

# Molina Healthcare of Illinois Provider Orientation

2025 | Presented by Ann Berk

Thank you for joining us! We will begin shortly. 😊  
Please make sure your mic is muted until Q&A at the end.

# Provider Orientation

## Housekeeping

- Welcome! Thanks for joining!
- Please make sure your mic is muted until Q&A at the end.
- Questions can also be typed in the chat.
- A PDF version of these slides will be emailed to you afterward.



## Molina Healthcare of Illinois Leadership



Matt Wolf  
Plan President



Marcee Dostie  
Chief Financial Officer



Varsha Chandramouli, M.D., FAAFP  
Chief Medical Officer



Tom Rodakowski  
VP, Network & Operations



Kris Classen  
VP, Government Contracts

## Molina Healthcare of Illinois Leadership



Lynsey Robertson  
VP, Health Care Services



Lori Lomahan  
AVP, Quality Improvement



Kelly Waller  
AVP, Compliance



Laurinda Dodgen  
AVP, Community Engagement



Dani Brazee  
AVP, Community Engagement

# Medicaid (HealthChoice Illinois)

## HealthChoice Illinois

- HealthChoice Illinois is the state's managed care program for the 3.4 million residents enrolled in Medicaid.
- Molina coordinates a full range of medical, dental, vision, behavioral health, and pharmacy benefits for members.
- Members can access case management services, health management and disease management programs, a 24-hour nurse advice line, transportation services, and a network of hospitals and specialists.
- Molina serves all 102 Illinois counties.



**HealthChoice  
Illinois**

Illinois Department of  
Healthcare and Family Services

## Managed Long-Term Services and Supports (MLTSS)

- HealthChoice Illinois also covers Medicaid Long-Term Services and Supports (MLTSS) enrollees who qualify for Medicaid and Medicare but have **opted out of Medicare-Medicaid Alignment Initiative (MMAI)**.
- MLTSS includes Long-Term Care (LTC) and Home and Community-Based Services (HCBS).

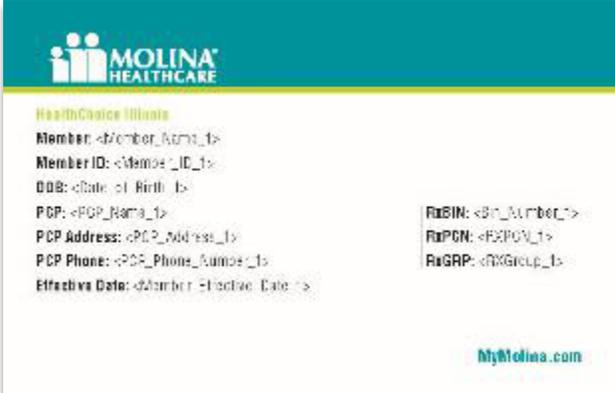


## Managed Long-Term Services and Supports (MLTSS)

- Molina offers services to members of the following waiver groups:
  - Persons who are elderly.
  - Persons with physical disabilities.
  - Persons with HIV/AIDS.
  - Persons with brain injury.
  - Persons in a supportive living facility.
- Molina's MLTSS program covers certain Medicaid services, including non-Medicare LTSS, non-Medicare behavioral health, and non-emergency transportation.
- Only non-medical services are covered under MLTSS, such as waiver and non-emergent transportation.
- All medical benefits traditionally covered by Medicare would be submitted to the member's primary payer.

# HealthChoice Illinois and HealthChoice Illinois MLTSS Sample Member Identification Card

## HealthChoice Illinois



**MOLINA HEALTHCARE**

**HealthChoice Illinois**

**Member:** <Member\_Name\_1>  
**Member ID:** <Member\_ID\_1>  
**DOB:** <Date\_of\_Birth\_1>  
**PCP:** <PCP\_Name\_1>  
**PCP Address:** <PCP\_Address\_1>  
**PCP Phone:** <PCP\_Phone\_Number\_1>  
**Effective Date:** <Member\_Effective\_Date\_1>

**RxBIN:** <BIN\_Number\_1>  
**RxPCN:** <RXPON\_1>  
**RxGRP:** <RXGroup\_1>

[MyMolina.com](http://MyMolina.com)

**Members:** To verify eligibility or change your Primary Care Provider (PCP) visit [www.MyMolina.com](http://www.MyMolina.com) or call Member Services (855) 687-7861. For those who are hearing impaired, call the Illinois Relay at 7-1-1.

