

Update: Provider notice

Please read the updates below regarding claims submission, claims status and eligibility look-up.

Claims submission

Effective November 19, 2022, you will no longer be able to submit claims via Availity using Molina Complete Care – Medicaid as an option. Please use Molina Healthcare Virginia, or you can submit through Molina’s approved EDI clearinghouse vendor.

You will need to have a premium subscription with Availity to submit EDI batch claims after November 19, 2022. The subscription may cost the same as any other clearinghouse. Molina Healthcare’s clearing house is Change Healthcare.

Claims status and eligibility look-up

Effective December 28, 2022, you will no longer be able to use claims inquiry, or eligibility look-up via Molina Complete Care – Medicaid on Availity. Please use Molina Healthcare Virginia for dates of service on or after July 1, 2022.

Effective December 28, 2022, you will need to call Molina’s Customer Service for claims inquiry and eligibility look-up for dates of service before July 1, 2022, at the numbers below:

- **CCC Plus:** (800) 424-4525
- **Medallion 4.0:** (800) 424-4518

Questions?

Please contact Molina Provider Service Representative at MCCVA-Provider@molinahealthcare.com if you have any questions.