

ProviderNet sunsetting notice

Thank you for your continued partnership. We have some important information to share with you.

Molina Healthcare's contracted vendor, Change Healthcare, will sunset their ProviderNet portal on **January 1, 2023**.

If you or your clearinghouse were accessing 835 files and explanation of payments from this portal for payment issued before Molina's migration to the ECHO Health Inc. portal, **you will not have access to these documents through ProviderNet after January 1, 2023**. For 835 files, you'll need to request them from Molina, and for explanation of payments, you'll need to request them through Availity.

What do you need to do?

Log into ProviderNet and download **all** 835 files, explanation of payments and capitation summary documents you might be missing **before January 1, 2023**.

If you need historical 835 files, explanation of payments or capitation summary documents after ProviderNet has been sunset, please call our provider contact center at (833) 685-2105. We're available Monday-Friday 8 a.m. to 6 p.m. PT. Please include the following information when you call to have these files sent to you or your clearinghouse:

- The SFTP destination location for the delivery of your 835 files
- The IP address if Molina's Business Automation Service team doesn't have your SFTP information

Please keep in mind that these requests can take **10-14 business days** to complete. If you have any questions, please contact your local provider services representative.

We thank you and look forward to our continued partnership with you.