

Registration

How-To-Register

► BASIC STEPS

1. **Select your Coverage** (Defaults to Other Lines of Business)
 - Select your State if you chose “Other Lines of Business”
2. **Select your Provider Type** (Defaults to Facility/Group)
3. **Enter your Tax ID/Molina Provider ID** as appropriate for the provider type selected

*Upon validation, select **Next***

4. **Enter Authentication Details**
 - First and Last Name
 - Email Address
 - User ID
 - Password
 - Security Questions and Answers
 - CAPTCHA
5. On completion, a link will be sent to the email address given. **Click on the link to validate** and you will be taken to the login page
6. **Log in** with your User ID and Password

If you do not know your Molina Provider ID, please contact your local Provider Services.

Provider Services Contact Information

CA	(855) 322-4075	PR	(888) 558-5501
FL	(855) 322-4076	SC	(855) 237-6178
IL	(855) 866-5462	TX	(855) 322-4080
MI	(855) 322-4077	UT	(855) 322-4081
NM	(855) 322-4078	WA	(855) 322-4082
OH	(855) 322-4079	WI	(855) 326-5059

► DETAILED STEPS

1. Select your Coverage

(For Other Lines of Business select your state, For Medicare state is not required)

Registered for Medicaid but also have Medicare? Providers can register for one line of business and add any additional lines using the Manage Provider tool within the Account Tools menu. If you have Marketplace or Duals, they are visible within the “Other Lines of Business”.

2. Select your Provider Type

What Provider Type should you select?

Facility or Group

Any hospital, clinic, IPA, etc., and usually centrally manages referring and rendering providers by submitting service requests/authorizations or claims on their behalf. If you are going to be submitting claims on behalf of a provider group, you would register as Facility/Group.

Individual Physician

Any non-pay to provider who may refer, or be a rendering provider, that would like access to their pertinent data; including searching for member eligibility, viewing claims or service request/authorizations statuses, submitting service request/authorizations, and have access to information provided by Molina Healthcare.

3. Enter your Tax ID Number and Molina Provider ID.

A check mark will appear if the entered ID is validated in our system. If you are registering as an Individual Physician, you only need to enter your Molina Provider ID. If you do not know your Provider ID, please contact your local Provider Services (see contact information on page 1).

Completing this step will then take you to the Authentication Details where you will enter your information and select and answer three security questions.

Note: If you are the first user to register with a Provider ID will be the primary administrator on the account. The invited users will have access as per the access levels you have granted – see roles and functionality available to them in the Account Tools section.

4. Completing your Registration Information

Authentication Details

Enter the following on corresponding fields:

- User First Name
- User Last Name
- E-mail Address (confirm e-mail by entering twice)
An email will be sent for validation after registration.

User ID and Password

User ID - Create a unique user ID using characters with no spaces and using the following restrictions:

User ID Rules

- Minimum of 8 and no more than 15 characters
- A combination of letters and numbers may be used
- Special characters limited to ONLY a Period "." and the Underscore "_",

Note: A period cannot be the last character at the end of the User ID

Enter User ID on the designated field. Click "Check Availability" to authenticate that User ID created is unique, after uniqueness of User ID is confirmed, user may proceed to create your Password.

Password Rules

- Minimum of 8 and no more than 12 characters
- Must contain at least one uppercase and lowercase letter, at least one number, and at least one of the following special characters: ~! @ # \$ % ^& * _ - + = ` | \ () { } [] : ; " ' , . ?.
- Password cannot contain partial User ID, first name or last name.
- Enter password again in "Confirm Password" field.

Security Questions

The security questions provide help in creating a more secure registration and login process and also help you get back in when you get locked out**. Select questions from the dropdown menu and input the answer in the corresponding fields.

Note: All answers must be different and each of the numbered questions answered to ensure a secure registration and login process.

Provider Online User Agreement

In order to proceed with the registration, users must accept the "Provider Online User Agreement" By clicking the checkbox "I accept the Provider Online User Agreement" If you want to read the Agreement, click the link and users will be directed to the page with the full version of "Provider Online User Agreement"

CAPTCHA

The CAPTCHA code section of registration requires an input code from user to verify whether user is a human visitor and to prevent automated spam submissions. Enter the code in the designated field. User can choose to click refresh the Captcha box for a new code.

After filling in all the fields for registration, click "Submit". An email will be sent to the email address you gave and you will have to follow the directions sent to validate that email address and login.

Frequently Asked Questions

Q: What can I do once I am registered?

A: Registered users have different capabilities based on their access level.

Q: Who can I contact to get help with registration?

A: You may contact our Provider Services Help Desk at (866) 449-6848 if you have any questions regarding the registration process.

Q: How often do we need to change passwords?

A: Users must change passwords every 60 days.

Q: How long can I keep my account?

A: An account functions indefinitely as long as the user is active in using account. If the account is inactive for 90 days, account will be locked and can only be unlocked by answering the security questions and resetting the password.

Q: How do you change passwords?

A: Log in to your account and go to “Account Tools” then click change password. You can also perform this on the login page by clicking on the Forgot password link.

Q: How do I invite another user to my account?

A: An administrator for the account can invite users through the Account Tools/Manage Users function.

Q: I am a delegated administrator and I am missing a Tax ID on my account. How do I have my access updated?

A: Please contact our Provider Services Help Desk at (866) 449-6848 for support.

Q: How do I request access to an account?

A: To request access to an account, you select “Request Access for new user” on the Provider Portal Login page. Enter the NPI or Provider Name, and fill in your information below. A confirmation message should appear after you Submit. The account administrator will have 5 days to approve or deny the request. If the account administrator doesn’t take any action, the request will automatically be denied.

Q: What is a Provider Type as referred to on the Registration page?

A: There are two different types of accounts for Molina Healthcare: Individual Physician and Facility/Group. Register as a Facility/Group if you intend to submit or correct claims online. Individual descriptions for each Provider Type are available on the Registration page when you select the Provider Type.

Q: Upon submission of my registration online, will I have immediate access to the Provider Self Service Portal?

A: Yes, you will receive an email which confirms the email address entered during the registration process. Click the link within the email to validate your email address and you will be taken to the login page where you can immediately login and begin.

Q: If I register myself as an administrator for the site, will I have access to all its features?

A: Only the first user using the Molina Provider ID registers as the account administrator. All other users will have to have their roles updated by the administrator to access “All” functions. As an administrator, you will have access to all the features.

Q: I do not see all the providers for the umbrella Tax ID. How do I have my access updated?

A: Please contact your delegated administrator to update your access. If you are the Primary Administrator, use Account Tools/Manage Provider function to add the TIN/Provider ID combination.

Q: Can anyone create an administrative account?

A: No, only an Administrator can promote a non-admin to Administrator role on the account.