

# Provider Bulletin

Molina Healthcare of California

<https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx>

March 15, 2024

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

## Availity Essentials New Features and Enhancements

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

### **What you need to know:**

Availity Essentials is Molina Healthcare's official secure provider portal for traditional providers. Some core features available in Essentials for Molina include eligibility & benefits, attachments, claim status, Smart Claims and Payer Space (submit and check prior authorizations and appeal status and appeal/dispute).

Several new features and enhancements have recently been added to Availity Essentials for Molina providers. Check out the table below for the latest enhancements to simplify workflows and reduce administrative burden!

## Provider Action

If your organization is not yet registered for Availity Essentials, please visit <https://www.availity.com/molinahealthcare>

Call Availity Client Services at (800) AVAILITY (282-4548) for registration issues. Assistance is available Monday-Friday, 8 a.m. to 8 p.m. ET.



What's new?	How does it benefit me?
<b>Appeals</b>	Submit your appeal and dispute requests online for Molina's finalized claims. Check the status of your requests submitted on Availity Essentials. View and import requests initiated through outside channels (mail, fax, etc.) and complete them within your Availity Essentials workflow. Upload supporting documentation for online requests. Receive a notification when requests have been finalized and processed by Molina.
<b>Eligibility &amp; benefits</b>	Use data from prior eligibility & benefit submissions to search for patients and autofill your claim.
<b>Claim status</b>	Expanded search options include member name, service dates, claim history and the 276 HIPAA standard.
<b>Claims corrections</b>	Molina Providers can now access a new claims correction feature from the claim status page. Claims correction allows you to correct and resubmit a paid or denied claim from the claim status response page.
<b>Overpayments</b>	Eliminate mail and fax for faster dispute resolution and ensure overpayment requests are current. View the status and details of any claim <Molina> has identified as an overpayment. Request additional information, dispute, or resolve the overpayment.
<b>Smart claims</b>	A simplified claim submission tool with only the essential fields you need.
<b>Payer space</b>	Access applications, resources, and news and announcements specific to Molina Healthcare. Access tools still on Molina's legacy portal from the Resources tab in the Payer Space: Prior authorization, Appeals Eligible Claims, Referrals, Member roster, Claims template, Case Managed.
<b>Patient search</b>	Save time entering patient information for eligibility and benefits inquiries. Enter the patient's member ID or their last name, first name and DOB, then select the patient matching the criteria. The information will automatically populate on the request.
<b>Molina Medicare is now included in the Molina Healthcare Payer Option.</b>	Select only one option in the payer field. The <b>Molina Medicare</b> option no longer displays in the payer field. When you select the <b>Molina Healthcare</b> option for the region, the plan coverage for the member includes Dual-Eligible, Marketplace, Medicare, and Medicaid.

## **What if you need assistance?**

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

<b>Service County Area</b>	<b>Provider Relations Representative</b>	<b>Contact Number</b>	<b>Email Address</b>
California Hospital Systems (SNFs, LTSS, ICF/DD)	Teresa Suarez Laura Gonzalez	562-549-3782 562-549-4887	<a href="mailto:Teresa.Suarez2@molinahealthcare.com">Teresa.Suarez2@molinahealthcare.com</a> <a href="mailto:Laura.Gonzalez3@molinahealthcare.com">Laura.Gonzalez3@molinahealthcare.com</a>
Los Angeles County	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts Anita White	562-517-1014 562-549-3550 562-549-4809 562-549-4069 562-980-3947	<a href="mailto:Clemente.Arias@molinahealthcare.com">Clemente.Arias@molinahealthcare.com</a> <a href="mailto:Christian.Diaz@molinahealthcare.com">Christian.Diaz@molinahealthcare.com</a> <a href="mailto:Daniel.Amirian@molinahealthcare.com">Daniel.Amirian@molinahealthcare.com</a> <a href="mailto:Latoya.Watts@molinahealthcare.com">Latoya.Watts@molinahealthcare.com</a> <a href="mailto:Princess.White@molinahealthcare.com">Princess.White@molinahealthcare.com</a>
Los Angeles / Orange County	Maria Guimoye	562-549-4390	<a href="mailto:Maria.Guimoye@molinahealthcare.com">Maria.Guimoye@molinahealthcare.com</a>
Sacramento County	Johonna Eshalomi Marina Higby	279-895-9354 916-561-8550	<a href="mailto:Johonna.Eshalomi@molinahealthcare.com">Johonna.Eshalomi@molinahealthcare.com</a> <a href="mailto:Marina.Higby@molinahealthcare.com">Marina.Higby@molinahealthcare.com</a>
San Bernardino County	Luana McIver	909-501-3314	<a href="mailto:Luana.Mciver@molinahealthcare.com">Luana.Mciver@molinahealthcare.com</a>
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	<a href="mailto:Vanessa.Lomeli2@molinahealthcare.com">Vanessa.Lomeli2@molinahealthcare.com</a>
Riverside County	Mimi Howard	562-549-3532	<a href="mailto:Smimi.Howard@molinahealthcare.com">Smimi.Howard@molinahealthcare.com</a>
San Diego / Imperial County	Briana Givens Salvador Perez Dolores Ramos Lincoln Watkins	562-549-4403 562-549-3825 562-549-4900 858-300-7722	<a href="mailto:Briana.Givens@molinahealthcare.com">Briana.Givens@molinahealthcare.com</a> <a href="mailto:Salvador.Perez@molinahealthcare.com">Salvador.Perez@molinahealthcare.com</a> <a href="mailto:Dolores.Ramos@molinahealthcare.com">Dolores.Ramos@molinahealthcare.com</a> <a href="mailto:Lincoln.Watkins@molinahealthcare.com">Lincoln.Watkins@molinahealthcare.com</a>