

# Provider Memorandum

## New Availity Tools and Resources for Providers

Molina Healthcare of Illinois (Molina) is getting closer to full Availity Essentials Provider Portal functionality. The more you take advantage of the Portal, the more time and money your practice/facility can save. Providers and admin staff can do all this and more in the Portal (click for information sheets):

- [Appeal a claim](#)
- [Correct a claim](#)
- [Request multiple PAs](#)
- [Check status of appeals](#)
- [Smart claims](#)

## Learn About Features/Functionalities

Teams from Molina and Availity work closely to launch features and develop tools to help providers learn about them. [MolinaHealthcare.com](https://MolinaHealthcare.com) has recently been updated with some helpful reference materials. Visit the [Frequently Used Forms page](#), and look under the heading [Training & Quick Reference Guides](#).

### Training & Quick Reference Guides

Availity - How To Open a Support Ticket  
Availity Appeal a Claim  
Availity Checking Appeal Status  
Availity Claim Status Tool Training  
Availity Claims and Smart Claims  
Availity Core Features  
Availity Functionality Roadmap  
Availity Multiple PA Requests  
Availity Smart Claims Training  
Critical Incident Reference Guide  
FQHC Encounter Clinic Billing Quick Reference Guide  
Guide to HFS MEDI Eligibility Search  
Marketplace Providers FAQ  
Marketplace Providers Quick Reference Guide  
Guide to Provider Changes  
Open Enrollment Guide  
Patient Health Resources  
Provider Roster Template Frequently Asked Questions  
Quick Reference Contact Sheet

## Live Availity Webinars

Providers and their staff are strongly encouraged to attend a live webinar to learn the ins and outs of using Availity. The sessions are conducted by Availity staff, so you are invited to ask questions and request demonstrations of specific functions. Please register for this upcoming session. **Note:** Log into Availity Essentials to register.

- Wednesday, December 14, 2 p.m. to 3:30 p.m. – [REGISTER](#)

## Need Portal Assistance?

For assistance using the Availity Essentials Portal, call the Availity Help Desk from 7 a.m. to 7 p.m. Central Time at **(800) 282-4548**.

## Questions?

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

## Availity Provider Portal

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

## Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to join Molina Healthcare of Illinois' provider email list.

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