

# Provider Bulletin

Molina Healthcare, Inc.

February 27, 2024

## Optum-Change Healthcare outage

Molina Healthcare, Inc. is advising our providers of a critical outage of our third-party vendor, Optum-Change Healthcare (**CHC**), resulting in impacts to *Electronic Claims Submission, Payment, and Settlement Services*.

### Claims submission

Providers utilizing **CHC** to submit claims to Molina prior to this outage may now do so via our alternate established connection with **SSI Claimsnet, LLC** (“SSI Group”) clearinghouse or another clearinghouse of their choice. Providers not directly utilizing **CHC** can and should continue utilizing their current clearinghouse for claims submission. Our Availity Essentials provider portal solution was not impacted by this outage and remains available as another option to key in claims for claims submission. Providers can register with SSI Group for claim submission via the Claimsnet’s Provider Registration Form located online at <https://products3.ssigroup.com/ProviderRegistration/register>. Providers can register with Availity Essentials to key in claims for submission at <https://www.availity.com/molinahealthcare>.

During this transition, we encourage all our providers submitting paper claims to explore our electronic submission options.

**For those providers who have submitted electronic claims to Molina via a clearinghouse on or after 2/21/2024 and have not received acknowledgment from Molina of receipt, we advise resubmitting those claims as soon as possible.** This statement does not apply to any providers submitting directly to SSI Group, UHIN, TMHP, COBA or via our Availity portal solution.

### Provider payment

Provider payment through **CHC** is currently unavailable, and we are actively working on an alternate payment solution. Additional information will be available soon.

We understand that this outage can disrupt you and your place of practice. Molina is in regular contact with **CHC** and our key partners to help mitigate this outage. We will be in continued communication with our provider community regarding this situation. We appreciate your patience and understanding during this unprecedented time of disruption. Thank you for your continued partnership.

### Questions?

All questions should be directed to Molina’s provider contact center at (800) 424-4518 or your Provider Services representative at [MCCVA-Provider@molinahealthcare.com](mailto:MCCVA-Provider@molinahealthcare.com).