

## Change Healthcare ProviderNet

### *Information for all network providers*

Change Healthcare's service portal, ProviderNet, is experiencing an outage, and there is currently no estimated time of restoration. As a valued partner, we wanted to share the following information with you to minimize impacts to Molina providers due to this outage. Change Healthcare will also be publishing a customer service alert regarding this issue.

### **Payments**

- There will be no impact or disruption to scheduled payments (Electronic Funds Transfer [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 the current clearinghouse.
- 835s will continue to be available to providers via the [Provider Portal](#).
- Explanation of Payments (EOPs) will continue to be available on the [Provider Portal](#).

### **Changes to banking information for Electronic Funds Transfer (EFT)**

- Changes to banking information (EFT) 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 (877) 389-1160 or via email at [WCO.Provider.Registration@ChangeHealthcare.com](mailto:WCO.Provider.Registration@ChangeHealthcare.com).

### **New provider registration**

- Need access to an electronic EOP or 835? Please register as a Molina Provider on the Availity Provider Portal. Information on how to register is available at [availity.com/MolinaHealthcare](https://availity.com/MolinaHealthcare).

If you still have a question or need assistance with a payment, please follow the usual escalation inquiry process with Molina.

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#### **Questions?**

Provider Services – (855) 322-4079  
8 a.m. to 5 p.m., Monday to Friday  
(MyCare Ohio available until 6 p.m.)

Email us at [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com)

Visit our website at  
[MolinaHealthcare.com/OhioProviders](https://MolinaHealthcare.com/OhioProviders)

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