![Molina Healthcare logo]

July 22, 2022

Provider Memorandum

Change Healthcare/ProviderNet Outage

Molina Healthcare of Illinois (Molina) is informing providers that Change Healthcare's service portal, ProviderNet, is experiencing an outage. We currently have no estimated time of restoration. Change Healthcare will also be publishing a customer service alert regarding this issue. We are sharing the following information with you to help minimize the impact.

Payments

- There will be no impact or disruption to scheduled payments (EFT or paper check) from Molina.
- 835s will continue to be available through the Change Healthcare clearinghouse. Providers should expect the 835/Electronic Remittance Advice (ERA) to continue to be delivered through their current clearinghouse.
- 835s are also available to providers via the Availity Essentials Provider Portal.
- Electronic Explanations of Payment (EOP) will continue to be available on both the Molina Provider Portal and Availity Essentials Provider Portal.

Changes to banking information for Electronic Funds Transfer (EFT)

- Changes to banking information for EFT payment is currently unavailable via ProviderNet. If changes are needed to banking information for EFT during this outage, providers should contact Change Healthcare Provider Services **directly** at WCO.Provider.Registration@ChangeHealthcare.com or **(877) 389-1160**.

New Provider Registration

- Need access to an electronic EOP or 835? Please register as a Molina provider on the Availity Essentials Provider Portal here: availity.com/molinahealthcare.

If you still have a question or need assistance with a payment, please follow the usual escalation inquiry process with Molina. We apologize for any inconvenience created by this outage.

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.