



# PROVIDER BULLETIN

A bulletin for the Molina Healthcare of Ohio provider networks

## Potential Delay in Member ID Card Distribution

### Information for all network providers

There may be a delay in when Molina members receive their Member ID cards. To ensure members have what they need to obtain care, Molina sent each member a letter which includes their Member ID number to use in place of their ID card when seeking services until the permanent Member ID card arrives.

Members also have access to view or print their Member ID card at [MyMolina.com](http://MyMolina.com) or on the My Molina mobile app.

Providers can view Member ID cards through the Availity Provider Portal, accessible at no cost at: [availity.com/MolinaHealthcare](http://availity.com/MolinaHealthcare).

In addition to verifying the Member ID card, providers are asked to verify eligibility prior to each service/visit. Member eligibility verification can be completed via:

- **Provider Portal:** Available 24/7 at [provider.molinahealthcare.com/Provider/Login](http://provider.molinahealthcare.com/Provider/Login).
- **Phone:** Available Monday through Friday from 8 a.m. to 6 p.m. for MyCare Ohio, and from 8 a.m. to 5 p.m. for all other lines of business at (855) 322-4079.
- **Medicaid Providers:** The Ohio Department of Medicaid (ODM) Interactive Voice Response (IVR) System at (800) 686-1516 is available 24/7 to confirm eligibility for Managed Care Plans or Fee-for-Service Medicaid consumers. Providers must have a PIN number to access the information.

For questions or concerns, please reach out to [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com).

Thank you for your ongoing partnership and care for our members.

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### Questions?

Provider Services – (855) 322-4079  
8 a.m. to 5 p.m., Monday to Friday  
(MyCare Ohio available until 6 p.m.)

Email us at [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com)

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