

Self-help tools

Help is available 24/7 on our provider portals.

Availity Provider Portal https://www.availity.com/molinahealthcare Legacy Provider Portal https://provider.molinahealthcare.com/Provider/Login		Our portals offer a one-stop solution to manage <div> Claims Prior-Authorizations Appeals & Grievances </div> <div> Care Coordination Eligibility & Benefits HEDIS Gaps in Care </div>	
Claims		Member Information	
<ul style="list-style-type: none"> Claim status Correct or void claims Download claim reports 	<ul style="list-style-type: none"> Receive Notifications Submit claims Make changes to your group 	<ul style="list-style-type: none"> Covered services Eligibility status Health records 	<ul style="list-style-type: none"> Missing HEDIS services Product Benefits Rosters of assigned members
Case Management		Quality	
<ul style="list-style-type: none"> Case Manager contact information Medication list Upload & share documents 	<ul style="list-style-type: none"> Summary of recent medical visits Patient assessments Waivered benefits summary 	<ul style="list-style-type: none"> HEDIS gaps in care reports Risk Adjustment targets Quality bonus performance 	<ul style="list-style-type: none"> Upload documents to close gaps View & print member lists
Key Department Contact Information			
Provider Contact Center (844) 239-4914 Member Contact Center (844) 239-4913		Utilization Management – Prior Authorization	
<ul style="list-style-type: none"> Benefit and Eligibility questions Participating Provider Network inquiries PCP assignment updates 	<ul style="list-style-type: none"> Authorization inquiries Claim status and inquiries File a Grievance or Appeal Case Management contact information 	Forms https://www.molinahealthcare.com/providers/ied/medicaid/forms/fuf.aspx	Check prior-authorization requirements https://provider.molinahealthcare.com/Provider/AvailityCPTCodeookUp