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## Overview

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### Quick Summary

To introduce the Molina Healthcare Provider Network Management Portal and the provider onboarding process.

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## Introduction

Welcome to the Molina Healthcare **Provider Network Management Portal**, an online application created with the provider community in mind. This tool is designed to streamline provider onboarding and operational management.

### Benefits of this tool:

- Improve provider experience and responsiveness
- Standardize the enrollment process to reduce turnaround times
- Online management of your existing practice
- Self-service provider data management
- Automated messages providing status updates

### Provider Onboarding: Key Components



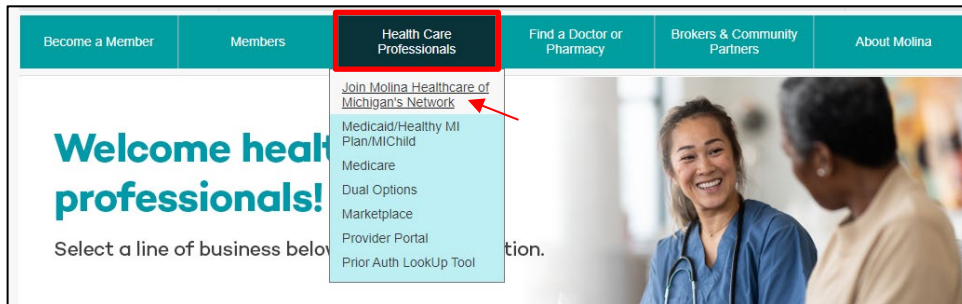
## Join Our Network

### Accessing the Join Our Network Page

When a provider contacts Molina to become an in-network provider, they are directed to the state's Molina Healthcare website to begin the process.

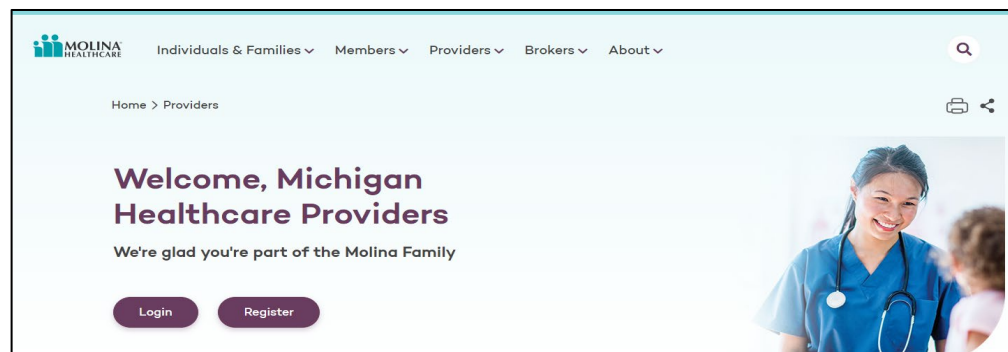
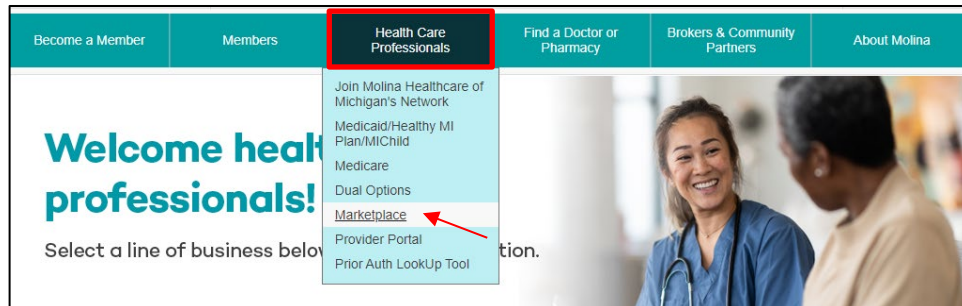
#### Medicaid and Medicare providers

The provider clicks on the **Join Molina Healthcare of (State)'s Network** link in the **Health Care Professionals** drop-down.