**Emergency Services:** Call 911 or go to the nearest emergency room or other appropriate setting. If you are not sure whether you need to go to the emergency room, call your PCP or call our 24-hour Nurse Advice Line at (888) 275-8750 for English or (866) 646-6337 for Spanish. For those who are hearing impaired, call the Illinois Relay at 7-1-1.

**Behavioral Health:** 24-hour Crisis Hotline (888) 275-8750. For Spanish call (855) 646-6337.

**Transportation:** To schedule a ride or for day-of-ride assist, call (844) 644-6334.

**Providers:** To verify eligibility, claims status or prior authorization, call (855) 886-5460.

**Prior Authorization:** Required for all inpatient admissions and selected outpatient services. Call (855) 687-7861 to notify us of an admission.

**Pharmacists:** For pharmacy questions, call (855) 886-5460.

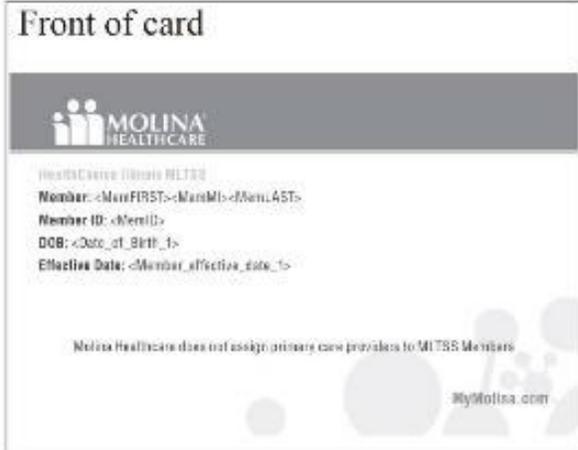
**Dental and Vision:** Dental: (844) 644-6334, Vision: (866) 646-6334.

**Claim Submission:** P.O. Box 540, Long Beach, CA 90801

**EDI Submissions:** Payor ID 20934

[MolinaHealthcare.com/MyMedical](http://MolinaHealthcare.com/MyMedical)

## HealthChoice Illinois MLTSS



**MOLINA HEALTHCARE**

**HealthChoice Illinois MLTSS**

**Member:** <NameFIRST><NameMI><NameLAST>  
**Member ID:** <MemID>  
**DOB:** <Date\_of\_Birth\_1>  
**Effective Date:** <Member\_effective\_date\_1>

Molina Healthcare does not assign primary care providers to MLTSS Members.

[MyMolina.com](http://MyMolina.com)



**Members:** To verify eligibility visit [www.MyMolina.com](http://www.MyMolina.com) or call Member Services (855) 687-7861. For those who are hearing impaired, call the Illinois Relay at 7-1-1.

**Emergency Services:** Call 911 or go to the nearest emergency room or other appropriate setting. If you are not sure whether you need to go to the emergency room, call your Primary Care Physician (PCP) or call our Nurse Advice Line at (888) 275-8750 for English or (866) 646-6337 for Spanish. For those who are hearing impaired, call the Illinois Relay at 7-1-1.

**Behavioral Health:** 24-hour Crisis Hotline (888) 275-8750. For Spanish call (888) 646-6337.

**Transportation:** To schedule a ride or for day-of-ride assist, call (844) 644-6334.

**Providers:** To verify eligibility, claims status or prior authorization, call (855) 886-5460.

**Prior Authorization:** Required for all inpatient admissions and selected outpatient services. Call (855) 687-7861 to notify us of an admission.

