

Provider notice

February 3, 2023

Issue identified

Molina has identified a processing issue that impedes the re-adjudication of claims with dates of service prior to July 1, 2022, which require the need to be adjusted.

Impacted providers

This issue impacts providers who submitted claims that need to be readjusted with dates of service prior to July 1, 2022.

The impacted claims are currently in a pended status in our core processing system. The Molina Claims Department will update configuration so these claims can continue to move through the re-adjudication cycle for adjustments.

Next steps

Providers submitting pre-July 1, 2022, claims will be pended until this issue has been resolved. Claims Post July 1, 2022 will be processed uninterrupted. Molina will issue a follow-up Provider Communication regarding the resolution timeline of this matter as quickly as possible.

Questions?

As always, your partnership with Molina is highly valued, and we are committed to providing you with excellent customer service. If you have any questions or concerns, please contact your Molina Provider Services Manager at MCCVA-Provider@molinahealthcare.com.

Sincerely,

Molina Healthcare