



Availity Essentials Provider Portals Overview for Molina Healthcare Providers

Help & Training

From the Availity Essentials home page, select [Help & Training](#) then:

Find Help. Select the application, or search by keyword(s) or the payer’s name for specific content.

Get Trained. Find Courses, sign-up for live webinars, or read forum posts in the Availity Learning Center (ALC).

- [Availity Essentials Provider Portal Overview for Molina Providers - Recorded Webinar](#)
- [Molina Healthcare Overpayments - Recorded Webinar](#)
- [How to Submit Smart Claims for Molina Healthcare Providers - Recorded Webinar](#)

Availity Support to access online support tickets and online chat. Or Call 1.800.AVAILITY (282.4548)

Roles & permissions needed:

To do this...	You’ll need this role...
Check eligibility and benefits	Eligibility and Benefits
Submit a direct-entry claim	Claims
Check claim status	Claim Status
Get remit data (remittance viewer)	Claim Status
Use Attachments Dashboard	Medical Attachments
Message with the payer	Messaging

Molina Healthcare Specifics

1. Manage My Organization – Providers:

Set up providers for your organization once, and then use them repeatedly for transactions to auto-populate information.

2. Select A Patient: The field's search results include patients from eligibility and benefits inquiries your organization has run. When you select a patient, the patient information is populated in the appropriate fields so that you do not have to manually enter it.

3. Messaging: If you are an Availity Essentials administrator, you must be assigned the **Messaging App - Admin** role to view summaries of a conversation, assign a conversation to a user, or to assign multiple conversations to more than one user.

4. Direct-Entry Claim:

- Responsibility Sequence – select if you are submitting a primary, secondary, or tertiary claim.
- Attachments – Molina Healthcare allows up to 10 files, with a combined size of 128MB
- Frequency Type – select if the claim is an initial claim, corrected claim, or a voided claim.
- Add up to 12 Diagnosis Codes
- Add up to 50 Service Lines

5. Claim Status: Search by member, service dates, claim history, or HIPAA Standard

6. Remittance Viewer: Validate a check/EFT to start viewing remits and EOP’s by going to Remittance Viewer | Manage Access | Get Access



Resources (you must be logged into Availity Essentials first)

- [Crosswalk from Molina Healthcare Provider Portals to Availity Essentials](#)
- [Attachment Workflow Matrix](#)
- [Set up EDI Reporting Preferences](#)
- [Get access to your organization's remittance data](#)

Payer Contacts

To view a list of Molina Provider Service Representatives, view page 39 in the Molina handout:
<https://availitylearning.learnupon.com/r/0ns4omr4wvto1cvwsonh0nuyi5so713>