



Provider Bulletin

Provider Memorandum

New & Improved: Availity Secure Messaging

Molina Healthcare of Wisconsin (Molina) strives to offer tools and functionality to you, our provider partners so, you can get more done in less time. Molina is excited to share our enhanced integrated secure messaging feature from the claim status screen in the Availity Essentials provider portal.

You can submit secure messages from the claim status screen directly to Molina using Availity's messaging application. Go to **claims & payments**, then **claims status**. Note: You will need the claim status and messaging application to access this function. If you're an administrator for your organization, you can assign roles by selecting - maintain user - from your account dashboard. Then, select the user to view/edit their roles.

Five tips to get you started

1. Initiate a message via the **message this payer** option on the claim status results page. **Important:** The message must pertain to the current claim listed on the claim status results page.
2. Allow up to **five** business days for an initial response.
3. Access the **messaging queue** from the top right corner of your Availity home page.
4. Conversations are displayed as cards. The color of the cards indicates the status.
5. All users have sorting and filtering options. If a message is missing from your queue, clear your filter options.

Message directly with Molina on all your:

- Basic claim inquiries or questions
- Claim reconsiderations (not a formal appeal)
- Enrollment denials
- Incorrect COB denials

Claims Secure Messaging should not be used for:

- Timely filing denials
- Formal claim or clinical appeals/disputes - Instead use the Dispute button within Claim Status
- Appeal status
- Request for EOP(s)
- Eligibility & Benefits (E&B) - Instead use E&B Secure Messaging
- Overpayments

Availity's messaging app is a faster, more effective platform for resolving simple queries and way faster than waiting on the phone. The next time you have a question about the status of a claim or the denial reason, try the messaging feature.

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Customer Support

If you have questions about messaging from claim status, you can reach Availity Client Services at (800) 282-4548.

Questions?

We're here to help. Contact your Provider Relations Manager or email the Provider Network team at MHWIProviderNetworkManagement@MolinaHealthcare.com or visit MolinaHealthcare.com.

Availity Essentials - Molina's Provider Portal

Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more at availity.com/molinahealthcare.