**Claim Submission:** P.O. Box 540, Long Beach, CA 90801

**EDI Submissions:** Payor ID 20934

[MolinaHealthcare.com/MyMedical](http://MolinaHealthcare.com/MyMedical)

# MMAI (MMP/Duals)

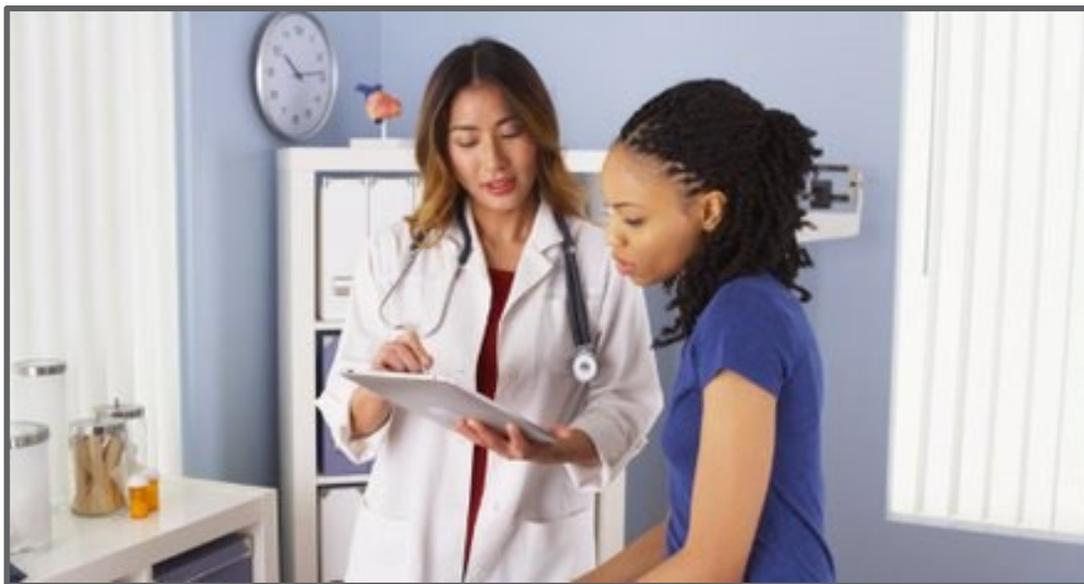
## Medicare-Medicaid Program (MMP)

- Molina participates in the Illinois Medicare-Medicaid Alignment Initiative (MMAI). Molina also refers to this as Medicare-Medicaid Program (MMP) and Dual Options Program (Duals).
- This program benefits dual-eligible members by providing the convenience of coordinated care with one primary care provider and one ID card.
- After exhausting all of the member's other primary coverage benefits, providers may submit claims to Molina Medicare.
  - Under MMP, Molina processes both the Medicare and Medicaid benefits.
- Molina serves all 102 Illinois counties.



## MMP to D-SNP

Molina will be transitioning the MMP plan to a D-SNP plan in January 2026.



# Covered Services

## MLTSS Benefits and Approved Services – Waiver

- Adult day service
- Adult day health transportation
- Automatic medication dispenser
- Environmental accessibility adaptations
- Home delivered meals
- Homemaker
- Personal emergency response system (PERS)
- Respite
- Nurse training
- Family training
- Skilled nursing services RN/LPN
- Specialized medical equipment
- Supported employment
- Personal care services
- Home health aide
- Nursing, intermittent
- Therapies
- Prevocational services
- Placement maintenance counseling
- Medically supervised day care
- Assisted living

**Note: HealthChoice Illinois members who are not part of MLTSS may also qualify for waiver benefits**

## MLTSS Benefits and Approved Services – Non-Waiver

- Behavioral health services
- Custodial long-term care
- Non-emergent transportation



# Marketplace

## Marketplace

- The Molina Marketplace portfolio includes Gold and Silver plans in Illinois. Our focus is on the low-income segment to align with our Medicaid offerings.
- For details about Molina Marketplace line of business:
  - Visit the IL Marketplace website [Providers \(molinamarketplace.com\)](https://molinamarketplace.com).
  - Register for one of our Marketplace webinars.
  - Contact your Provider Relations Manager.

