Secure messaging from claim status screen enabled in the Availity Essentials portal

Molina Healthcare strives to offer tools to provider partners so you can get more done with less effort. Molina now offers an integrated messaging feature from the claim status screen in the Availity Essentials portal.

You can submit secure messages from the claim status screen directly to Molina using the messaging application. Go to **claims & payments**, then **claims status**. **Note**: You will need the claim status and messaging application to access this function. Assign roles by selecting **maintain user** from your account dashboard. Then select the user to view/edit their roles.

Five tips to get you started:

1. Initiate a message via the **message this payer** option on the claim status results page. **Important**: The message **must** pertain to the current claim listed on the claim status results page.

2. Allow up to **five** business days for an initial response.

3. Access the **messaging queue** from the top right corner of your Availity home page.

4. Conversations are displayed as **cards**. The color of the cards indicates the status.

5. All users have **sorting** and **filtering** options. If a message is missing from your queue, clear your filter options.

Message directly with Molina for all your:

- Basic claim inquiries or questions
- Claim reconsiderations (**Not** a formal appeal)
- Enrollment denials
- Incorrect COB denials

Claims Secure Messaging should not be used for:

- Timely filing denials
- Formal Claim or Clinical Appeal/Dispute
- Appeal Status
- Request for EOPs
- **Eligibility & Benefits (E&B) inquiries** – Use E&B Secure messaging
- **Overpayment**

Availity's messaging app is a faster, more effective platform for resolving simple queries. The next time you have a question about the status of a claim, try the messaging feature. Learn how to enhance your claims management process:

- Navigating the messaging queue training demo
- Messaging a payer training program

Customer support

If you have questions about messaging from claim status, you can reach Availity Client Services at **(800) 282-4548**, Monday through Friday, from 7 a.m. to 7 p.m. CT.

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