

# Availity Essentials Portal

## Quick Reference Guide for Medicaid Redetermination

Updated 7/03/2023

# Agenda and topics covered

- What is Medicaid Redetermination
- Redetermination on Availity Essentials Portal
- Steps to view redetermination date in Eligibility & Benefits Inquiry Section
- Steps to view redetermination date on Patient Care Portlet (Member Roster)

# What is Medicaid Redetermination

Medicaid redetermination is also called Medicaid renewal or Medicaid recertification. It all means the same thing. It's the yearly process Medicaid enrollees must complete to continue with their health care coverage.

This process was put on hold temporarily due to COVID-19 public health emergency; however, the Centers for Medicaid & Medicare Services (CMS) provided guidance requiring all state Medicaid agencies to resume redetermination activities between February 1, 2023, and April 1, 2023.

We need our providers' help to remind your Molina Medicaid patients when they are up for renewal and need to take action.

# Redetermination on Aavailability Essentials Portal

Molina provides Medicaid members' redetermination date and whether they need to take action in two places on the Aavailability Essentials portal:

- Eligibility & Benefit Inquiry section (patient specific)
- Patient Care Portlet (PCP member roster)

# Steps to view Redet Date in Eligibility & Benefit Inquiry Section

The screenshot displays the Availity Essentials user interface. At the top, the navigation bar includes 'Availity', 'essentials', 'Home', 'Notifications', and 'My Favorites'. On the right, it shows 'Ohio', 'Help & Training', 'Dibakar's Account', and 'Logout'. A search bar is labeled 'Keyword Search'. Below the navigation bar, a dropdown menu for 'Patient Registration' is open, with a red arrow pointing to the 'Eligibility and Benefits Inquiry' option. A red text box with a white border contains the instruction: 'Navigate to Eligibility and Benefits Inquiry through Patient Registration'. The main dashboard features several tiles: 'Patient Care', 'Eligibility and Benefits Inquiry' (highlighted with a red box), 'Member Roster', and 'Claim Status'. To the right, there are sections for 'Messaging' (showing 50+ unread messages), 'My Account Dashboard' (with links for My Account, Manage My Organization, etc.), and a promotional banner for 'Express Entry is retiring' with a cityscape image.

# Steps to view Redet Date in Eligibility & Benefit Inquiry Section (cont.)

## Eligibility & Benefits

Fields marked with an asterisk \* are required.

\* Organization: Molina Healthcare Inc  
\* Payer: MOLINA HEALTHCARE OHIO

### Provider Information

Select a provider or enter one of the following: Provider NPI or Provider Tax ID

Provider:

Search for a provider by name, NPI, tax ID, taxonomy code, or address

Provider NPI:  Provider Tax ID:

Organization or Provider Last Name:  Provider First Name:

### Patient Information

Member Search

Provider should understand that below "Search" button is only a Member Search request and not an Eligibility & Benefits request.

Enter member information, then click on Search. If there are member search records, please click on one before clicking Submit at bottom of page.

Member Search Options:

Member ID/Policy Number:  Date of Birth:

State:

Clear Search

### Service Information

\* As of Date:

\* Benefit / Service Type:  clear

Submit another patient

Enter patient information and submit a request for Eligibility & Benefit Inquiry (also known as 270 request)

# Steps to view Redet Date in Eligibility & Benefit Inquiry Section (cont.)

If the member is up for renewal and needs to take action, the message in red will show. If member has already renewed or no further action is required, this message won't appear.

The screenshot displays the Avility web application interface. The top navigation bar includes the Avility logo, "essentials", "Home", "Notifications", "My Favorites", "Ohio", "Help & Training", and "Dibakar's Account". Below the navigation bar are menu items: "Patient Registration", "Claims & Payments", "Clinical", "My Providers", "Reporting", "Payer Spaces", and "More". A search bar is located on the right side of the navigation bar.

The main content area shows a member's profile for "Date of Service May 26, 2023". The profile includes fields for "Member Status" (Active Coverage), "Date of Birth", "Gender" (Male), "Current Plan Effective Date" (Sep 9, 2016 - Dec 31, 2023), and "Relationship to Subscriber" (Self). A "Member ID Card" button is visible. The "Messages" section contains a red box with the following text: "MEMBERS MEDICAID RENEWAL IS 05/31/2023. IF APPROPRIATE, PLEASE REMIND MEMBER TO TAKE ACTION TO AVOID COVERAGE LOSS. GO TO MOLINAHEALTHCARE.COM/MEDICAIDRENEWALS FOR MORE INFO." The "Payer" information is "MOLINA HEALTHCARE OHIO". The "Provider Information" section shows "Requesting Provider" details, including "Name", "Category", and "NPI".

