



You Matter  
to Molina

# IMPORTANT!

## Notice of Change in Process

Effective **January 1, 2023**, Molina will no longer accept claims submitted via non-approved submission pathways. Molina accepts claims electronically via clearinghouse and through the [Portal](#). Molina also accepts paper claims on original (red colored) CMS-1500 and 1450 (UB-04) claim forms sent to the Molina Claims PO Box identified below. This PO Box is also found in the Provider Manual, and on the Member ID card.

New and/or corrected paper claims must be sent to via these approved routes ensure they are received in a controlled, secure environment, and to reduce delays in processing. **Paper claim submissions will not be considered “accepted” by Molina until received at the appropriate Claims PO Box.** Claims submitted to non-approved locations/pathways (e.g., Molina physical office locations) will be returned.

**Molina Healthcare – Medicaid/LTC/SP/Marketplace**  
PO Box 22812  
Long Beach, CA 90801

**Molina Healthcare – Medicare**  
PO Box 22811  
Long Beach, CA 90801

### Paper claim submission requirements:

Please note that submission of paper claims must adhere to the following requirements:

- Paper claims must use original Flint OCR red and white CMS 1500 (02/12) and CMS 1450 (UB-04) paper claim forms.
  - Other claim form types will be upfront rejected and returned to the provider. This includes black and white forms, copied forms as well as forms with any altering to include claims with handwriting.
- Paper claims are typed with either 10 or 12-point Times New Roman font in black ink.
- Paper claim submission must avoid the use of highlights, italics, bold text, or staples.

Additional information on claim submission requirements is available in our Provider Manual(s). The Provider Manual(s) is available at: [MolinaHealthcare.com](http://MolinaHealthcare.com)

As always, your partnership with Molina is highly valued, and we are committed to providing you with excellent customer service. If you have any questions or concerns, please contact us at 855-322-4076.

Sincerely,

Molina Healthcare of Florida