



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

New PO Box for Provider Claim Disputes and Appeals for Medicaid and Marketplace

Effective September 1, 2023, Molina Healthcare's Provider post service claim dispute and appeal mailing address has changed. Please submit Provider post service claim disputes and appeals to the address below.

**Firstsource
Molina Appeals & Disputes WA
PO Box 182273
Chattanooga, TN 37422**

Providers are encouraged to continue to send provider post service claim dispute and appeals electronically via the Availity Essentials portal at: <https://availity.com/molinahealthcare>. The benefits of submitting through the portal include:

- The member, claim number and provider information auto populate in the form
- Electronically attach chart notes or any other documentation as part of the dispute/appeal
- Type additional information you would like included in the text box regarding your dispute/appeal request. Specify why the Provider believes the services should be compensated or adjusted
- Receive an electric acknowledgment letter immediately following submission
- Free of charge, no more postage

For claims denied for no prior authorization, Molina follows the Best Practice Recommendation for Extenuating Circumstances. For additional information regarding Extenuating Circumstances go to <https://www.onehealthport.com/adminsimp/extenuating-circumstances-around-pre-authorization-admission-notification>

Thank you for your continued service to Molina members.