

Provider Tip Sheet

How to File a Claim Dispute

Molina Healthcare is committed to the timely resolution of all provider complaints. Any disagreement regarding the processing, payment or non-payment of a claim is considered a Provider Dispute. Provider disputes are typically disputes related to overpayment, underpayments, untimely filing, and bundling issues.

Providers disputing a claim previously adjudicated must request such action within one(1)year of Molina's original remittance advice date.

While an Appeal/Dispute form is no longer required. It is strongly recommended that a form is filled out to aid in processing. Appeal/Dispute Forms are found on our website www.molinahealthcare.com.

Molina offers the below forms of submission for Disputes:

- Contact Center at 866-472-4585 (Monday – Friday, 8am – 7pm)
- Fax: (877) 553-6504
- Secure email: MFL_ProviderAppeals@MolinaHealthcare.com
- Submitted via mail:

Molina Healthcare of Florida
Appeal and Grievance Unit
P.O Box 36030
Louisville, KY 40233-6030

Provider Disputes impacting more than 10 Claims for the same root cause and same provider can be submitted as a project to: MFLClaimsDisputesProjects@MolinaHealthCare.com.

Items resubmitted should be clearly marked as reconsideration and must include the following:

- Any documentation to support the adjustment and a copy of the Authorization form (if applicable).
- The Claim number clearly marked on all supporting documents
- A copy of the original claim



Claims denied for missing documentation such as consent forms, explanation of benefits from primary carrier, or itemized bills are not disputes. These must be submitted within 35 days from the date of the Explanation of Payment. Please mail those requests with the copy of the claim to:

**Molina Healthcare of Florida
P.O. BOX 22812
Long Beach, CA 90801**

Requests for adjustments of claims paid by a delegated medical group/IPA must be submitted to the group responsible for payment of the original claim.

If you need further assistance, please contact Molina Healthcare at: 855-322-4076.

Thank you for your continued care to our members!

Molina Healthcare of Florida