### Welcome, Illinois Healthcare Providers

We're glad you're part of the Molina Family

Login

Register



# Marketplace

## Sample Member Identification Card

Front

Back

**MOLINA HEALTHCARE**

**Marketplace**

**Subscriber:**  
Subscriber ID:  
Plan:

**Member:**  
Member ID:  
Effective Date:

**Cost Share**  
PCP:  
Specialist:  
Urgent Care:  
ER Visit:  
Tier-1 Rx:  
Tier-2 Rx:

**Deductibles**  
Medical Indv Deductible:  
RX Indv Deductible:  
Annual Out of Pocket Maximum (OOPM)

RxBIN:      RxPCN:      RxGRP:

Molina Healthcare of Idaho

**CVS caremark**

**Member Numbers**  
Member Services:  
TTY/TTD:  
24/7 Nurse Advice:  
24/7 Línea de Consejos de Enfermeras:

**Provider Numbers**  
CVS Caremark Help desk:  
Prior Authorization/Notification of Hospital Admission:  
Medical Claims:  
Molina Healthcare  
PO BOX 22617  
Long Beach, CA 90801  
Inpatient Admissions: Provider to notify plan within 24 hours of admission.

**Billing and Payments:**  
Cost Shares are a summary only.  
Visit [MyMolina.com](http://MyMolina.com) for plan details.

[MyMolina.com](http://MyMolina.com)

This card is for identification purposes only and does not prove eligibility for service.

# Eligibility, Authorization, and Claims

## Verifying Member Eligibility

- Molina offers various tools to verify member eligibility:
  - Providers may use the Availity Essentials Provider Portal, eligibility rosters, or call Provider Services at (855) 866-5462.
- Providers can also verify eligibility/health plan assignment for HFS recipients through Medical Electronic Data Interchange (MEDI).
- It is the provider's responsibility to verify member eligibility before rendering services.
- At no time should a member be denied services because his/her name does not appear on Molina member roster.
- If member does not appear on roster, contact Molina for further verification.

**Provider Portal:** [provider.molinahealthcare.com](http://provider.molinahealthcare.com)

**Provider Services:** (855) 866-5462

**MEDI:** [MEDI Home | HFS](#)



## Requesting Prior Authorization

### Prior Authorization Request Options:

- Provider Portal: Use the Availity Essentials Provider Portal for Prior Authorization submission.
  - Instructions are available on the Portal.
  - This is the faster method.
- Fax: Prior Authorization form can be faxed to Molina at (866) 617-4971.
  - Medical, Behavioral Health, and Pharmacy PA forms are available on the [Frequently Used Forms page \(molinahealthcare.com\)](https://www.molinahealthcare.com).



## Request for Authorization



- Providers requesting prior authorization can review criteria used to make the final decision.
  - Providers may speak to the Medical Director who made determination.
  - Molina clinical policies are available for review at:  
[molinahealthcare.com/providers/il/medicaid/resource/Pages/Molina-Medical-Coverage-Guidelines.aspx](https://molinahealthcare.com/providers/il/medicaid/resource/Pages/Molina-Medical-Coverage-Guidelines.aspx)
- Upon receipt of prior authorization, Molina will provide a **unique authorization number** (use on claims related to service authorized).
  - This helps ensure that members are receiving right services at right time and in right place.
- The provider should send information to support the member's need for services.
- Prior Authorization (PA) form is available at:  
[molinahealthcare.com/providers/il/medicaid/forms/Pages/fuf.aspx](https://molinahealthcare.com/providers/il/medicaid/forms/Pages/fuf.aspx)

## Claims Submissions

- Molina is contractually required to process 90% of clean claims within 30 calendar days (99% of clean claims processed within 90 work days).
- **Claims Submission Options:**
  - EDI Clearinghouse–Change Healthcare is Molina’s gateway clearinghouse.
    - Providers may submit claims directly to EDI clearinghouse (Payer ID 20934).
  - Molina Provider Portal–Molina Provider Portal is a free provider tool.
    - Use it to submit corrected claims, void claims, check claims status, and receive claims status notifications.
- **Electronic Funds Transfer (EFT):**
  - Molina partners with Change Healthcare for electronic Funds Transfer (EFT) and Electronic Remittance Advice.
  - Access is free and efficient.
  - Go to [changehealthcare.com](https://changehealthcare.com) to register after getting the first Molina check.
    - Call (877) 389-1160 or email [WCO.Provider.Registration@changehealthcare.com](mailto:WCO.Provider.Registration@changehealthcare.com) with questions about registration process.

