

Provider Memorandum

Preparing for the End of the Public Health Emergency

The Public Health Emergency (PHE) has been extended until at least October 15, 2022, and Molina Healthcare of Illinois (Molina) is actively preparing for its imminent conclusion. We need your help to ensure that Illinois' most vulnerable population continues to receive Medicaid benefits.

The Imperative

We ask that our provider community remind members to update their address information as soon as possible. Once the PHE ends, urge them to respond to the renewal form questionnaire so they do not lose their benefits. While we don't know the official date for the end of the PHE, certain actions can be taken now.

Provider Actions

Encourage your Medicaid recipients to update their contact information—including mailing address, phone numbers, and email addresses.

The Illinois Department of Healthcare and Family Services (HFS) has begun a campaign encouraging Medicaid recipients to make these updates using this [Medicaid Address Update form](#). Medicaid recipients can also visit the [Application for Benefits Eligibility \(ABE\) website](#), click "Manage My Case," and log in.

If you have navigators in-house, please assist members in completing their response on the ABE website.

Providers should note that the member roster—available to you any time on the [Availity Provider Portal](#)—contains the member's current address and phone number. **Important:** We ask that you remind patients to update their contact information so they can receive the redetermination paperwork to retain their coverage.

Molina Actions

Molina is currently using every member interaction to validate current address information and will be sharing the updated information with the state. We have added a link on our member website that takes the member directly to the state's [Medicaid Address Update form](#).

Additionally, Molina has multiple teams working a multipronged approach to redetermination, including marketing channels, community events, member mailings, and outbound call, text, and email campaigns. Case managers, call centers, and community engagement teams will also be working directly with members.

Molina will continue to update you as additional details become available. Reach out to your Provider Network Manager if you are looking to partner on any events or initiatives.

Time Frame

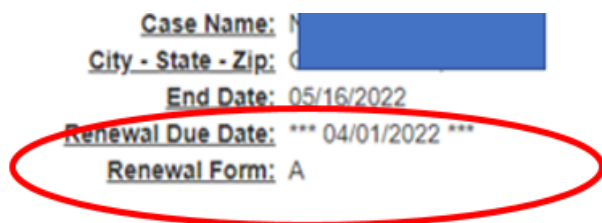
The redetermination process will occur over 12 months. As of April 2022, over 4.4 million individuals are receiving Medicaid benefits in Illinois, and over 350,000 of them are with Molina. Each month, HFS will evaluate the members for that month's mailing and will determine if the member will receive Form A or Form B.

Individuals who receive Form A, will **not** be required to return a document unless there is a change, and their coverage will continue uninterrupted. Everyone else will receive Form B, which will require information updates to their household and income. Members who fail to respond to the request in 45 days, will automatically lose coverage.

For example, if the member's redetermination date is March 31, 2023, the mailing will go out approximately January 31, 2023. That member will need to call, respond via ABE, or mail back the completed form no later than March 15.

MEDI

If you are validating membership eligibility in the Medical Electronic Data Interchange (MEDI) System, MEDI will show the member's redetermination date. **Important:** While it will show if the member will receive Form A or Form B, please note this field will only be updated **once per year** and will occur a few days before the mailing of the 60-day redetermination letter.



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](#).

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.