

# Provider Memorandum

## Your Information in Molina's Provider Online Directory

Molina Healthcare of Illinois (Molina) reminds you to review your practice/facility information in the [Provider Online Directory](#) (POD). This is critical because your Roster updates **do not** automatically update the POD.

### Is Your POD Info Complete and Correct?

Many Molina members search for Primary Care Physicians, specialists, and other services through [Molina's Provider Online Directory](#). To give members the highest level of service, Molina requires current, accurate information about each provider in our network.

Help members find you by completing the [Provider Information Update Form](#) and emailing it to your [Provider Network Manager](#) or to [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com).

- Update all incorrect or outdated information.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 whether you offer telehealth services.
- List all languages spoken by your regular staff.



**Pro Tip:** Your Molina POD information is **not** automatically updated. Review it quarterly and make updates as needed.

[The Provider Roster FAQ](#) on Molina's website also contains information and links to help you make updates. If you need assistance, contact your [Provider Network Manager](#).

### 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 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.