

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare
- Molina Marketplace (Covered CA)

PROVIDER TYPES:

- Medical Group/ IPA/MSO**
 - Primary Care**
 - IPA/MSO
 - Directs
- Specialists**
 - Directs
 - IPA
- Hospitals**
 - Ancillary**
 - CBAS
 - SNF/LTC
 - DME
 - Home Health
 - Other

Explanation of Payment Refund and Forwarding Balance Reporting Enhancement

This is an advisory notification to Molina Healthcare of California (MHC) network providers. Molina Healthcare Inc. would like to provide some details regarding a forthcoming enhancement to the reporting of refunds received that are being displayed on your Explanation of Payment (EOP) and 835 files, as well as Forwarding Balances.

When this is happening:

Currently on your EOP and 835, refund amounts are combined as a bulk total for your payment with a reference ID of the payment checkhistoryID (CHKHST...).

A forthcoming enhancement scheduled for **07/24/23** will update these sections on the EOP and 835 to utilize a reference ID of the claim itself, allowing for clearer reporting of these transactions. The setup of utilizing WO/72 code types will remain.

What you need to know:

The updates are:

- Reference ID on the EOP adjustment section will reflect the claimID for the transactions related to each refund posting, and no longer use the checkhistoryID.
- Changes to the Provider-Level Balance (PLB) segment on the 835.
 - Items labeled as Provider Return/Refund credit will be reflected on your 835 as adjustment code type 72 with a reference ID of the claimID for each refund.
 - Items labeled as Overpayment Recovery will be reflected on your 835 as adjustment code type WO with a reference ID of the claimID for each refund.
 - This is our method of recording refunds received and will result in a net total of \$0.00 on your payment.

Additionally, an update will be deployed in the next several weeks regarding the adjustments section on the 835 for forwarding balances. When a forwarding balance is created (reflected as a negative forwarding balance adjustment on the 835), the referenceID would reflect a Draft number in some cases, rather than the CHKHST ID. This will be corrected and will be reflected as a CS, followed by the CHKHST ID. This will allow for clearer tracking, as the forwarding balance when a positive, always references the CHKHST ID.

What you need to do:

Please review your EOP and 835's for payments issued on or after **07/24/23** to ensure these new PLB segment adjustment types are processed accurately within your clearinghouse system.

Molina is here to support you as well. If you have questions for Molina about this transition, please contact us at: 855-322-4075.

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Services Representative below:

Service County Area	Provider Services Representative	Contact Number	Email Address
California Hospital Systems	Deletha Foster	909-577-4351	Deletha.Foster@molinahealthcare.com
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Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento	Jennifer Rivera Carrasco	562-542-2250	Jennifer.RiveraCarrasco@molinahealthcare.com
San Bernardino	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
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San Diego / Imperial County	Briana Givens	562-549-4403	Briana.Givens@molinahealthcare.com
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*If you are not contracted with Molina and wish to opt out of the Just the Fax, email: mhcproviderjustthefax@molinahealthcare.com
Please include provider name, NPI, county, and fax number and you will be removed within 30 days.*