

## Potential Delay in Member ID Card Distribution

Dear Provider,

There may be a delay in when Molina Marketplace and Medicare members receive their ID cards. To ensure members have what they need to obtain care, Molina sent each member a letter which includes their Member ID to use in place of the ID card when seeking services until the permanent ID card arrives.

Members also have access to view or print an ID card at MyMolinaPortal.com or on the My Molina Mobile App.

Providers can view member ID cards through the Availity Essentials portal, accessible for free at: <https://www.availity.com/molinahealthcare>.

In addition to verifying the Molina Member ID card, providers are asked to verify eligibility prior to each service/visit. Member eligibility verification can be completed via:

- **Provider Portal:** Available 24/7 at [www.provider.molinahealthcare.com](http://www.provider.molinahealthcare.com)
- **Phone:** Call the Molina Contact Center at (888) 999-2404.

**Please Note:** Molina Medicaid members will not receive a letter from Molina, Molina Medicaid Members are required to show their *ForwardHealth* ID card at the time of health care and/or pharmacy services.

For questions or concerns, please reach out to your provider network manager at [WIProviderNetworkManagement@molinahealthcare.com](mailto:WIProviderNetworkManagement@molinahealthcare.com).

Thank you for your ongoing partnership and care for Molina members,

Molina Wisconsin