

Provider Memorandum

Reminder—Use the HFS Claims Process and Template

Per the Department of Healthcare and Family Services (HFS), Molina Healthcare of Illinois (Molina) reminds providers to use the latest Standard Complaints/Claim-Issue Template for monitoring and resolving claim issues. Providers are **required** to begin with Molina's internal claim dispute process.

Before You Go to HFS

The HFS provider dispute resolution process **requires** providers to use Molina's internal dispute/appeal process **before** submitting a complaint to HFS. This means providers **must first** follow the process and exhaust **all** avenues provided by Molina to resolve a dispute.

Molina's Dispute Process

Providers have two options for submission of a claim dispute/appeal:

- **Provider Portal (preferred method):**
 - Submit appeals through the Provider Portal with supporting documentation.
 - The Provider Portal: availability.com/molinahealthcare.
- **Fax:**
 - A Claims Dispute Request form is **required** when submitting an appeal via fax to (855) 502-4962.
 - Access the Claims Dispute Request form on [Molina's Frequently Used Forms page](#).

After Molina's Dispute Process

Disputes first submitted to Molina's internal dispute resolution process may be submitted to the HFS Provider Resolution Portal:

- No sooner than 30 calendar days after submitting to Molina's internal process.
- No later than 60 calendar days after submitting to Molina's internal process.

If HFS determines a complaint did not follow this guideline, the complaint will be immediately **closed**.

HFS Requirements

Under the internal dispute process, Molina is required to assign a tracking number for each dispute and/or appeal. The provider **must** enter this assigned tracking number in the HFS Provider Resolution portal when completing a complaint ticket. Providers can find this tracking number on the dispute determination letter or they can call Molina Provider Network Management at (855) 866-5462.

Important: Tickets that are **not** complete when submitted, will be immediately **closed**. Tickets that **are** complete will be submitted to Molina for timely review and response/resolution.

All providers or designated billing staff/agents are **required** to set up an account with HFS and register with the HFS Provider Resolution portal in order to access and submit disputes.

Providers **must** use the [latest standard Complaints/Claim-Issue template](#) (click to download) when working with Molina to resolve claim issues.

Important: Providers are required to follow Health Insurance Portability and Accountability Act of 1996 (HIPAA) procedures when submitting and sharing data via the portal.

Download the Template

On Molina's provider website, go to [Frequently Used Forms](#) >> Contracting and Provider Forms >> [Molina Claim Issue Template](#). **Note:** Clicking the template link will download the Excel file to your device.

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](#) to get started.

Get Critical Updates

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

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