# Steps to view Redet Date in Patient Care Portlet Section

The screenshot displays the Avality Patient Care Portlet interface. The top navigation bar includes the Avality logo, 'essentials', 'Home', 'Notifications' (with a '1' indicator), 'My Favorites', 'Region', 'Help & Training', and 'Logout'. Below this, a secondary navigation bar contains 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces' (highlighted with a red box), and 'More'. A 'Keyword Search' field is located on the right side of this bar. The main content area features a 'COVID-19 PROVIDER Resource Center' banner with a 'GET UPDATES' button. Below the banner is a 'Notification Center' and a 'My Top Applications' section. A large orange callout box with a right-pointing arrow contains the text 'Select Payer Spaces and then the payer.' The background shows a grid of blurred portlet icons, with the 'MOLINA HEALTHCARE' logo clearly visible in the center.



# Steps to view Redet Date in Patient Care Portlet Section (cont.)

The screenshot displays the Molina Healthcare website interface. At the top, a dark navigation bar contains the following items: Avality, essentials, Home, Notifications (with a '1' badge), My Favorites, Region, Help & Training, and a Logout button. Below this is a secondary navigation bar with tabs for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces (highlighted with a red box), and More. A search bar labeled 'Keyword Search' is on the right. The main content area features the Molina Healthcare logo and the text 'Welcome to Molina Healthcare!! Your partner in healthcare.' Below the welcome message is a horizontal menu with three tabs: Applications (highlighted with a red box), Resources, and News and Announcements. To the right of the tabs is a 'Sort By' dropdown menu set to 'A-Z'. Two orange callout boxes with arrows provide instructions: one points to the 'Applications' tab with the text 'Select tabs—Applications, Resources, and News and Announcements.', and another points to the right with the text 'Scroll down to see options below the fold.'

# Steps to view Redet Date in Patient Care Portlet Section (cont.)

## Payer Spaces

## Navigation tips

The screenshot shows the Avality Payer Spaces interface. At the top, there is a navigation bar with 'Avality essentials' and 'Home'. Below it, a menu includes 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is on the right with a 'Logout' button. An orange callout box points to the 'Sort By' dropdown menu, stating: 'Use Sort By options to quickly locate applications or items.' Below the search bar, there are tabs for 'Applications', 'Resources', and 'News and Announcements'. A disclaimer reads: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. There are several portlets: 'Appeal or Correct Eligible Claims', 'Care Coordination', 'HEDIS Profile', 'Patient Care', and 'Reports'. An orange callout box points to the heart icon on the 'Appeal or Correct Eligible Claims' portlet, stating: 'Select the heart icon to make the application a favorite.' A red callout box points to the 'Patient Care' portlet, stating: 'Click on the tile to access Patient Care portlet'. The 'Patient Care' portlet is highlighted with a red box and contains a list: 'Member Roster', 'Member Information', and 'Clinical Data/PHR'.

# Steps to view Redet Date in Patient Care Portlet Section (cont.)

Select your organization, enter Tax ID (mandatory) & NPI (optional), then select the state from the dropdown. Click submit to see a list of affiliated providers and locations.

**NOTE:** For more refined result of provider list, use NPI along with Tax ID.

The screenshot shows the Avality system interface. The top navigation bar includes 'Avality', 'essentials', 'Home', 'Notifications', 'My Favorites', 'Ohio', 'Help & Training', 'Dibakar's Account', and 'Logout'. Below the navigation bar, there are menu items for 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is located on the right side of the navigation bar.

The main content area displays the breadcrumb 'Home > Molina Healthcare > Patient Care'. A warning message states: 'You are about to view Protected Health Information (PHI) that is protected under HIPAA rules and regulations. Any sharing, copying, and disclosure of information must be within HIPAA guidelines.'

The 'Patient Care' section features a 'Give Feedback' button and the 'MOLINA HEALTHCARE' logo. Below this, there is a 'Member Health Messages' section and an 'Access Provider Profile' section. The 'Access Provider Profile' section contains a form with the following fields:

- Organization\* (Dropdown menu with 'Molina Healthcare Inc' selected)
- NPI (optional) (Text input field with placeholder 'Enter NPI...')
- Tax ID\* (Dropdown menu with 'Select TIN...')
- State\* (Dropdown menu with 'Select...')
- Submit button

# Steps to view Redet Date in Patient Care Portlet Section (cont.)

Select one of the providers and location list using Select radio button and click next to see corresponding member roster list.

