![MOLINA HEALTHCARE] **PROVIDER BULLETIN**
A bulletin for the Molina Healthcare of Ohio provider networks

Update April 5, 2024:
Optum-Change Healthcare Outage
Information for all network providers

Molina Healthcare, Inc. is advising our providers of a critical outage of our third-party vendor, Optum-Change Healthcare (**CHC**), resulting in impacts to *Electronic Claims Submission, Payment and Settlement Services*.

Status Update

Provider payments: As of April 4, 2024, Molina transitioned its direct connection with ECHO (an Optum-CHC partner). Molina has reestablished a direct connection with Optum-CHC to resume provider payments via the pre-outage processes.

Payments are current and will continue to be processed in the order received.

835 Electronic Remittance Advice files and Explanation of Payment: 835 Electronic Remittance Advice (ERA) files and Explanation of Payment (EOP) will continue to be available on providerpayments.com. These files have returned to pre-outage layouts and formats.

Electronic claims submission: As of the April 4, 2024 updates, electronic claims submissions continue to follow our alternate process, as Molina has **not** reconnected to CHC for any EDI clearinghouse services nor established connectivity to any of CHC's affiliate clearinghouses (iEDI/Relay) at this time.

Contact Us

Molina has established a dedicated contact center to assist providers impacted by the CHC outage. Agents can assist with claim submission, emergency financial assistance or other concerns related to the CHC outage. The contact center is available Monday-Friday from 8 a.m. to 9:30 p.m. EST.

The contact center number is (844) 548-7684.

Reminder

Claims submission: As previously communicated, providers utilizing CHC to submit claims to Molina prior to this outage may now do so via our alternate established connection with **SSI Claimsnet, LLC** ("SSI Group") clearinghouse or another clearinghouse of their choice. Providers not directly utilizing CHC can and should continue utilizing their current clearinghouse for claims submission. Our Availity Essentials provider portal solution was not impacted by this outage and remains available as another option to key in claims for claims submission.

Claimsnet:
- Providers can register with SSI Group for claim submission via the Claimsnet's Provider Registration Form located online at Products3.ssigroup.com/ProviderRegistration/register
- Dedicated contact center and support for Molina Providers: (844) 750-4274

Availity Essentials:

Questions?
Provider Services: (855) 322-4079
Mon-Fri: For Medicaid: 7 a.m. to 8 p.m., MyCare Ohio: 8 a.m. to 6 p.m. and 8 a.m. to 5 p.m. for other LOBs

Email us at OHProviderRelations@MolinaHealthcare.com

Visit our website at MolinaHealthcare.com/OhioProviders

- Providers can register with Availity Essentials to key in claims for submission at Availity.com/MolinaHealthcare
- Dedicated contact center and support for Molina Providers (800) AVAILITY
- How to register guide and training: availity.com/documents/learning/LP_AP_GetStarted/index.html#/
- Self-service during this security incident: availity.com/availity-lifeline-self-serve-resources
- Quick Reference Guide: availity.com/documents/learning/QSG_Atypical_Registration.pdf

During this transition, we encourage all our providers submitting paper claims to explore our electronic submission options.

For those providers who have submitted electronic claims to Molina via a clearinghouse on or after 2/21/2024 and have not received acknowledgment from Molina of receipt, we advise resubmitting those claims as soon as possible. This statement does not apply to any providers submitting directly to SSI Group, UHIN, TMHP, COBA, Ohio Medicaid Enterprise System (OMES) or via our Availity Essentials portal solution.

Eligibility Verification: Molina has reestablished member eligibility verification (270/271) services using SSI Group, our alternate clearinghouse. In addition to online verification with SSI Group, eligibility verification continues to be available via the Availity Essentials portal, the Molina Contact Center and IVR. Molina's member eligibility continues to be updated timely.

Questions? We understand that CHC outage can disrupt you and your practice. Molina is in regular contact with CHC, ECHO, SSI Group and Availity Essentials to help mitigate this outage, and we will continue to update our provider community regarding this situation. We appreciate your patience and understanding during this unprecedented time of disruption. Thank you for your continued partnership.

All questions should be directed to Molina's provider contact center at (855) 322-4079 or your local Provider Relations Representative.