Secure Messaging from Claim Status Screen
Enabled in the Availity Essentials Portal
(Medicaid, Medicare, Marketplace)

Molina Healthcare (Molina) strives to offer tools so you can get more done with less effort. Molina now offers an integrated messaging feature from the claim status screen in the Availity Essentials provider portal.

You can submit secure messages from the claims status screen directly to Molina using Availity's messaging application. Go to **claims & payments**, then **claims status. Please note**: You will need the claim status and messaging application to access this function. If you're an administrator for your organization, you can assign roles by selecting – **maintain user –** from your account dashboard. Then, select the user to view/edit their roles.

Five tips to get you started.

1. Initiate a message via **message this payer** option on the claim status results page. **Important:** The message must pertain to the current claim listed on the claim status results page.
2. Allow up to **five** business days for an initial response.
3. Access the **messaging queue** from the top right corner of your Availity home page.
4. Conversations are displayed as cards. The color of the cards indicates the status.
5. All users have sorting and filtering options. If a message is missing from your queue, clear your filter options.

Message directly with Molina on all your:
- Basic claim inquiries or questions
- Claims reconsiderations (Not a formal appeal)
- Enrollment details
- Incorrect COB denials

Claims Secure Messaging should not be used for:
- Timely filing denials
- Formal claim or clinical/appeal dispute
- Appeal status
- Request for EOPs
- **Eligibility & Benefits (E&B) inquiries –** use E&B Secure messaging
- **Overpayments**

Availity offers quick demos to get your moving in the right direction. Learn how to enhance your claims management process: Navigating the messaging queue training demo and messaging a payer training program.

Customer Support
If you have questions about messaging from claim status, you can reach Availity Client Services at (800) 282-4548, Monday through Friday, from 5 a.m. to 5 p.m. PT.