August 25, 2023

Provider Memorandum

How To Read the EOP and 835 Enhancements

Molina Healthcare of Illinois (Molina) shared with providers enhancements to EOP/835 Refund and Forwarding Balance Reporting. Please refer to the July 14, 2023, provider memo.

Molina uses a standardized Explanation of Payment (EOP) template. Every Molina claim payment issued generates an EOP document. Providers are encouraged to use this EOP Quick Reference Guide for a typical EOP, which details the information and values that comprise the document. We created this guide to help you understand the enhancements.

Accessing Advance Explanation of Payments

Copies of original EOPs can be accessed through ECHO Health's website Providerpayments.com or through the Molina Availity Essentials portal.

Copies of the original EOP that created recoupments, as well as each payment the recoupment applied to, can be located by doing the following:

1. Log into Providerpayments.com or your Availity profile at Availity Essentials portal.

2. Enter the Checkhistory ID into the search field "Claim."

3. You will receive results which will include the original EOP that created the recoupment and each payment that advance was applied to.

4. Click on "EPP" on Providerpayments.com to download the EOP. Click on 835 to download the 835 for that payment date.

Certain limitations apply; due to Molina's migration to ChangeHealthcare/ECHO's current platform, EOP documents dated prior to the migration may only be searchable on Availity.

If the advance created was from capitation, or manually by Molina, searching in this manner will only list the payments that the advance was applied to. Please contact your Molina Provider Services rep for additional support and include your CHKHST ID number.

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.

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! Click here to receive Molina's provider updates.

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