

## Provider Process



### Step 1:

Email your Letter of Agreement (LOA) request to the Molina contract manager:

- Maria Torres – [Maria.Torres6@molinahealthcare.com](mailto:Maria.Torres6@molinahealthcare.com)



### Step 2:

The Molina Utilization Management (UM) team will determine whether a LOA request is necessary. If necessary, UM will initiate the LOA with the Molina Contracting team. The Contracting team will confirm rates and move forward with processing.



### Step 3:

The Contracting team will prepare the LOA and send it to the provider for their review and signature. When the signed LOA is returned to the Contracting team, the LOA will be logged and sent to leadership for a counter signature.



### Step 4:

Providers will receive a copy of the finalized LOA upon execution. Providers may then submit their claims for services provided.

Providers may contact their Provider Relations Representative (PRR) with any questions. The PRRs will triage concerns or inquiries to the Claims or Contracting team.