

Provider Memorandum

Availity SSO Features Temporarily Unavailable

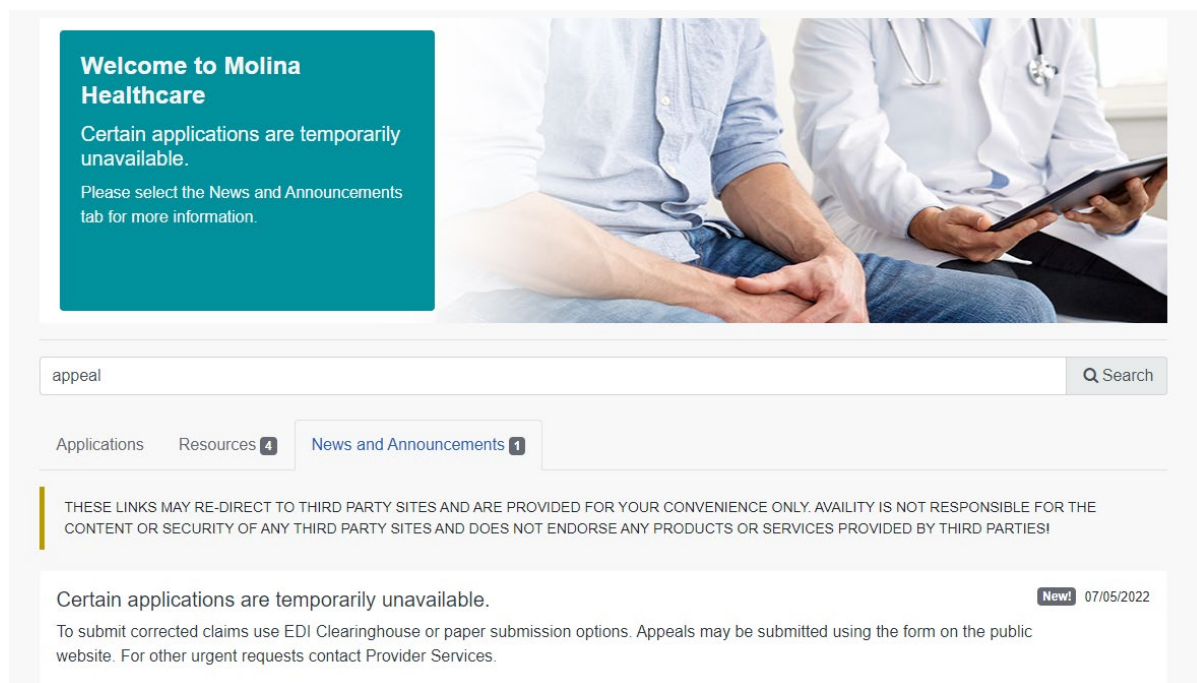
Molina Healthcare of Illinois (Molina) is informing providers that certain Single Sign-On (SSO) features on the Availity Provider Portal have been temporarily shut down due to a security issue. The priority is to ensure the security of Protected Health Information (PHI).

The affected functions include those that are accessed in the Molina Legacy Portal via the Availity Portal SSO: Appeals, Corrected Claims, Case Managed Member, Reports, Member Rosters, and HEDIS[®] Profiles. These features will be unavailable until further notice.

Steps for Providers

Providers are instructed to fax Molina for appeals and employ their clearinghouse for corrected claims. Member Rosters can be accessed via the Medical Electronic Data Interchange (MEDI) System or from your Provider Network Manager.

The goal is to restore normal portal functionality as soon as possible but, until then, providers will see a message within the Availity Portal stating that certain features are unavailable:



Welcome to Molina Healthcare

Certain applications are temporarily unavailable.

Please select the News and Announcements tab for more information.

Search: appeal

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Certain applications are temporarily unavailable. **New!** 07/05/2022

To submit corrected claims use EDI Clearinghouse or paper submission options. Appeals may be submitted using the form on the public website. For other urgent requests contact Provider Services.

We apologize for the inconvenience to you and your staff, and we know you support us in taking these steps to secure patient/member PHI. Thank you for your patience.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

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Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.