



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

ProviderNet Sunsetting Notice (Medicaid, Medicare, Marketplace)

Molina Healthcare Inc's contracted vendor, Change Healthcare, will be sunsetting their ProviderNet portal as of 1/1/2023.

If you or your clearinghouse were accessing 835 files and Explanation of Payments from this portal for payments issued prior to Molina's migration to the ECHO Health Inc. portal, you will no longer have access to these documents through ProviderNet and will need to request them from Molina (for 835's) or access the Explanation of Payments via Claims and Payments tab in Availability.

What do providers need to do?

Before 1/1/2023, please login to ProviderNet and download all 835 files, Explanation of Payments and capitation summary documents you may be missing.

After ProviderNet has been sunset, if you require 835 files, Explanation of Payments or capitation support, please contact Molina Provider Call Center at (855) 322-4082.

When you contact Molina regarding 835 requests, please be sure to include the information below that will be required to send the files via SFTP to you or your clearinghouse. Please note these requests can take 10-14 business days to complete.

- SFTP destination location the 835's should be delivered to.
- Be ready to provide an IP address if the Molina BAS team does not have your SFTP information on record.

Thank you for serving Molina members.