## Provider Disputes and Adjustments

- Providers seeking a redetermination of previously adjudicated claim must request action within 90 days of Molina's original remittance advice date.
- Item(s) being resubmitted should be clearly marked as a redetermination and must include:
  - Claims Dispute Request Form: [Click For Form](#).
  - Item(s) being resubmitted clearly marked as Claim Dispute/Adjustment.
  - Full explanation of payment adjustment requests.
  - Previous claim and remittance advice.
  - Any other documentation to support adjustment.
  - Copy of referral/authorization form (if applicable).
  - Claim number clearly marked on supporting documents.
- Providers should allow 30 days to process the request.

## Provider Disputes

### Claims Dispute Request Form Submission Options:

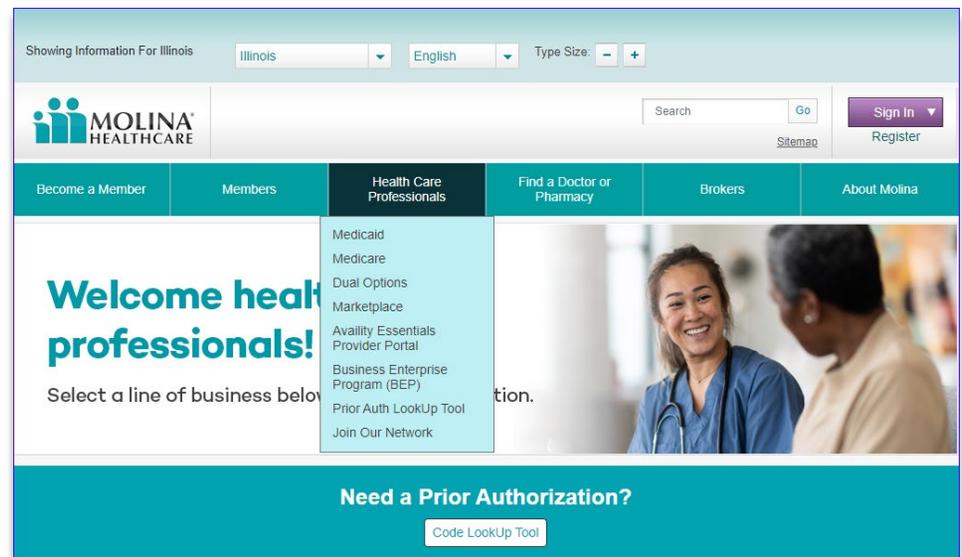
- Molina Provider Portal: Providers are strongly encouraged to use the Provider Portal to submit Claims Dispute Request Forms.
- Fax: Claims Dispute Request Form can be faxed to Molina at (855) 502-4962.
- **Note:** Mailed disputes will be returned to the provider and not processed.



# Provider Resources

## Online Provider Resources

- Provider manual
- Provider online directories
- Provider portal (Availity)
- Frequently used forms
- Preventive & clinical care guidelines
- Prior authorization information
- Advance directives
- Model of Care training
- Pharmacy information
- HIPAA
- Fraud, Waste & Abuse information
- Communications & newsletters
- Member rights & responsibilities
- Contact information
- News & updates
- Service area maps



