

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare
- Molina Marketplace (Covered CA)

PROVIDER TYPES:

- Medical Group/ IPA/MSO**
 - Primary Care**
 - IPA/MSO
 - Directs
- Specialists**
 - Directs
 - IPA
- Hospitals**
 - Ancillary**
 - CBAS
 - SNF/LTC
 - DME
 - Home Health
 - Other

Availity Essentials Appeals Submission Webinar

This is an advisory notification to Molina Healthcare of California (MHC) network providers on live training dates for Availity Essentials' new multi-payer process for submitting appeals to MHC.

WHAT YOU NEED TO KNOW:

Availity is MHC's official, secure provider portal. New features and enhancements are continually added to Availity to simplify workflows and reduce administrative burdens. The following functionalities will be available to providers beginning November 16, 2023:

- Submit appeal and dispute requests online for Molina's finalized claims
- Check the status of requests submitted on Availity
- View and import requests initiated through outside channels (mail, fax, etc.) and complete them as part of your Availity workflow
- Upload supporting documentation for online requests
- Receive a notification when requests have been finalized and processed by Molina

WHAT YOU NEED TO DO:

If your organization is not yet registered for Availity, please register now at: <https://availity.com/MolinaHealthcare> and click the **Register** button.

For registration issues, call Availity Client Services at (800) 282-4548. Assistance is available Monday - Friday, 8 a.m. to 8 p.m. ET.

Once you have your Availity Essentials account, you can sign up for upcoming webinars offered to Molina providers.

WHEN THIS IS HAPPENING:

MHC is inviting providers to join Availity and Molina representatives for a live webinar to learn how to get the most out of this time-saving feature. Space is limited, so register today!

Upcoming training dates for Availity's appeals workflow are as follows:

- Wednesday, November 15 @ 11 a.m. - 12:15 p.m. ET
- Monday, November 20 @ 1 p.m. - 2:15 p.m. ET

To register for a training session, log into Availity, proceed to the [Help & Training](#) section located at the top right of the screen, and select [Get Trained](#). Once in the training catalog, go to the [Sessions](#) tab at the top of the page to view any available offerings.

PLEASE SEE THE ATTACHED FLYER FOR MORE INFORMATION!

WHAT IF YOU NEED ASSISTANCE?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below:

Service County Area	Provider Relations Representative	Contact Number	Email Address
California Hospital Systems	Deletha Foster Teresa Suarez Laura Gonzalez	909-577-4351 562-549-3782 562-549-4887	Deletha.Foster@molinahealthcare.com Teresa.Suarez2@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com
Los Angeles	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts	562-517-1014 562-549-3550 562-549-4809 562-549-4069	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Latoya.Watts@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento	Johonna Eshalomi	562-549-3708	Johonna.Eshalomi@molinahealthcare.com
San Bernardino	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com
San Diego / Imperial County	Briana Givens Salvador Perez Dolores Ramos Lincoln Watkins	562-549-4403 562-549-3825 562-549-4900 858-300-7722	Briana.Givens@molinahealthcare.com Salvador.Perez@molinahealthcare.com Dolores.Ramos@molinahealthcare.com Lincoln.Watkins@molinahealthcare.com

If you are not contracted with Molina and wish to opt out of the Just the Fax, email: mhcproviderjustthefax@molinahealthcare.com
Please include provider name, NPI, county, and fax number and you will be removed within 30 days.



Submit and track your appeals on Availity Essentials

Improve your appeals workflow on Availity Essentials

Providers in your region will have access to a new streamlined multi-payer process for submitting appeals to Molina Healthcare on Availity Essentials beginning November 16.

You can look forward to the following functionality:

- Submit your appeal and dispute requests online for Molina's finalized claims
- Check the status of your requests submitted on Availity Essentials
- View and import requests initiated through outside channels (mail, fax, etc.) and complete them as part of your Availity Essentials workflow
- Upload supporting documentation for online requests
- Receive a notification when requests have been finalized and processed by Molina

Will you need access to appeals on Availity Essentials? To use appeals on Availity Essentials, your organization's administrator must assign the claim status role to each user who requires access.

Join us for live training

We invite you to join Availity and Molina representatives for a live webinar to learn how to get the most out of this time-saving feature. We know you're busy, so we have two sessions available for you to choose from – **November 15, 2023, 11a.m. – 12:15 p.m. ET** and **November 20, 2023, 1p.m. – 2:15 p.m. ET**. Space is limited, so register today. We'll show you how to get the most out of the appeals tools in Availity Essentials and will provide time for you to ask questions at the end of the presentation.

[Save my seat](#)

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