Frequently Asked Questions

How can I join Molina Healthcare's network?

If you need a contract or have contracting-related questions, please reach out to IAProviderContracts@MolinaHealthcare.com.

Where can I access the provider manual?

Please go to: www.molinahealthcare.com/members/common/iowa_main.

How do I contact my provider services representative?

Please reach out to IAProviderRelations@MolinaHealthcare.com to be connected to your PSR.

Can providers sign up for electronic deposit?

To register for EFT/835's as well as register with Change Healthcare/ECHO Health, go to https://enrollments.echohealthinc.com/efteradirect/MolinaHealthcare. Any questions during this process should be directed to ECHO Health (888) 834-3511 or edi@echohealthinc.com.

Who will Molina partner with for vision services?

March Vision Network: http://www.marchvisioncare.com/becomeprovider.aspx

Who is our Non-Emergency Medical Transportation (NEMT) vendor?

Access 2 Care: https://www.access2care.net/

What is Availity?

Availity is Molina's provider portal. Services offered by Availity include claim submission/resubmission, claim status, remittance viewer, obtaining member eligibility & benefits, submitting authorization requests, and HEDIS information. Visit here: https://availity.com/molinahealthcare

What is the process to submit claims to Molina?

Submit all claims electronically through the Molina provider web portal (Availity) which is available free of charge and allows for attachments to be included via a Clearinghouse of providers' choosing (note that fees may apply). is Molina Healthcare's chosen clearinghouse. When submitting EDI Claims (via a clearinghouse) to Molina Healthcare, providers must use the applicable payer ID # **(SSI Payer ID: MLNIA and P2E Payer ID: P2EIA).**

Will a claim be denied if an Iowa member goes to a primary care physician (PCP) not on their member ID card?

The claim will not be denied. Molina has an open network!

WHO IS MOLINA HEALTHCARE?

Molina Healthcare is a national company that serves **5+ million members** across 20 states. We will go live in Iowa **July 1st, 2023!**

For more than 40 years, we have concentrated on the specific needs of every individual, with Medicaid programs that include:

-Temporary assistance for families in need
-Children's Health Insurance Program (CHIP)
-Services for the aged, blind, and disabled
-Managed long-term services and support
-Foster care
-Services for the intellectually and developmentally disabled
-Services for those with mental illness
-Continued expansion in markets that need our services

Molina's Core Values:
- Integrity Always
-Absolute Accountability
-Supportive Teamwork
-Honest and Open
-Communication
-Member and Community Focused

Our Providers Receive:
-Dedicated Provider Relations Representatives that provide escalation resources
-Continuous development for a smooth implementation to alleviate provider burden
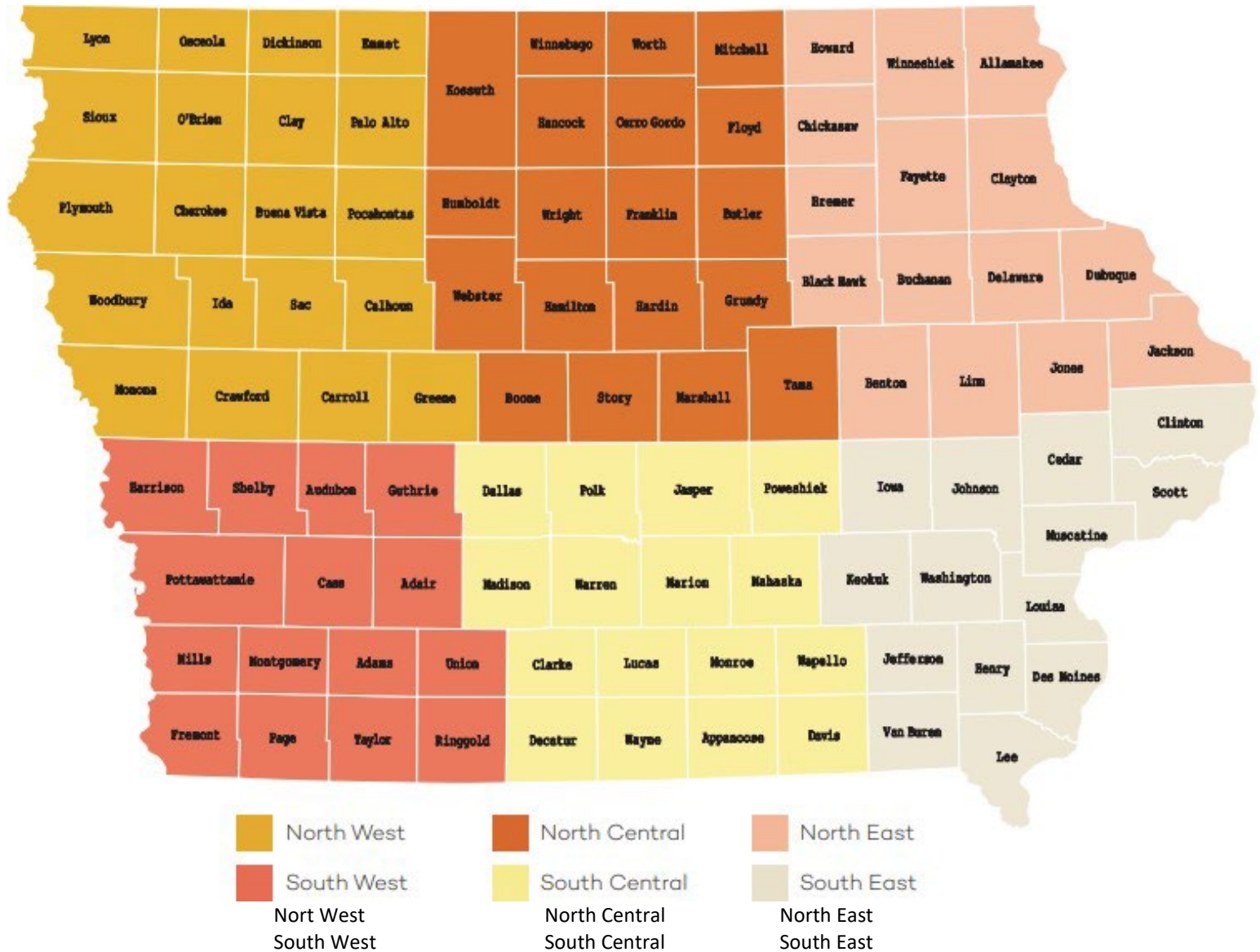-New Provider Orientations held both in-person as well as virtually.

MOLINA HEALTHCARE   Iowa Health Link IOWA HHS   Hawki Iowa HHS

If a member has a prior authorization from one of the incumbent MCOs and switches to Molina will Molina honor the prior authorization?

Molina will waive the authorization requirement for members transitioning from another MCO during the 90-day continuity-of-care period, and thus eliminate the need for the provider to resubmit previously approved authorization requests. Molina Healthcare will:

- Work with providers to ensure member services and any upcoming appointments are not interrupted
- Allow members who are pregnant to continue to see their current OB/GYN, regardless of network status, through the remainder of their pregnancy, delivery, and postpartum period.

What counties or regions will Molina Healthcare serve?
Medicaid Statewide – 99 Counties (All 6 Regions)

North West	North Central	North East
South West	South Central	South East

Nort West   North Central   North East
South West   South Central   South East

Contact your Provider Services Representative:
IAProviderRelations@MolinaHealthcare.com

Contract Requests/Questions:
IAProviderContracts@MolinaHealthcare.com

MOLINA HEALTHCARE   Iowa Health Link IOWA HHS   Hawki Iowa HHS