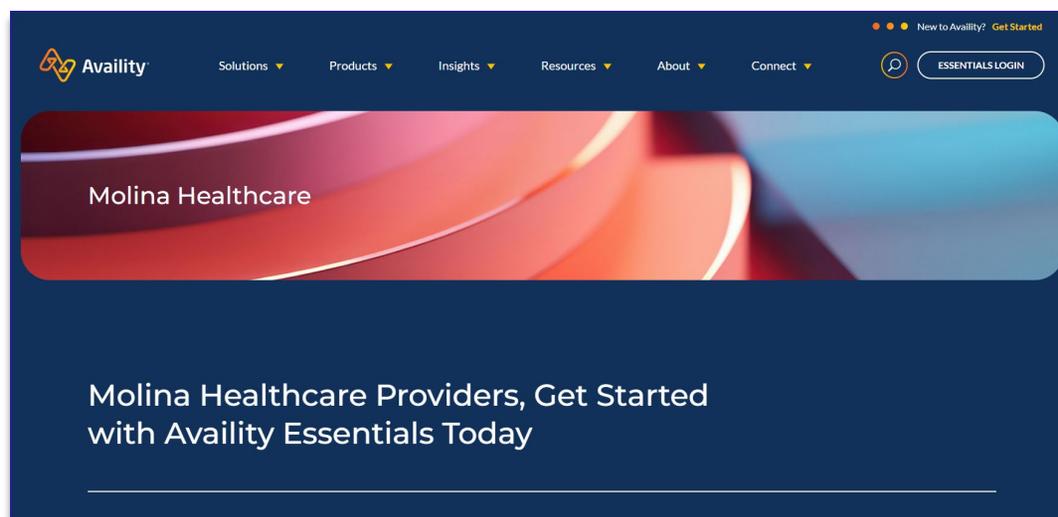
## Training Webinars

- Visit [MolinaHealthcare.com](https://MolinaHealthcare.com), Communications tab, Provider Education Series - Webinars.
- Online webinars are held on a variety of topics including:
  - Billing
  - Claims
  - Redetermination



## Availity Essentials Provider Portal

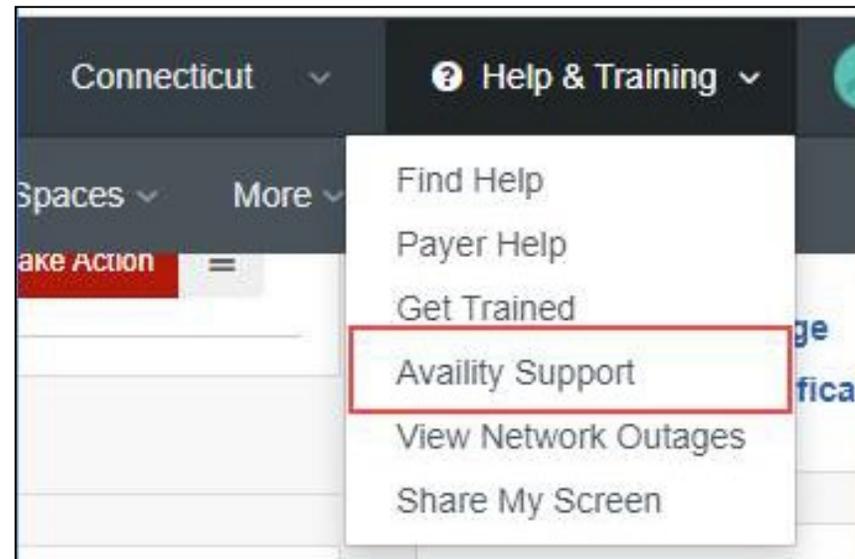
- Availity Essentials is Molina's exclusive provider portal. Providers are **strongly encouraged** to register and use the Availity Portal.
- Availity Portal landing page: [availity.com/molinahealthcare](https://availity.com/molinahealthcare) or via the Molina link: [provider.molinahealthcare.com](https://provider.molinahealthcare.com)
- Many tasks can be accomplished quickly, easily, and securely, saving you time and money—plus ensuring more timely care for your patients.



# Reporting Portal Issues

## Availity Essentials support:

- Contact Availity Customer Service (ACS) at **(800) 282-4548**.
- Submit an ACS ticket by accessing **Help and Training > Availity Support** within the Availity Essentials Portal.



