

Provider Lifecycle Management – Provider Network Management Portal

Frequently Asked Questions (FAQ)

How do I obtain my login information?

Once the pre-enrollment request is approved, an email notification with instructions on creating an account with a username and password is sent.

My password expired. What should I do?

Click on the **Forgot Your Password?** Go to the login page and follow the instructions to reset your password.

My login has been deactivated – how do I regain access?

In the Pre-Enrollment Portal, submit a request through the **Existing Group Adds** card if you are a group and the **Existing Entity Updates** card if you are a facility. Once the health plan reviews and approves the request, an email detailing the steps to create an account with a username and password will be sent to the requestor.

Who do I reach out to if I have questions?

Please contact your provider relations representative if you have any questions.

Who do I reach out to if I need technical support?

Please contact your provider relations representative.

Where can I find more information or training materials?

To access our resource documents [click here](#). You can also navigate to your health plan's website from this page for more information.

Are all fields required?

The fields with the red asterisks are required, but you can include additional information in the non-required fields.

What is the correct format for phone numbers?

The correct format for entering phone numbers in the portal is ten digits (no dashes or parentheses).

What if I cannot find my provider type?

If you are unsure what provider type to select, access the National Uniform Claim Committee ([NUCC Taxonomy Code Set](#)) to assist with the provider type selection.

Can I upload my roster template?

The approved template can be found in the Provider Network Management Portal under the **Roster Upload** tab.

How can I tell if my roster file uploaded successfully?

If the Roster File is uploaded successfully, the following notification will appear: **“The Roster File will be reviewed manually by Molina.”**

Where can I find the credentialing date for new providers?

Once the provider is credentialed, that date will appear on the practitioner roster in the group record.

Where can I find the effective date for new providers?

Once the provider is active, the **par date** will appear on the practitioner roster in the group record.

How long does it take to get credentialed?

Each provider's credentialing timeframe will be different. To ensure a timely process, emails and requests from the credentialing team should be responded to promptly. Additionally, providers should make sure the CAQH information and attestations are current.

How can I make changes or updates to my practice?

Change requests can be submitted through the Provider Network Management Portal by navigating to your practice and requesting applicable changes.