IMPORTANT!
Molina Provider News:

MOLINA®
HEALTHCARE

Secure Messaging on Availity

Important Updates:

The Molina Legacy Provider Portal is no longer accepting new provider registration.

As of March 1, 2022, the Molina Legacy Provider Portal will no longer accept new user registrations.

We continue our transition to the Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Registering your organization is easy and free. Your organization's administrator should register on https://availity.com/molinahealthcare.

Getting started:
Once you are registered with Availity, ask your administrator for the eligibility and benefits, claims/claim status, medical attachments and messaging roles. You can always visit the Availity Learning Center for training opportunities. You can access training material from within the Availity portal by selecting Help & Training > Get Trained > Sessions.

Did You Know?
You can submit secure messages from the Claim Status screen directly to Molina using Availity's Messaging Application. Go to Claims & Payments | Claims Status. **Note**: You will need the Claim Status and the Messaging App roles to access this function.

5 Messaging Tips:
1. Initiate a message via the "Message this payer" option on the claim status results page. **Important**: The message must pertain to the current claim listed on the claim status results page.
2. Allow up to two business days for a response.
3. Access the Messaging Queue from the top right corner of your Availity home page.
4. Conversations display as cards. The color of the cards indicates the status.
5. All users have sorting and filtering options. If a message is missing from your queue, clear your filter options.

Availity's Messaging App is a faster, more effective platform for resolving simple queries. The next time you have a question about the status of a claim, try messaging. Availity offers quick demos to get you moving in the right direction. Learn how you can enhance your claims management process:
- Navigating the Messaging Queue – Training Demo
- Messaging a Payer – Training Program

We look forward to working with you. If you have any questions, please contact us at **1-855-322-4076**, Monday – Friday, 8am–5pm EST. Thank you for your continued care to our members!

Molina Healthcare of Florida