

Molina Provider Issue Notification Process

Providers contracted with Molina Healthcare of MS may submit issues to Molina in several ways, depending on the nature and/or the origin of the issue.

Each department may have differing steps or intake processes; however, upon receipt of an issue, all departments acknowledge receipt within 24-48 hours of receiving the correspondence.

Next, an initial assessment, included but not limited to, verification of the provider's participation status, complete review of the issue presented, any claim examples, etc., are then reviewed to determine the root cause and when necessary, departments will work collaboratively until a complete resolution has been reached.

Provider Contact Center

- Phone
(844) 826-4335

Provider Relations Department

- Phone
(844) 826-4335
- Departmental Mailbox
MHMSProviderServices@MolinaHealthcare.com
- Provider Relations Representatives
<https://www.molinahealthcare.com/providers/ms/medicaid/comm/Provider-Representatives-Map.aspx>

Claims Department

- Phone
(844) 826-4335

Claims Recovery Department

- Phone
(844) 826-4335
- Provider Disputes
Molina Healthcare of Mississippi
PO Box 2470
Spokane, WA 99210-2470

Appeals & Grievances Department

- Pre-Service Appeals
Fax to (844) 808-2407
- Post-Service Appeals
Fax to (844) 808-2409
- Mail
Molina Healthcare of Mississippi, Inc.
ATTN: Appeals and Grievance Department
1020 Highland Colony Parkway, Suite 602
Ridgeland, MS 39157

Healthcare Services

- Phone
(844) 826-4335
- Provider Portal
<https://www.availity.com/molinahealthcare>
- Fax (Medical)
(844) 207-1622 (Inpatient)
(844) 207-1620 (Non-Inpatient)
- Fax (Behavioral Health)
(844) 207-1622 (Inpatient)
(844) 206-4006 (Non-Inpatient)
- Mail
Molina Healthcare of Mississippi, Inc.
ATTN: Healthcare Service Department
1020 Highland Colony Parkway, Suite 602
Ridgeland, MS 39157

NOTE: Providers must first be contracted with Molina, and all contact information and provider resources can be found on Molina’s website in the provider manuals, frequently used forms and billing tips and guidelines.

[Molina Healthcare of Mississippi](#)