

Check Printing Error

Information for all impacted providers who receive paper checks

Due to a check printing error with our payment vendor, you may receive a check with no name in the “Pay To” field.

Molina Healthcare is aware of this issue and has initiated the process to issue a replacement check. If you receive a check with a blank “Pay To” field, please immediately void and destroy the check. A new check is on the way and should arrive within two to seven business days.

Contact Molina at (855) 322-4079 if you have any bank fees associated with this error; provide the fee amount and check number, and we will refund your fees.

Contact Molina if you have not received a replacement check by Jan. 25, 2022. We apologize for any inconvenience this may cause. Thank you for serving Molina members.

Electronic Funds Transfer may be an option for you:

There are several benefits of moving to electronic payments, including more timely payment, electronic remittance advice, and access to pull your own remittance advice copies. In addition:

- EFT transactions are easy and convenient, safer than paper checks, and cost-effective. They also lessen the chance of human error because they don't require so many human touch points along the way. All forms of EFTs can save valuable time and improve cash flow management.
- Are EFT payments safe? Just like Payroll Direct Deposit and ATM transactions, EFT payments are extremely safe. All payment information is encrypted with 128-bit SSL and sent through a secure communications channel.
- EFT offers a huge incentive to the provider. Rather than waiting for days to receive a check in the mail, and then having to manually deposit the check in their account and then wait for the cash to clear, the provider's bank may receive their payment as quickly as overnight.

EFT and Electronic Remittance Advice (ERA) is available on Availity, our preferred provider portal, for convenient access to print copies as needed.

Find more information or sign up through the links below to start getting your payments electronically.

Enrollment Information for ERA/EFT:

Signing up for EFT is easy and all you will need is the number from a previous paper check, and your account information where the funds should be deposited. Our vendor, Change Healthcare, allows you to sign up at no cost to receive these services.

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Questions?

Provider Services – (855) 322-4079
8 a.m. to 5 p.m., Monday to Friday
(MyCare Ohio available until 6 p.m.)

Email us at OHProviderRelations@MolinaHealthcare.com

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MolinaHealthcare.com/OhioProviders

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Get this bulletin via email. Sign up at
MolinaHealthcare.com/ProviderEmail.

The links below provide step-by-step instructions on how to register with Change Healthcare ProviderNet to receive ERA/EFT.

- Register for EFT/835s at <https://providernet.adminisource.com/Start.aspx>.
- [Change Healthcare ProviderNet Registration Instructions](#) are available on the Molina Provider Website, on the “Enrollment Information for ERA/EFT” page, under the “EDI ERA/EFT” tab.

Any questions during this process should be directed to Change Healthcare Provider Services at wco.provider.registration@changehealthcare.com or (877) 389-1160.

Reach out to your Provider Services Team if you have any questions or concerns regarding electronic funds payment. We highly encourage you to sign up for EFT.