledgment from Molina of receipt, we advise resubmitting those claims as soon as possible. This statement does not apply to any providers submitting directly to SSI Group, UHIN, TMHP, COBA, Ohio Medicaid Enterprise System (OMES) or via our Availity portal solution.

Provider payments

Molina has established a direct connection with ECHO, a **CHC** partner, to resume provider payment processing. ECHO has not been impacted by this outage. Payments have resumed and will be processed in the order received.

835 Electronic Remittance Advice files and Explanation of Payment

835 Electronic Remittance Advice (ERA) files and Explanation of Payment (EOP) will continue to be available on **providerpayments.com**. Please note there may be slight changes to the format of the EOP; however, all required data elements are included.

Eligibility Verification

Molina has reestablished member eligibility verification (270/271) services using SSI Group, our alternate clearinghouse. In addition to online verification with SSI Group, eligibility verification continues to be available via the Availity Essentials portal, the Molina Contact Center and IVR. Molina's member eligibility continues to be updated timely.

Questions?

We understand that the **CHC** outage can disrupt you and your practice. Molina is in regular contact with CHC, ECHO, SSI Group and Availity Essentials to help mitigate this outage, and we will continue to update our provider community regarding this situation. We appreciate your patience and understanding during this unprecedented time of disruption. Thank you for your continued partnership.

All questions should be directed to Molina's Provider Contact Center at (855) 322-4075 or your Molina Provider Relations representative.

Service County Area	Provider Relations Representative	Contact Number	Email Address
California Hospital Systems (SNFs, LTSS, ICF/DD)	Teresa Suarez	562-549-3782	Teresa.Suarez2@molinahealthcare.com
	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
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	Christian Diaz	562-549-3550	Christian.Diaz@molinahealthcare.com
	Daniel Amirian	562-549-4809	Daniel.Amirian@molinahealthcare.com
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	Anita White	562-980-3947	Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	279-895-9354	Johonna.Eshalomi@molinahealthcare.com
	Marina Higby	916-561-8550	Marina.Higby@molinahealthcare.com
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San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
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