

# Provider Memorandum

## Use the HFS Claims Process and Template for Greater Efficiency

Per the Department of Healthcare and Family Services (HFS), Molina Healthcare of Illinois (Molina) reminds providers to use the new standard Complaints/Claim-Issue template for monitoring and resolving claim issues.

### Before You Go to HFS...

The HFS provider dispute resolution process **requires** providers to use the MCO's internal dispute/appeal process **before** submitting a complaint to HFS. This means providers **must first** follow the process and exhaust **all** avenues provided by Molina to resolve a dispute **before** submitting a complaint to HFS.

### Molina's Dispute Process

Providers have two options for submission of a claim dispute/appeal:

- **Provider Portal (preferred method):**
  - Submit appeals through the Provider Portal with supporting documentation.
  - The Provider Portal, accessed on Molina's provider home page [provider.molinahealthcare.com/provider/login](https://provider.molinahealthcare.com/provider/login).
  - Molina Availity Provider Portal [availability.com/molinahealthcare](https://availability.com/molinahealthcare).
- **Fax:**
  - A Claims Dispute Request form is **required** when submitting an appeal via fax to (855) 502-4962.
  - Access the Claims Dispute Request form on [Molina's Frequently Used Forms page](#).

### After Molina's Dispute Process

Disputes first submitted to Molina's internal dispute resolution process may be submitted to the HFS Provider Resolution Portal:

- No sooner than 30 calendar days after submitting to Molina's internal process.
- No later than 60 calendar days after submitting to Molina's internal process.

If HFS determines a complaint was submitted sooner than 30 calendar days or later than 60 calendar days after submitting the dispute to Molina, the complaint will be immediately closed.

### HFS Requirements

Under the MCO internal dispute process, Molina is required to assign a tracking number for each dispute and/or appeal submitted. The provider **must** enter this assigned tracking number in the HFS Provider Resolution portal when completing a complaint ticket.

**Important:** Tickets that are **not** complete when submitted, will be closed. Tickets that **are** complete will be submitted to Molina for timely review and response/resolution.

All providers or designated billing staff/agents are **required** to set up an account with HFS and register with the HFS Provider Resolution portal in order to access and submit disputes.

Providers **must** use the [new standard Complaints/Claim-Issue template](#) when working with Molina to resolve claim issues.

Please remember that providers and MCOs are required to follow Health Insurance Portability and Accountability Act of 1996 (HIPAA) procedures when submitting and sharing data via the portal.

### **Download the Template**

On Molina's provider website, go to [Frequently Used Forms](#) >> Contracting and Provider Forms >> [Molina Claim Issue Template](#). **Note:** Clicking the template link will download the Excel file to your device.

### **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](http://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 yet? [Click here](#) to get started.

### **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.