

Provider Memorandum

Checking Medicaid Member Redetermination Status in Availity

Molina Healthcare of Illinois (Molina) reminds you that Availity Essentials was recently updated to include Medicaid member redetermination information. Providers should be aware of how Availity differs from the provider rosters.

- The redetermination flag is shown in the Eligibility & Benefits section and the Patient Care portlet (member roster).
- The PCP rosters that we modified (columns N/O/P) show the redetermination date and Form Type from the 834 file. While the redetermination date is good, the Form Type has **not** been updated by the state on our 834s. This was explained during our recent redetermination webinars.
- The Availity system's source is based on the Supplemental File we receive from the state, which is the official source of truth for members needing to take action regarding redetermination.
 - If a member is listed as a Form B (take action) on the 834 and the PCP roster and then changes to a Form Type A, they will **not** be on Availity.
 - If a member is listed as a Form A (no action needed) on the 834, which is now on the Supplemental File, they **will** be on Availity since the Form Type has changed.
 - If the member was a Form B on the PCP roster and HFS mailed a Form B for redetermination, the member will be on **both** the Supplemental File and on Availity.
- The Availity flag will **only** appear for members who need to take action.
 - If the member is on Supplemental File 1 (i.e., they need to take action on July 1), they **will** be in Availity.
 - If the member is **not** on Supplemental File 2, then the member **has** already responded, and we will close the flag in Availity.
- The "take action" flag will appear approximately 25 days before the form due date found in the Medical Electronic Data Interchange (MEDI) System (i.e., if the form due date is July 1, 2023, the Availity flag should appear around June 5).
- The state's MEDI site has experienced delays with the form type being updated; however, this is actively being addressed.
- The Availity flag is listed at the provider TIN level.

Your Step-By-Step Guide

We have developed a [Quick Reference Guide](#) to walk you through checking redetermination status via the Availity Essentials Portal. Review it online or download the PDF.

Learn Availity

Providers are encouraged to attend an Availity Essentials webinar exclusively for Molina providers to learn more. Log into Availity to register. For assistance, please contact Availity Help Desk **(800) 282-4548**, Monday through Friday, 7 a.m. to 7 p.m. Central.

Questions?

We're here to help. Contact your dedicated Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your dedicated Provider Network Manager, visit [Molina's Service Area page](#) at MolinaHealthcare.com.

Provider Portal Alert

We are in the process of sunsetting the Molina Legacy Provider Portal. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Availity Essentials Provider Portal today! [Click here](#).

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Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.