#### Marketplace providers

The provider clicks on the **Marketplace** link in the **Health Care Professionals** drop-down.



The provider scrolls down to the **Want to be a part of the Molina Healthcare Network?** window and clicks **Join Our Network**.

Want to be a part of the  
Molina Healthcare network?  
Visit the [Join Our Network](#) page for  
more information.

## Join Our Network Home Page: Overview

The **Join Our Network** page details the steps required to become a participating provider.

This page includes the following links:

- **First-time user:** New providers use this link to receive a username and password.
- **Existing users:** Existing providers use this link to access the provider portal.

### Join Our Network

Thank you for your interest in joining Molina Healthcare of Michigan's provider network. Currently, we provide coverage to Medicaid, Medicare (DSNP and Medicare Advantage Prescription Drug plan), MI Health Link (MMP) and Marketplace members in the State of Michigan. Contracted providers are an essential part of delivering quality care to our members, and we value our partnerships with our providers.

**Note:** To be a contracted provider with Molina Healthcare of Michigan, you must have your NPI registered with MDHHS [CHAMPS](#).

#### Follow These Steps to Join Our Network

##### Step One - Connect

##### Step Two - Documentation

##### Step Three - Credentialing

##### Step Four - Contract

**Adding practitioners to your existing practice or making changes to your provider information?** Please notify Molina Healthcare at least 30 days in advance when you have any of the following:

- Change in office location, office hours, phone, fax, or email
- Addition or closure of office location
- Addition or termination of a provider
- Change in Tax ID and/or NPI
- Open or close your practice to new patients

**First time user of our new online provider portal?** Please click [here](#) to receive a username and password to update your information.

**Existing users of our online provider portal:** Please click [here](#) to access our online provider portal to update your information.

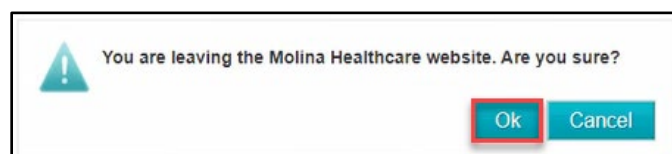
## Step One - Connect

Provides the points of contact and the process for joining the Molina network based on the provider type.

