

Provider Bulletin

Molina Healthcare of California

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May 15, 2024

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

IPA Service Location Affiliations

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

What you need to know:

We would like to inform you of a recently identified technical issue affecting the affiliation of IPA service locations. This issue has resulted in incorrect service location information appearing in capitation files and on the Availity Provider Portal.

Details of the Issue

- **Nature of the Problem:** Members assigned to one IPA (e.g., IPA X) are showing service location details of another IPA (e.g., IPA Y).
- **Impact on Capitation Payments:** There is no impact on capitation payments. Payments have been correctly made based on accurate membership counts.
- **Availity Provider Portal:** The portal may display incorrect service location information when checking member eligibility.
- **Member Care Access:** This issue should not result in the denial of care to members, as it impacts service location addresses only and does not impact PCP or IPA assignments.
- **PCP Assignment:** Member PCP assignments remain accurate, and members are assigned to their correct PCP at the correct IPA.

Resolution Plan

Molina is actively working to resolve this issue and is estimated to have a fix implemented as soon as possible. We are committed to ensuring that all service location affiliations are correctly updated and will provide further communication once the issue is fully resolved.

Provider Action

Please **do not** deny care based on service location information seen on the Availity Provider Portal.

MHC will provide a follow-up communication upon the resolution of this issue.

We apologize for any inconvenience this may cause and appreciate your understanding and cooperation as we work to correct this error!

Please take a few moments to participate in our Communication Preference Survey. Your feedback will directly influence Molina's engagement with providers, creating a more seamless and efficient communication experience for our network.

Take the survey at

[molinahealthcare.surveymonkey.com/r/V55RGTG!](https://molinahealthcare.surveymonkey.com/r/V55RGTG)



What if you need assistance?

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

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