# Helpful Information

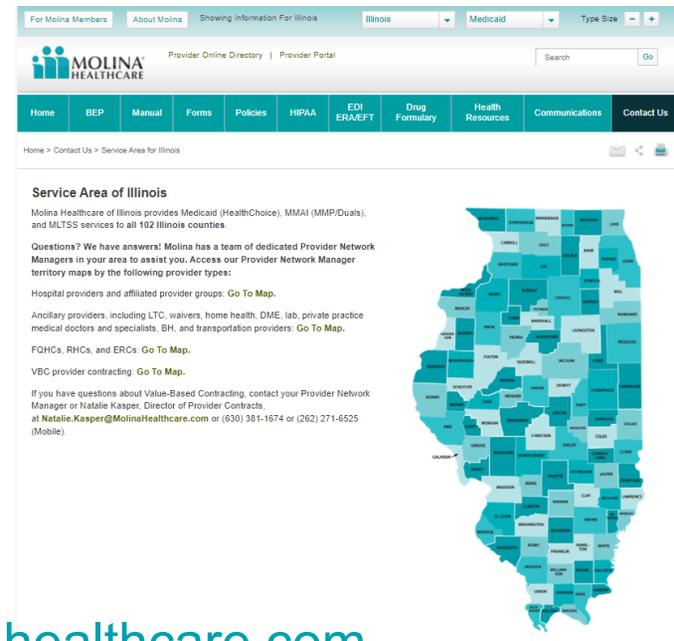
## Helpful Links

- IMPACT Website: [illinois.gov/hfs/impact/Pages/default.aspx](https://illinois.gov/hfs/impact/Pages/default.aspx)
- IAMHP Website: [iamhp.org/providers](https://iamhp.org/providers)
- Molina Website >> News & Updates: [molinahealthcare.com/providers/il/medicaid/comm/Pages/newsupdates.aspx](https://molinahealthcare.com/providers/il/medicaid/comm/Pages/newsupdates.aspx)
- Molina Marketplace Website: [.molinamarketplace.com/marketplace/il/en-us/Providers](https://.molinamarketplace.com/marketplace/il/en-us/Providers)
- Availity Essentials Portal: [availability.com/provider-portal-registration](https://availability.com/provider-portal-registration)
- Molina Provider Relations team email: [MHILProviderNetworkManagement@molinahealthcare.com](mailto:MHILProviderNetworkManagement@molinahealthcare.com)
- Molina Provider Education Series: [molinahealthcare.com/providers/il/medicaid/comm/updatesevents.aspx](https://molinahealthcare.com/providers/il/medicaid/comm/updatesevents.aspx)
- Illinois Provider Email Updates: [molinahealthcare.activehosted.com](https://molinahealthcare.activehosted.com)

# Your Molina Contacts

- Your **Provider Relations Manager (PRM)** is your liaison to all of Molina's programs and provider services.
- Don't know who your PRM is? Visit our Service Area page and click your provider type for a territory map:

## [Service Area for Illinois](#)



The screenshot shows the Molina Healthcare website interface. At the top, there's a navigation bar with links for 'For Molina Members', 'About Molina', and 'Showing information For Illinois'. Below this is the Molina Healthcare logo and a search bar. A secondary navigation menu contains links for 'Home', 'BEP', 'Manual', 'Forms', 'Policies', 'HIPAA', 'EDI ERALEFT', 'Drug Formulary', 'Health Resources', 'Communications', and 'Contact Us'. The main content area is titled 'Service Area of Illinois' and contains the following text:

Molina Healthcare of Illinois provides Medicaid (HealthChoice), MMAI (MMP/Duals), and MLTSS services to all 102 Illinois counties.

Questions? We have answers! Molina has a team of dedicated Provider Network Managers in your area to assist you. Access our Provider Network Manager territory maps by the following provider types:

- Hospital providers and affiliated provider groups: [Go To Map](#).
- Ancillary providers, including LTC, waivers, home health, DME, lab, private practice medical doctors and specialists, BH, and transportation providers: [Go To Map](#).
- FQHCs, RHCs, and ERGs: [Go To Map](#).
- VBC provider contracting: [Go To Map](#).

If you have questions about Value-Based Contracting, contact your Provider Network Manager or Natalie Kasper, Director of Provider Contracts, at [Natalie.Kasper@MolinaHealthcare.com](mailto:Natalie.Kasper@MolinaHealthcare.com) or (833) 381-1674 or (262) 271-6525 (Mobile).

- You can always email the team:

[MHILProviderNetworkManagement@Molinahealthcare.com](mailto:MHILProviderNetworkManagement@Molinahealthcare.com)

## Your Presenter



**Ann Berk**

**Provider Relations Manager**

Network Management and Operations

Molina Healthcare of Illinois, Inc.

2001 Butterfield Road, Suite 750

Downers Grove, IL 60515

[Ann.Berk@MolinaHealthcare.com](mailto:Ann.Berk@MolinaHealthcare.com)

(217) 827-7838