

Provider Notice

December 6, 2022

Dear Molina Healthcare Provider:

ProviderNet Sunsetting Notice

Molina Healthcare Inc's contracted vendor, Change Healthcare, will be sunsetting their ProviderNet portal as of 01/01/2023. If you or your clearinghouse were accessing **835 files** and **Explanation of Payments** from this portal for payments issued prior to Molina's migration to ECHO Health Inc portal, you will no longer have access to these documents through ProviderNet. You will need to request them 835 files from Molina or access the Explanation of Payments through the [Availity Essentials Portal](#).

What do providers need to do?

1. **Before 01/01/2023:** Login to ProviderNet and download all 835 files, Explanation of Payments, and capitation summary documents you may be missing.
2. **Starting 01/01/2023:** ProviderNet has been sunset. If you require historical 835 files, Explanation of Payments, or capitation support, please contact Molina at the following numbers:
 - **Commonwealth Coordinated Care Plus:** (800) 424-4524
 - **Medallion 4.0:** (800) 424-4518
 - **DNSP:** (800) 424-4461

When you contact Molina regarding 835 file requests, please be sure to include the following required information to send the files to you or your clearinghouse, via SFTP:

- SFTP destination location for the 835's should be delivered to.
- IP address if Molina BAS team does not have your SFTP information on record.

Please note these requests can take 10-14 business days to complete.

Sincerely,

Molina Healthcare