

1/18/2023

Dear Providers,

As a follow-up to our previous communication in December, we do have updates regarding the inappropriate denials and “missing claims.” Turns out, a configuration update to “Ambulance place of service” created a glitch which caused all claims to deny in error rather than the specific Ambulance POS. This has since been corrected and claims have been reprocessed appropriately.

For the “missing claim” on the Molina portal, our IT teams confirmed the claims were not actually missing but there was a timing delay when the claims were feeding into the portal from our main claims processing system.

Please note, an analysis was completed for the month of December which confirmed all professional and institutional claims are reflecting in our portal with a PAY/DENY/PEND/TO BE PAID status. Our IT teams will be running a refresh of the system this weekend and the long term fix will deploy 2/1/2023 which will correct the timing issue. In the meantime, please continue to submit claims as usual, there is no impact to the claims processing.

Should you have immediate questions, please reach out to our Provider Services Contact Center at (844) 239-4914 or the MHID Provider Services Requests mailbox at MHIDProviderSvcReq@MolinaHealthCare.Com.

Sincerely,

Marnie Packard

Marnie Packard
VP, Market Leader ID