



***To our partners and friends,
Molina Healthcare extends best
wishes for a joyous New Year!***

As 2021 begins, we'd like to take this opportunity to thank you for your

continued partnership throughout 2020. It is providers like you who make our jobs a pleasure and continue to improve the health of our members/your patients.

2020 was a busy year of updates, improvements and celebrations at Molina, including:

- Addition of a COVID-19 (Coronavirus) page to our Provider Website
- Creation of a Claims Payment Systemic Errors (CPSE) page on our Provider Website where Molina posts our CPSE reports
- Improvements to our Interactive Voice Response (IVR) phone system
- Enhancements to our Marketplace Member and Provider Websites
- Launched Availity as our exclusive Provider Portal partner
- Rolled out the web-based prior authorization look up tool
- Announced new partnership with Psych Hub to our network
- Launched eviCore for specific prior authorization types

These improvements were possible because of your feedback.

Molina has exciting new updates and enhancements planned for 2021, including our new [It Matters to Molina page](#), that will be located on our Medicaid, MyCare Ohio and Marketplace websites starting Jan. 15, 2021, under the “Communications” tab. The It Matters to Molina page includes:

- Upcoming Provider Training Opportunities
- Provider Survey Opportunities
- Molina Presentations from Conferences and It Matters to Molina Forums
- It Matters to Molina Success Stories

In the new year, make a resolution to fill out one of our new Provider Surveys, including:

- It Matters to Molina Suggestion Box – let us know we can support you in 2021
- Provider Bulletin Survey – provide feedback on how we can make our Provider Bulletin a valuable resource for you
- Hospital Experience Survey – for our valued hospital partners to provide feedback

We continue to welcome your suggestions on ways Molina can partner with you to increase provider and member satisfaction. We always encourage you to click on the “[Email us](#)” link under “Your Opinion Matters to Molina” at the top of the Provider Website.

We look forward to working with you in 2021 and for many years to come.

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→ [Happy New Year from Molina](#)

Questions?

Provider Services – (855) 322-4079
8 a.m. to 5 p.m., Monday to Friday
(MyCare Ohio available until 6 p.m.)

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