NOW AVAILABLE: Submit Electronic Attachments (275) via SSI

In addition to the ability to accept electronic attachments via our Availity Essentials portal, Molina accepts standard electronic attachments (275) via The SSI Group .

Frequently Asked Questions (FAQ)

Q1: How will Molina match my electronic attachment to my electronic claim?

A: Molina links inbound electronic attachments with electronic claims by matching the attachment's control number (TRN02) with the corresponding claim's paperwork segment (PWK06). To ensure accurate and timely claim processing:

- TRN02/PWK values must match between 837 and 275 submissions.
- ACN values must be unique by the billing provider. Each ACN can only be used once.

Q2: How can I confirm that Molina received my attachment for processing?

A: Molina supports end-to-end attachment reconciliation by generating 824 and 999 response transmissions for all 275 inbound transactions received through our clearinghouse and return them to the provider's clearinghouse.

Q3: Where do I submit my attachments?

- Register for direct SSI Claim/275 Submission: products.ssigroup.com/molinaregistrationportal/register
- Ensure your clearinghouse has connectivity with SSI for electronic attachment submission
  - o For clearinghouse or provider direct registration, please contact: VPSRegistration@SSIGroup.com
- SSI Group phone support for Molina inquiries: (844) 750-4274, 6 a.m. to 5 p.m. Central Time

Q4: Is there a more detailed companion guide for electronic attachment submission?

A: Yes! Access our Companion Guide On the EDI pages at MolinaHealthcare.com.

Submission Alternatives

- **Availity Essentials Portal:** Providers can also submit attachments through Availity.

Why Use Electronic Attachments?

- **Faster processing** and reduced paper handling
- **Improved accuracy** and fewer lost documents
- **Real-time** acknowledgment of receipt

Steps for Providers

- Check that your Clearinghouse has SSI connectivity.
  - o If they don't, direct them to email: VPSRegistration@SSIGroup.com
- Optional: Register directly with SSI as an alternative.
- Review the Molina 275 Companion Guide.

Additional Information for Providers

To help ensure smooth processing, please keep these tips in mind:

- **Attachment types**: Ensure the attachment type and purpose codes are valid per the HIPAA 275 format standards.
- **Accepted formats:** PDF, JPEG, TIFF only
- **Timeliness:** Submit attachments promptly after claim submissions to avoid delays/denials.
- **Unique ACNs:** Submitting unique ACN values will avoid attachment rejections.
- **File size:** 64MB per Attachment; 128MB per 275. Confirm that your clearinghouse supports the file size and format you intend to send.
- **Support:** For Molina-specific EDI questions, email EDI.Claims@MolinaHealthcare.com

Need Help?

SSI Support: **(844) 750-4274**

Email Molina: **EDI Support**