Provider Memorandum

Providers Must Use the HFS Claim Issue Process and Template

Molina Healthcare of Illinois (Molina) reminds providers that they are **required** to use the Standard Complaints/Claim Issue Template for monitoring and resolving claim issues. Molina will **not** accept any other formats outside of the standard template that has been approved by the Department of Healthcare and Family Services (HFS).

Formats other than the standard template will be returned to the provider, asking that the information be placed on the standard template. Incomplete templates will be returned to the provider; all fields with an asterisk (*) **must** be completed.

Important: Providers are required to begin with Molina's internal claim dispute process, not HFS.

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:

- Availity Essentials Portal (preferred method):
    - Submit appeals through the Portal with supporting documentation.
    - Availity Essentials Portal: availity.com/molinahealthcare.
- Fax:
    - A Claims Dispute Request form is **required** when submitting an appeal via fax: (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 dedicated Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your dedicated Provider Network Manager, visit Molina's Service Area page at MolinaHealthcare.com.

Provider Portal Alert

We are in the process of sunsetting the Molina Legacy Provider Portal. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Availity Essentials Provider Portal today! Click here.

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! Click here to receive Molina's provider updates.

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