

Provider Relations

The Provider Relations Department handles written inquiries from Providers regarding education, training and escalated issues. In addition to the Provider Services Call Center, Molina has Ohio-based Provider Relations Representatives who serve all of Molina's Provider network.

Provider Services Call Center Phone: (855) 322-4079

Call Monday through Friday, excluding holidays and the day after Thanksgiving.

- Medicaid: 7 a.m. to 8 p.m.
- MyCare Ohio: 8 a.m. to 6 p.m.
- Medicare and Marketplace: 8 a.m. to 5 p.m.

Provider Relations Representative Email

Molina offers designated email addresses based on provider types to help get your questions answered and connect you to training opportunities. Find the list on the "[Molina Healthcare of Ohio Provider Relations](#)" page at MolinaHealthcare.com/OhioProviders under the "Contact Us" tab.

Availity Essentials Provider Portal

Availity Essentials is Molina's exclusive Provider Portal. Providers utilizing Availity for Managed Care Organizations (MCOs) already have access to Molina on Availity Essentials.

Once registered with Availity Essentials at Availity.com/MolinaHealthcare, providers will have access to the Availity Essentials portal training by:

1. Logging in to Availity Essentials Portal
2. Selecting "Help & Training, Get Trained"
3. Enrolling in the "Availity Overview for Molina Providers – Recorded Webinar" training, available in the Availity Learning Center (ALC) catalog

Questions?

- Email Training@Availity.com with questions about enrolling in courses.
- Call Availity Client Services at (800) 282-4548 between 8 a.m. and 8 p.m. ET, Monday through Friday with questions about Availity Essentials.
- Visit Availity.com/MolinaHealthcare for an overview of Availity Essentials.

Provider Website

Find important announcements, resources, forms and more on our Provider Website. Go to MolinaHealthcare.com/OH and select the appropriate Line of Business (LOB) under the “Health Care Professionals” header.

- Medicaid: Molinahealthcare.com/Providers/OH/Medicaid/Home
- MyCare Ohio: Molinahealthcare.com/Providers/OH/Duals/Home
- Medicare: MolinaHealthcare.com/Providers/Common/Medicare
- Marketplace: MolinaMarketplace.com/Marketplace/OH/EN-US/Providers

Provider Manuals

Find our Provider Manuals on our Provider Website under the “Manual” tab for Medicaid and MyCare Ohio LOBs, under the “Forms and Documents” tab for Marketplace and under the “Provider Manuals” dropdown for Medicare..

- [Medicaid](#)
- [MyCare Ohio](#)
- [Medicare](#)
- [Marketplace](#)

Clinical and Non-Clinical Claim Dispute/Reconsideration

Locate the Clinical and Non-Clinical Dispute Guide (Authorization and Claim Reconsideration Guide) on our Provider Website on the “Quick Reference Guides & FAQs” page, under the “Manual” tab for the Medicaid and MyCare Ohio LOB and on our Marketplace Provider Website on the “Forms & Documents” page under the “Other Forms” header.

- [Medicaid Authorization Appeal, Clinical and Non-Clinical Claim Dispute Guide](#)
- [MyCare Ohio and Medicare Authorization and Claim Reconsideration Guide](#)
- [Marketplace Authorization and Claim Reconsideration Guide](#)

Authorizations

Locate authorization forms on our Provider Website, under the “Forms” section for each LOB listed below.

- [Medicaid](#)
- [MyCare Ohio](#)
- [Medicare](#)
- [Marketplace](#)

Direct Deposit/Electronic Funds Transfer (EFT)

Molina providers are strongly encouraged to sign up for EFT to receive payment faster than a mailed check. Direct Deposit is handled through Molina's contracted clearinghouse, Change Healthcare/ECHO Health. In addition to bank account information, providers will need to supply an ECHO payment draft number and payment amount as part of the enrollment authentication.

- Sign up for EFT through ECHO Health, Inc. on our Provider Website, on the “[Contact Us](#)” page under the “EDI ERA/EFT” tab. No fees apply.

Note: Payment will appear on the provider bank statement from Huntington National Bank and ECHO as "HNB – ECHO."

Electronic Remittance Advice (ERA)

All generated ERA will be accessible to download from the ECHO provider portal at ProviderPayments.com. Providers can change ERA enrollment or distribution by contacting the ECHO Health Enrollment team at (440) 835-3511.

Explanation of Payment (EOP)

Providers can log into ProviderPayments.com to access a detailed EOP for each transaction. Providers should contact ECHO's Customer Services team at (800) 946-7758 if they have difficulty with the website or have additional questions.

You Matter to Molina

Visit the “You Matter to Molina” page on our Provider Website at MolinaHealthcare.com/OhioProviders under the “Communications” tab for information on the following:

- Upcoming training opportunities
- Provider surveys
- Molina Presentations and Recorded Video Trainings
- Tools and Resources

Provider Bulletins

Molina regularly communicates updates or changes for network providers in our monthly Provider Bulletin. Sign up at MolinaHealthcare.com/ProviderEmail to receive this communication.

Provider Bulletin information can include:

- Updates to Prior Authorization (PA) requirements
- Changes in policies that could impact claim submission and payment
- Billing procedures, payments or appeals
- Updates to the Availity Essentials portal