

February 23, 2024

Attention Molina Providers:

An edit was implemented into our system which impacted authorizations. Providers are seeing claims paying out at zero.

Molina is working to pull an impact report to determine total volume.

A fix is being developed which will correct the error on a go-forward basis. You will receive a status update in the next 7-10 business days.

Once the system fix is in place, all claims will be re-evaluated to pay at the correct authorization amount.

Please reach out to your Provider Services team should you have any questions or concerns:  
[mhidprovidersvcreg@molinahealthcare.com](mailto:mhidprovidersvcreg@molinahealthcare.com)

Thank you,

*Marnie Packard*

Marnie Packard, VP Market Lead