

Provider Bulletin

Molina Healthcare of California

<https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx>

January 11, 2024

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

Availity Claims Correction

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

What you need to know:

Molina Healthcare is alerting our providers that the Claims Correction function on the Availity Essentials provider portal may be unable to populate the claim submission form to allow you to make necessary changes. If you have experienced this error, follow the **Claims Correction in Availity** instructions below to resolve this issue.

Provider Action

If your organization is not yet registered for Availity Essentials, please visit <https://availity.com/MolinaHealthcare> and click the Register button.

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



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
California Hospital Systems	Deletha Foster Teresa Suarez Laura Gonzalez	909-577-4351 562-549-3782 562-549-4887	Deletha.Foster@molinahealthcare.com Teresa.Suarez2@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com
Los Angeles	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts Anita White	562-517-1014 562-549-3550 562-549-4809 562-549-4069 562-980-3947	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Latoya.Watts@molinahealthcare.com Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
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San Bernardino	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com
San Diego / Imperial County	Briana Givens Salvador Perez Dolores Ramos Lincoln Watkins	562-549-4403 562-549-3825 562-549-4900 858-300-7722	Briana.Givens@molinahealthcare.com Salvador.Perez@molinahealthcare.com Dolores.Ramos@molinahealthcare.com Lincoln.Watkins@molinahealthcare.com

Molina Healthcare is alerting our providers that the Claims Correction function on the Availity Essentials provider portal cannot populate the claim submission form to allow the provider to make necessary changes in certain instances. The current error message is:

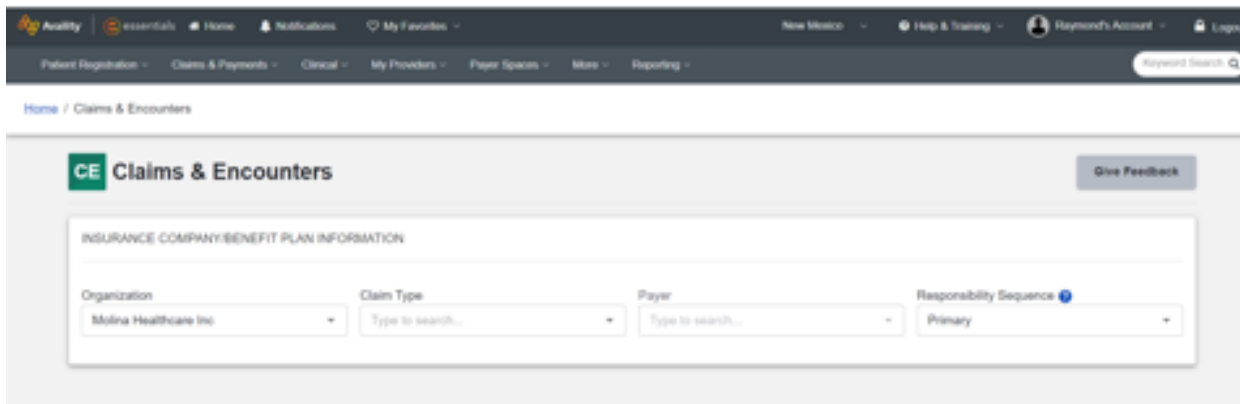
The payer is unable to return data for this claim. Reenter your claim data on the appropriate **Claims** screen, select **Replacement of Prior Claim** in the **Frequency Type** field, and enter the payer's claim number in the **Payer Claim Control Number**.

To assist our providers, Molina has corrected the message:

The payer is unable to populate the data for this claim. To fix this claim, you **must**:

- Enter your claim data on the appropriate **Claims** screen
- Select **Replacement of Prior Claim** in the **Frequency Type** field; (7 – Replacement of Prior Claim)
- Enter the **Prior Claim** number in the **Payer Claim Control Number** field

Under the **Claims & Payment** tab is the **Claims & Encounters** option – clicking this brings up the screen below:



The screenshot shows the Availity web interface. At the top, there is a navigation bar with links for Availity, essentials, Home, Notifications, My Favorites, New Mexico, Help & Training, Raymond's Account, and Logout. Below the navigation bar, there is a secondary menu with links for Patient Registration, Claims & Payments, Clinical, My Providers, Payer Spaces, More, and Reporting, along with a Keyword Search box. The main content area is titled "Home / Claims & Encounters" and features a "CE Claims & Encounters" header with a "Give Feedback" button. Below the header is a form titled "INSURANCE COMPANY/BENEFIT PLAN INFORMATION" with four dropdown menus: Organization (Molina Healthcare Inc), Claim Type (Type to search...), Payer (Type to search...), and Responsibility Sequence (Primary).

The provider will choose the appropriate **Claim Type**, **Professional Claim (CMS-1500)** or **Facility Claim (UB-04)**. Then, the claim entry form will appear. The provider needs to enter data into all required fields by:

1. Selecting **Replacement of Prior Claim** in the **Frequency Type** field (7 – Replacement of Prior Claim). The screen below shows where the provider would select the correct **Frequency Type** for a **Corrected Claim**.

The screenshot shows the 'CLAIM INFORMATION' section of the Avality Claims & Payments form. The 'Frequency Type' dropdown menu is selected to '7 - Replacement of Prior Claim'. Other fields include Patient Control Number / Claim Number, Medical Record Identification Number, Place of Service, Provider Accepts Assignment (Assigned), Release of Information, Provider Signature on File, Claim Filing Indicator (CI - Commercial Insurance Co.), Prior Authorization Number, Care Plan Oversight Number, Acute Manifestation Date (mm/dd/yyyy), Spinal Manipulation Service Patient Condition Code, Clinical Laboratory Improvement Amendment Number, and Payer Claim Control Number.

2. Entering the **Prior Claim Number** in the **Payer Claim Control Number** field:

This screenshot is similar to the previous one but highlights the 'Payer Claim Control Number' field at the bottom of the form, which is currently empty. The 'Frequency Type' remains set to '7 - Replacement of Prior Claim'.

Not registered with Avality Essentials?

If your organization is not yet registered for Avality Essentials and you're responsible for the registration, please visit avality.com/MolinaHealthcare and click the **Register** button.

Call Avality Client Services at **(800) AVAILITY (282-4548)**. Assistance is available Monday-Friday from 8 a.m. to 8 p.m. ET with any registration issues.