Provider Memorandum

Change Healthcare "Sunsetting" ProviderNet Portal

Molina Healthcare of Illinois (Molina) is reminding providers that Change Healthcare will be sunsetting (i.e., discontinuing) its ProviderNet portal as of January 1, 2023.

If you or your clearinghouse were accessing 835 files and Explanations of Payment (EOP) from this portal for payments issued prior to Molina's migration to ECHO, you will no longer have access to these documents through ProviderNet; you would need to request them from Molina (for 835s) or access the EOP through the Availity Essentials Portal.

What Do Providers Need To Do?

Prior to January 1, 2023—Log in to ProviderNet and download all 835 files, EOPs, and capitation summary documents you may be missing.

After January 1, 2023—If you require historical 835 files, EOPs, or capitation support, please contact Molina at (855) 866-5462.

When contacting Molina regarding 835 requests, include the following information, which is required to send the files via Secure File Transfer Protocol (SFTP) to you or your clearinghouse:

- SFTP destination location where the 835s should be delivered.
- An IP address if Molina does not have your SFTP information on record.

Note: These requests can take 10 to 14 business days to complete.

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.