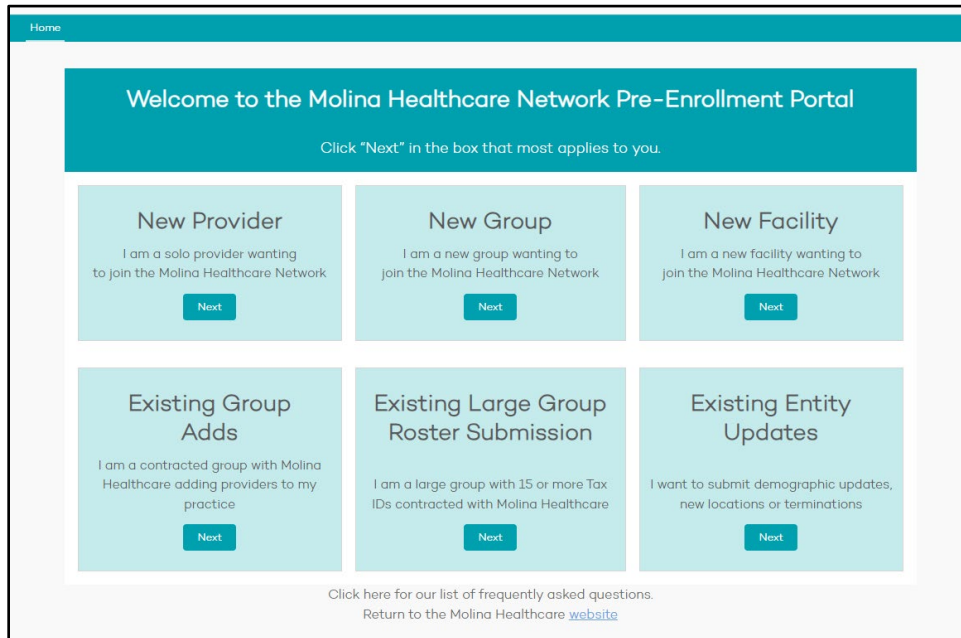
All Providers with the Exception of LTSS, Dental, Vision and Pharmacy
Please submit a <a href="#">Contract Request on our online provider portal</a> . ← - - - - -
Long Term Support Services (LTSS) including Certified Family Homes
Long Term Support Service (LTSS) providers are those that help members maintain independence in their home under the MI Health Link Program.
Providers include, but are not limited to, Environmental Accessibility Adaptation, Home Delivered Meals, Non-Medical Transportation, Personal Care Services, Chore Services and Adult Day Care Program. For additional information, please visit – <a href="#">Managed Long-Term Services and Supports</a> website.
If you are one of these providers, please submit a <a href="#">Contract Request on our online provider portal</a> .
Dental Providers
Molina Healthcare of Michigan provides dental services to Medicaid adult and pregnant members through DentaQuest. To become a dental provider, please contact (844) 870-3977 or visit <a href="#">DentaQuest.com</a> .
Molina's Medicare supplemental dental benefits are administered through our vendor, Delta Dental. For participation, please call (888) 818-7932 or visit <a href="#">DeltaDental.com</a> .
Vision Providers
Molina covers both medical and routine vision services. Medical benefits are administered by Molina, while Marketplace and supplemental Medicare benefits are administered through our vendor, Vision Service Plan (VSP). To provide both medical and routine vision services to Molina members, you will need to contract with both Molina and VSP. To contract with VSP, please visit the provider page at <a href="#">VSP.com</a> or by calling (916) 851-4165. Note: Ophthalmology physicians may contract directly through Molina utilizing the Contract Request Form at the top of this page.
<b>Note:</b> Practitioner groups that include optometrists must be contracted with our vendor in order to contract with the Health Plan.
Pharmacy Providers
Please contact our Pharmacy benefits manager, CVS Pharmacy, by visiting <a href="#">Join CVS Caremark Network</a> or by calling (800) 364-6331.

**Note:** The **Contract Request on our online provider portal** links directly to the Pre-Enrollment Portal, where an online request to join the network is initiated.

Click **OK** when the following pop-up window displays.



**Result:** The Pre-Enrollment Portal appears.



**Note:** No login is required to access this portal.

## Step Two – Documentation

Provides information regarding state-specific documentation required to complete the contract request.

**Step Two - Documentation** ▼

If your Contract Request is accepted, you will be asked to provide additional information in our online provider portal to complete both the contracting and credentialing processes. Provider information and documents you may be asked to provide in the portal may differ depending on provider type, and may include:

- Ownership and Control Disclosure Form
- W-9
- Practitioner Information
- Medicaid Identification Number(s)
- Molina Roster File

Find these documents on our [Frequently Used Forms](#) page. Upon completion of your online application, Provider Network Management will then begin the network enrollment process and send you a Provider Agreement for signature.

## Step Three – Credentialing

Provides information regarding **CAQH** and any state-specific credentialing requirements.

**Step Three - Credentialing** ▼

Providers must meet credentialing requirements. For provider types that require credentialing, please ensure that you have a complete **CAQH** application. This means:

- Your application is in a completed status
- You have authorized Molina to view your data
- You have attested in the last 120 days
- All your documents are completed and not expired



## Step Four- Contract

Provides information regarding the contracting process.

### Step Four - Contract

The final step will be for Molina to countersign your Provider Agreement and provide you with a signed copy. Credentialed facilities and/or practitioners will also be loaded into Molina's claims payment system as in-network providers. The in-network effective date for each facility and/or practitioner will be the date of credentialing completion, which will be included in the notification that you will receive from Molina.

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