You are about to view Protected Health Information (PHI) that is protected under HIPAA rules and regulations. Any sharing, copying, and disclosure of information must be within HIPAA guidelines.

## Patient Care

Give Feedback

### Member Health Messages

### Access Provider Profile

Organization\*  
Molina Healthcare Inc

NPI (optional)  
Enter NPI...

Tax ID\*  
[Redacted]

State\*  
Ohio

Submit

### Select Provider

Select	NPI	TIN	Provider ID	Provider Name	Prov Service Location
<input checked="" type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	CINCINNATI
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	CHICAGO
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	CINCINNATI
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	CHICAGO
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	CINCINNATI

< Prev 1 2 3 Next >

Next

# Steps to view Redet Date in Patient Care Portlet Section (cont.)

The below image shows Redet date on the member roster. If the member needs to take action with their renewal, their Redet date will appear in **red font**.

**NOTE:** For more details, click on the member's last name to see detail member screen.

Click on Last Name of the member to see detail member screens

Last Name	First Name	Date of Birth	Member ID	Line of Business	Status	Redet Date	PCP Effective Date	PCP Name
BISHOP				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023	12/01/2019	
BREWSTER				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023	10/01/2020	
BROADNAX				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023		
BROWN				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023		
BROWN				OHIO HEALTHY FAMILIES	Inpatient, Needed Services	05/31/2023	05/31/2023	
BRYANT				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023		
BRYANT				OHIO HEALTHY	Needed Services	05/31/2023	11/01/2019	

## Steps to view Redet Date in Patient Care Portlet Section (cont.)

The new Print and Export buttons allow users to print items/lists or export to Excel and CSV format.

The screenshot displays a web application interface. On the left, there is a sidebar with fields for 'TIN:', 'Provider ID:', 'Provider Name:', and 'Prov Service Location:'. Below these is a 'Resources' section. The main content area is mostly obscured by a semi-transparent 'Export Feature' dialog box. This dialog box has a title bar with a close button (X) and a 'Format:' dropdown menu currently set to 'Select'. The dropdown menu is open, showing three options: 'Select' (highlighted in blue), 'Export to Excel', and 'Export to CSV'. An 'Export' button is located in the bottom right corner of the dialog box. At the bottom of the page, there is a pagination control showing '< Prev', '1', '2', 'Next >', '1-10 of 16', '10', and 'per page'. Below the pagination, there are two buttons: 'Print' and 'Export', both of which are highlighted with a red box.

# Steps to view Redet Date in Patient Care Portlet Section (cont.)

For those members whose Redet date appears in **red font** on member roster list, Member Details screen will show the below message.

The screenshot displays the 'Patient Care - Member Details' page. At the top, there is a navigation bar with 'Availity' and 'essentials' logos, and a search bar. Below the navigation bar, a breadcrumb trail reads: Home > Molina Healthcare > Patient Care > Patient Care - Member Roster > Patient Care - Member Details. A HIPAA disclaimer is present: 'You are about to view Protected Health Information (PHI) that is protected under HIPAA rules and regulations. Any sharing, copying, and disclosure of information must be within HIPAA guidelines.'

The main heading is 'Patient Care - Member Details'. A 'Give Feedback' button and the 'MOLINA HEALTHCARE' logo are on the right. A 'Back' button is on the left. Below this is a table with member information:

Member ID:	Member Name:	Enrollment Plan:	Enrollment Status:	Enrollment Eff. Date:	Enrollment Term Date:	Redet Date:
		HEALTHY FAMILIES	ACTIVE	10/01/2020	12/31/2078	05/31/2023

Below the table are tabs for 'Member Information', 'Clinical/PHR', 'Alerts', and 'Assessments'. Under 'Member Information', there are expandable sections for 'Member Profile', 'Enrollment Information', 'Primary Care Provider Information', and 'IPA/Group Information'. On the left side, there is a 'Member Health Messages' section with a message: 'MEMBER'S MEDICAID RENEWAL IS 05/31/2023. IF APPROPRIATE, PLEASE REMIND MEMBER TO TAKE ACTION TO AVOID COVERAGE LOSS. GO TO MOLINAHEALTHCARE.COM/MEDICAIDRENEWALS FOR MORE INFO.' A 'Member Health Messages' section is also visible in the main content area with the same message. Red circles highlight the 'Redet Date' field in the table, the 'Redet Date: 05/31/2023' text, and the 'Member Health Messages' section.

# Thank you!

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Questions?

Contact your Provider Network Manager or send us an email:  
[MHWIProviderNetworkManagement@MolinaHealthcare.com](mailto:MHWIProviderNetworkManagement@MolinaHealthcare.com)