

Provider notice

Upcoming updates to our claims process

Effective July 1, 2022, Molina Complete Care (MCC) will be making changes to the electronic claims, paper claims and payment cycle processes. Please refer to the charts below for detailed information.

Electronic claims process

| | Prior to July 1, 2022 | Effective July 1, 2022 |
|--|---|---|
| Inpatient hospital claims-UB04 | Claims with inpatient admission date of service prior to (<) 7/1/2022 use payer ID # MCCVA | Claims with inpatient admission date of service on or after (=>) 7/1/2022 use payer ID # MCC02 |
| Outpatient claims-HCFA1500/UB04 | Claims with outpatient start date of service prior to (<) 7/1/2022 use payer ID # MCCVA | Claims with outpatient start date of service on or after (=>) 7/1/2022 use payer ID # MCC02 |

Split bill guidance

If the outpatient dates of service span carry over to July 1, 2022 and beyond, the claim must be split billed. Claims with dates of service **prior to (<) 7/1/2022** should use payer ID # MCCVA and claim **dates after 7/1/2022** should use payer ID # MCC02.

Claims can also be submitted directly to MCC via Availity at <https://availity.com/molinahealthcare>.

Paper claims address

| | Prior to July 1, 2022 | Effective July 1, 2022 |
|------------------------------|--|---|
| Paper claims-CMS-1500 | Paper claims with date of service prior to (<) 7/1/2022 ¹ should be mailed to: Molina Complete Care Claims Service Center 1 Cameron Hill Circle, Suite 52 Chattanooga, TN 37402 | Paper claims with date of service on or after (=>) 7/1/2022 ¹ should be mailed to: Molina Complete Care P.O. Box 22656 Long Beach, CA 90801 |

¹ Paper claims must be submitted on CMS-1500 forms printed on Flint OCR Red, J6983 (or exact match) ink. MCC uses optical character recognition (OCR) technology to scan paper claims therefore, black/white, handwritten or photocopied claims submissions **will not** be accepted.

Payment frequency process

| | Prior to July 1, 2022 | Effective July 1, 2022 |
|--------------------------|---|--|
| Payment frequency | Claim payment is once a week on Tuesday for adjudicated claims with dates of service prior to (<) 7/1/2022. | Claim payment is twice a week on Tuesdays and Thursdays for adjudicated claims with dates of service on or after (=/>) 7/1/2022. |

Please email your questions to MCCVA-Provider@MolinaHealthCare.com. Thank you for being a valued MCC network provider and helping us provide high quality health care services to our members.