



# Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

## Availity Essentials is now Molina Healthcare's Exclusive provider portal (Medicaid, Medicare, Marketplace)

Availity Essentials is now Molina Healthcare's official secure provider portal for Traditional (non-atypical) providers. After **June 22, 2023** when the Molina legacy provider portal is sunset, the following tools will be accessible **ONLY** via Availity Essentials: eligibility and benefits, claims inquiry, claims submission, saved claims, claims template portal, and member search. The following enhancements were recently added on Availity Essentials to help make the most out of working with Molina:

### What's new and how does it benefit me?

- **Overpayments:** Eliminate mail and fax for faster dispute resolution and ensure overpayment requests are up to date. View the status and details of any claim Molina has identified as an overpayment. Request additional information, dispute, or resolve the overpayment.
- **Claims Corrections:** Molina providers now have access to a new Claims Correction feature from the Claim Status page. Claims Correction allows you to correct and resubmit a paid or denied claim from the Claim Status response page.
- **Patient Search:** Save time entering patient information for eligibility and benefits inquiries. Enter the patient's member ID or last name, first name, and DOB, and select the patient matching the criteria. The patient's full information will automatically populate on the request upon selection.
- **Molina Medicare Now Included in Molina Healthcare Payer Option:** Select only one option in the Payer field. The Molina Medicare option no longer displays in the Payer field. When you select the Molina Healthcare option for the region, the plan coverage for the member includes Dual-Eligible, Marketplace, Medicare and Medicaid.

If your organization is not yet registered for Availity Essentials and you're responsible for the registration, please visit [Availity.com/MolinaHealthcare](https://Availity.com/MolinaHealthcare) and click the register button. If you are an atypical provider – i.e., personal care, adult day care, taxi service, or offer home modifications and have questions about registering, explore registration resources on Availity's [atypical training microsite](#).

For registration issues, call Availity Client Services at (800) AVAILITY (282-4548). Assistance is available Monday-Friday 8 a.m. to 8 p.m. ET.

Once you have your Availity Essentials account, you can learn more about the features and functionality offered for Molina providers. Simply log in > Go to Help & Training > Get Trained to register for a webinar. The next Availity Essentials trainings take place:

- **Tuesday, May 9 @ 11 a.m. – 12:15 p.m. PT**
- **Wednesday, June 7 @ 9 – 10:15 a.m. PT**
- **Thursday, May 25 @ 12 p.m. – 1:15 p.m. PT**