



Provider Memorandum

Provider Claim Appeal Process

This memo serves as a reminder of Molina Healthcare of Wisconsin's provider appeal process. Providers appealing a claim previously adjudicated must request action within 90 calendar days of Molina's original remittance advice date unless your Provider Agreement states differently.

Regardless of appeal type (service denied, incorrect payment, administrative, etc.), all claim appeals must be submitted on the Molina Appeals form found [here](#) on the Molina Public website and on the provider portal. Only completed forms can and will be processed, note: clearly mark the submission as an appeal.

Required with the form, the appeal must include the following:

- Provider name
- Date of service
- Date of billing
- Date of payment and/or nonpayment
- Member name
- Member ID number
- Claim number. Services cannot be appealed without a processed claim on file.
- Reason(s) the claim merits reconsideration. If the appeal relates to medical emergency, medical necessity and/or prior authorization, medical records and/or substantiating documentation must accompany the request for reconsideration. Additional documentation must include but is not limited to:
 - Physician, nursing, and social worker notes
 - Tests and reports
 - Medicine lists for the hospital stay

Include Molina's EOB along with all supporting documentation and submit directly via:

- Provider Portal: availability.com/molinahealthcare (**Preferred Method**)
- Email: MWIAppeals@MolinaHealthcare.com
- Fax: (844) 251-1446 (keep your fax confirmation sheet)

Molina is green. If an appeal is received via USPS, it will be dismissed, not worked, and not considered a valid appeal.

Note: Corrected claims are considered new claims and are not considered an appeal or dispute and will be rejected if they are sent to the appeals team. All corrected claims need to be submitted through the standard claim submission process.

April 22nd, 2022

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at WIProviderNetworkManagement@MolinaHealthCare.Com or visit MolinaHealthcare.com.

Register Now for Availity, Molina Healthcare's Inc. (Molina) New Provider Portal

Learn how Molina is working with Availity at availity.com/molinahealthcare.
