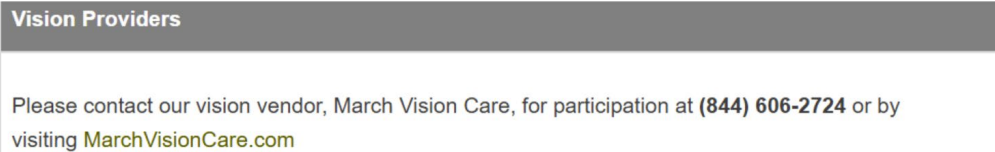


## Question of the Month

**Question:** I have a location that I have been trying to get into network with Molina for quite some time now -- I always seem to get the runaround with provider services -- I have sent in multiple requests for participation and have sent in the paperwork that has been requested of me --

### Response:

Are you supposed to credential for Molina via March Vision to be a well vision care provider. The Molina website states the following:



**BUT More information.** The March Vision Mississippi specific information which states that for Molina that March does not cover the medical or surgical eye care. Thus, providers file medical eye care to Molina and well vision care and materials to March Vision.

[https://www.marchvisioncare.com/docs/MarchDocuments/StateSpecificPRG/Mississippi\\_Molina.pdf?tm=2025-05-02%2010:53:42](https://www.marchvisioncare.com/docs/MarchDocuments/StateSpecificPRG/Mississippi_Molina.pdf?tm=2025-05-02%2010:53:42)

**The Molina provider handbook states the following:** ([https://www.molinamarketplace.com/-/media/Molina/PublicWebsite/PDF/Providers/ms/medicaid/32874OTHMDMSEN\\_2024\\_MSCAN\\_Provider\\_Manual\\_nob\\_FNL\\_R.ashx](https://www.molinamarketplace.com/-/media/Molina/PublicWebsite/PDF/Providers/ms/medicaid/32874OTHMDMSEN_2024_MSCAN_Provider_Manual_nob_FNL_R.ashx))

p 133: Effective July 1, 2022, the Division of Medicaid (DOM) centralized credentialing processes for the Medicaid line of business. That means that once a Medicaid ID number has been issued, a provider only needs to pursue a contract with Molina for Medicaid purposes. Molina will no longer credential a provider for MSCAN or CHIP purposes. DOM has sub-contracted with a company, Gainwell Technology, for credentialing processes so please respond to any credentialing requests coming from Gainwell. Delayed responses to Gainwell will delay the credentialing process, and as a result delay the Molina contracting process. Centralized credentialing does not apply to the Marketplace line of business. If you are contracted with Molina for any other lines of business, including Marketplace, you are still required to participate in Molina Credentialing processes. Please continue to respond to credentialing requests from Molina to ensure your network status for Marketplace lines of business remains current.

All of the **Molina contact numbers** can be found here:

<https://www.molinamarketplace.com/marketplace/ms/en-us/Providers/Contact-Us.aspx>

The following **Guide for Credentialing** can be found: <https://www.molinamarketplace.com/marketplace/ms/en-us/Providers/~media/Molina/PublicWebsite/PDF/Providers/ms/marketplace/Provider%20Form>

ACTION	You will need to complete the sections identified below on the provider information update form (pif) and any additional documents listed. All documents must be completed and returned
Add a Provider to the group	<ul style="list-style-type: none"><li>• PIF – Complete <b>Section A, Section N*</b> *<b>Section N</b> can be copied when adding multiple providers</li></ul>

**The above link has the form, to be completed. Along with the following contact directions:**

If you have any questions, visit our website at [MolinaHealthcare.com](http://MolinaHealthcare.com) or call Provider Services at (844) 826-4335. Representatives are available to assist you Monday through Friday from 7:30 a.m. to 6:00 p.m.

Please mail, fax or email this form and supporting documentation to: Molina Healthcare of Mississippi Attn: Provider Network Administration 1020 Highland Colony Parkway, Suite 602 Ridgeland, MS 39157

[MHMSProviderContracting@MolinaHealthcare.com](mailto:MHMSProviderContracting@MolinaHealthcare.com)

This is the **Provider Application**: [https://www.molinamarketplace.com/marketplace/ms/en-us/Providers/~media/Molina/PublicWebsite/PDF/providers/ms/Medicaid/MHMS\\_Credentialing\\_Practitioner\\_Form.pdf](https://www.molinamarketplace.com/marketplace/ms/en-us/Providers/~media/Molina/PublicWebsite/PDF/providers/ms/Medicaid/MHMS_Credentialing_Practitioner_Form.pdf)

**And under Resources - A guide to Credentialing**

<https://www.molinahealthcare.com/~media/Molina/PublicWebsite/PDF/Providers/ms/marketplace/MarketplaceContractingandCredentialing.pdf>

**And in this Guide it states:**

The DOM standard by which the Coordinated Care Organizations (CCOs) are required to comply with is that within 90 days of receipt of a complete packet (to include having updated CAQH profiles) that credentialing of the group should be approved or denied.

**Providers can also try to send an email here if you have questions about a specific application.**

If a provider or group receives the credentialing complete letter and have not received outreach from Provider Services, please email [MHMSProviderServices@MolinaHealthcare.com](mailto:MHMSProviderServices@MolinaHealthcare.com) .