PROVIDER BULLETIN

A bulletin for the Molina Healthcare of Ohio provider networks

Update March 18, 2024:
Optum-Change Healthcare Outage

Information for all network providers

Molina Healthcare, Inc. is advising our providers of a critical outage of our third-party vendor, Optum-Change Healthcare (**CHC**), resulting in impacts to *Electronic Claims Submission, Payment and Settlement Services.*

Status Update

Molina has established a dedicated contact center to assist providers impacted by the CHC outage, which is available Monday-Friday from 8 a.m. to 9:30 p.m. EST.

The contact center number is (844) 548-7684.

Reminder

Claims submission: Providers utilizing **CHC** to submit claims to Molina prior to this outage may now do so via our alternate established connection with **SSI Claimsnet, LLC** ("SSI Group") clearinghouse or another clearinghouse of their choice. Providers not directly utilizing **CHC** can and should continue utilizing their current clearinghouse for claims submission. Our Availity Essentials provider portal solution was not impacted by this outage and remains available as another option to key in claims for claims submission.

- Providers can register with SSI Group for claim submission via the Claimsnet's Provider Registration Form located online at Products3.ssigroup.com/ProviderRegistration/register.
- Providers can register with Availity Essentials to key in claims for submission at Availity.com/MolinaHealthcare.

During this transition, we encourage all our providers submitting paper claims to explore our electronic submission options.

For those providers who have submitted electronic claims to Molina via a clearinghouse on or after 2/21/2024 and have not received acknowledgment from Molina of receipt, we advise resubmitting those claims as soon as possible. This statement does not apply to any providers submitting directly to SSI Group, UHIN, TMHP, COBA, Ohio Medicaid Enterprise System (OMES) or via our Availity Essentials portal solution.

Provider payments: Molina has established a direct connection with ECHO, a **CHC** partner, to resume provider payment processing. ECHO has not been impacted by this outage. Payments have resumed and will be processed in the order received.

835 Electronic Remittance Advice files and Explanation of Payment: 835 Electronic Remittance Advice (ERA) files and Explanation of Payment (EOP) will continue to be available on providerpayments.com. Please note there may be slight changes to the format of the EOP; however, all required data elements are included.

Eligibility Verification: Molina has reestablished member eligibility verification (270/271) services using SSI Group, our alternate clearinghouse. In addition to online verification with SSI

Questions?
Provider Services: (855) 322-4079
Mon-Fri: For Medicaid: 7 a.m. to 8 p.m., MyCare Ohio: 8 a.m. to 6 p.m. and 8 a.m. to 5 p.m. for other LOBs

Email us at OHProviderRelations@MolinaHealthcare.com

Visit our website at MolinaHealthcare.com/OhioProviders

Group, eligibility verification continues to be available via the Availity Essentials portal, the Molina Contact Center and IVR. Molina's member eligibility continues to be updated timely.

Questions? We understand that **CHC** outage can disrupt you and your practice. Molina is in regular contact with CHC, ECHO, SSI Group and Availity Essentials to help mitigate this outage, and we will continue to update our provider community regarding this situation. We appreciate your patience and understanding during this unprecedented time of disruption. Thank you for your continued partnership.

All questions should be directed to Molina's provider contact center at (855) 322-4079 or your local Provider Relations Representative.