

Provider Memorandum

Status of Change Healthcare/ProviderNet Outage

Molina Healthcare of Illinois (Molina) is updating providers about the outage with Change Healthcare's service portal, ProviderNet. Access to limited services in ProviderNet are now back online and are available to certain existing ProviderNet users. See "**Update**" below for details.

We currently have no estimated time of full restoration, new enrollments, or changes to banking information, and we continue to share information with you to help minimize the impact.

Payments

- There will be no impact or disruption to scheduled payments (EFT or paper check) from Molina.
- 835s will continue to be available through the Change Healthcare clearinghouse. Providers should expect the 835/Electronic Remittance Advice (ERA) to continue to be delivered through their current clearinghouse.
- 835s are also available to providers via the [Avality Essentials Provider Portal](#).
- Electronic Explanations of Payment (EOP) will continue to be available on both the Molina Provider Portal and [Avality Essentials Provider Portal](#).
- **Update:** The [ProviderNet portal](#) is available, with features being limited to view/download Explanation of Payment (EOP) and 835/Electronic Remittance Advice (ERA).
 - **Only existing, authenticated users of ProviderNet can be verified and regain access.**
 - New enrollments are **not** being accepted at this time.
 - See the specific request process on the [ProviderNet portal](#).
 - **Email Change Healthcare at WCO.Provider.Registration@ChangeHealthcare.com to reauthenticate your ProviderNet account. Include the following information:**
 - NPI
 - Tax ID
 - Requestor's name
 - Email
 - Phone number
 - Provider's name
 - Company email
 - Company phone number

Email Change Healthcare with any other issues WCO.Provider.Registration@ChangeHealthcare.com.

Changes to banking information for Electronic Funds Transfer (EFT)

- Changes to banking information for EFT payment is currently unavailable via ProviderNet. If changes are needed to banking information for EFT during this outage, providers should contact Change Healthcare Provider Services **directly** at WCO.Provider.Registration@ChangeHealthcare.com or (877) 389-1160.

New Provider Registration

- Need access to an electronic EOP or 835? Please register as a Molina provider on the Availity Essentials Provider Portal: availity.com/molinahealthcare.

If you still have a question or need assistance with a payment, please follow the usual escalation inquiry process with Molina. We apologize for any inconvenience created by this outage.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.