

# Provider Memorandum

## Update Your Information in Molina's Provider Online Directory

Molina Healthcare of Illinois (Molina) strives to ensure the best possible care for our valued members through our network of preferred providers. For this reason, we ask that you review and update your practice/facility information in the [Provider Online Directory \(POD\)](#).

### Is Your POD Info Complete...or Even Correct?

Many Molina members search for Primary Care Physicians, specialists, and other medical and non-medical services through Molina's Provider Online Directory. To give members the highest level of service, Molina requires current, detailed information about each provider in our network.

[This Provider Roster FAQ](#) information sheet on MolinaHealthcare.com contains information and links to help you make updates. If you need further assistance, you can contact your Provider Network Manager.

Please take these important steps right away to help members find you:

- Update all incorrect or outdated information.
- Verify your contact information, including address, phone, fax, and email.
- Add new information, such as additional providers or locations.
- Specify your office hours and/or telehealth services.
- List all languages spoken by your regular staff.

### How Do Our Members See You?

Search for your provider name, practice, or facility in [Molina's Provider Online Directory](#) to see how current and potential patients perceive you at this moment. You may be surprised that your listing is not an accurate representation.

### Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto: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.