



# Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

December 29, 2021

## **Alert: Members' Molina ID cards may be delayed.**

We're sorry.

But we need to let you know that Molina Healthcare of Washington members may experience a delay in receiving new health plan ID cards.

To make sure members have the information they need to receive care, we've sent each one a letter with their unique Member ID. Members can use the ID and/or letter until their permanent ID cards arrive. They can also use the letter to check their own eligibility, view and print ID cards at [member.molinahealthcare.com](http://member.molinahealthcare.com).

As a provider, there are two portals where you can view ID cards and check eligibility for Molina members:

- Availity Essentials at [availity.com/molinahealthcare](http://availity.com/molinahealthcare) or
- OneHealthPort at [onehealthport.com/sso](http://onehealthport.com/sso), 24/7

For additional help with member eligibility, answers to more questions or other concerns, please call Molina Provider Services at (855) 322-4082.

Again, we apologize for any inconvenience. And we are so grateful for your partnership!

**Thank you for serving our members.**